

WDA 3 Performance Report Addenda 2 ESD/WSID Policy Measures

STAFF TRAINING AND COMPETENCY MEASURES

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1009 R.1	Veteran Priority	1009-2	Front line staff trained & demonstrate knowledge	90%	0%	62%	68%
1010 R.1	Front End Services	1010-3	Front line staff trained & demonstrate knowledge	80%	82%	82%	102%
1012	Customer Complaint	1012-1	All partners trained &/or demonstrate working knowledge	100%	84%	84%	84%
1014	Business Services	Regional Plan	Business services staff trained on Basic Business Services	100%	100%	100%	100%
1015	Menu of Services	1015-4	Front line staff trained & demonstrate knowledge	80%	70%	72%	90%
1016	1-Stop Assessment	1016-5	Staff conducting assessment trained in administering and interpreting results	100%			0%

ASSESSMENT MEASURES

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1010 R.1	Front End Services	1010-3	# Staff assisted triage assessments to new customers	tbd			#VALUE!
			# Staff assisted triage assessments to returning customers	tbd			#VALUE!
1016	1-Stop Assessment	1016-5	# Customers w/ 1:1 service receiving "preliminary" assessment	60%	90%	90%	150%
			# Customers receiving "secondary" assessment	tbd			#VALUE!

PROCESS MEASURES

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1009 R.1	Veteran Priority	1009-2	Every customer made aware at point of first contact	100%	66%	66%	66%
			Vet/Eligible spouses provided menu of priority programs/services	100%	100%	100%	100%
1010 R.1	Front End Services	1010-3	Triage documented w/ short SKIES registration	100%			0%
			Customer is able to find what they need easily (Rating out of 5)	4.5	4.7	4.3	96%
1014	Business Services	Regional Plan	Job orders, contacts, services recorded in SKIES	100%			0%

BUSINESS SERVICES MEASURES

State Policy Reference	Policy Name	Council Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1014	Business Services	Regional Plan	Job orders match skill base	25%	51%	53%	212%
1014	Business Services	Regional Plan	Job orders match demand occupations	25%	19%	29%	116%