

WIB SELF EVALUATION RESULTS

(Items in peach color are strong, in white are acceptable, and in green may need some attention.)

LEADERSHIP	Score (Out of 5)	% Disagree	% Strongly Disagree
The workforce board leadership has clearly communicated the board's vision, mission and goals so that as a board member, I understand them.	4.39	0%	0%
The board's vision, mission and goals are often referred to at meetings as the board carries out its business.	3.94	10.5%	0%
I am satisfied that our board is positioned to identify and address the key workforce issues in our area.	4.0	0%	5.6%
The board seeks and secures additional funding beyond WIA in order to ensure the community workforce development needs are met.	3.61	22.2%	0%
Our board engages local elected officials in key decision making.	3.94	11.1%	15%
The board chair and chief executive officer (CEO) have established an environment that encourages, supports, empowers and reinforces the contributions of board members and other stakeholders.	4.23	0%	0%
The board is connected with the local education providers (including K-12, technical education, Adult Education and Higher Ed.).	4.22	5.6%	5.6%
The board is seen in the community as a leading authority on workforce development needs and as an important source of information about the labor market.	3.22	11.1%	11.1%
Local workforce development service agencies see the board as a neutral broker representing the needs of employers.	3.55	5.6%	0%
LEADERSHIP AVERAGE	3.90		

STRATEGIC PLANNING	Score (Out of 5)	% Disagree	% Strongly Disagree
The board's strategic plan is related to the community's overall economic development strategies.	4.00	5.6%	5.6%
The board's strategic plan is directly related to the board's mission and organizational goals.	4.22	0%	5.6%
The board has a strategic-planning process that includes key community workforce development stakeholders and customers.	3.99	11.8%	0%
Our strategic plan is based on "regional" thinking and not just local community information.	3.95	5.6%	0%
Our strategic plan is being developed based on data about local demographics, key employer needs and existing training program capabilities.	3.89	16.7%	0%
Our strategic plan is being developed with input from the provider and "partner" agencies that will carry out the plan's objectives.	3.89	5.6%	0%
The strategic plan includes objectives that relate to the specific role, activities and "value added" of the board itself.	3.77	5.6%	0%
The board's Youth Council has a strategic plan that aligns the board's plan and state's youth requirements.	4.11	0%	0%
The board's Youth Council uses the WIA Youth funds it oversees to leverage other funding for a wider impact on the local workforce investment area's youth population.	3.99	11.1%	0%
I am satisfied with the personal contribution I am making to the board's strategic-planning process.	3.78	5.6%	5.6%
STRATEGIC PLANNING AVERAGE	3.95		

CUSTOMER FOCUS	Score (Out of 5)	% Disagree	% Strongly Disagree
I am satisfied that the board has correctly identified our customers and their expectations for the board and for the workforce development system.	3.83	11.1%	0%
The board regularly seeks out the opinions of youth, job seekers, employers, elected officials, program agencies, board members and staff about the work of the board and the workforce development system.	3.44	5.6%	5.6%
I am aware of how the board uses customer feedback to improve our products and services.	3.22	11.1%	5.6%
The board has a communications plan to market and promote workforce development activities and programs to its customers.	3.89	0%	11.1%
The board ensures that its One Stop operators and service provider agencies measure and address customer satisfaction concerns.	3.61	5.6%	5.6%
I utilize the business programs and services as a local employer.	3.50	16.7%	0%
CUSTOMER FOCUS AVERAGE	3.58		

INFORMATION AND ANALYSIS	Score (Out of 5)	% Disagree	% Strongly Disagree
The board analyzes available workforce data, employer information and training provider capacity as part of its strategic-planning process.	3.76	5.9%	5.9%
The board consults with technical and professional experts before making decisions.	3.83	0%	5.9%
The board consults with "affected parties" before making decisions.	3.94	0%	5.9%
The board secures and analyzes relevant information before making decisions regarding:			
• Issues that it brings forward to the community.	3.83	0%	5.9%
• Chartering One Stop operators.	3.53	5.9%	5.9%
• Accountability of One Stop partners	3.89	5.9%	5.9%
INFORMATION AND ANALYSIS (continued)	Score (Out of 5)	% Disagree	% Strongly Disagree
• Selection of youth program providers.	4.17	0%	0%
• Approval of eligible service providers.	4.12	11.8%	0%
I am satisfied with the data that the board collects and utilizes to track "continuous improvement" in the local workforce development system.	3.35	11.8%	5.9%
I am satisfied that our board examines the long term economic development trends, employment opportunities and population demographics of our area.	3.59	5.9%	11.8%
INFORMATION AND ANALYSIS AVERAGE	3.80		

PROCESS MANAGEMENT	Score (Out of 5)	% Disagree	% Strongly Disagree
I can see how the day-to-day activities of the board relate to its overall vision, mission and goals.	3.88	11.8%	0.0%
The board has engaged local elected officials and obtained their endorsement of our mission and work.	4.18	0%	0%
I understand how the funds for which the board is responsible flow within the local system.	4.0	11.8%	0%
The board has a process in place to examine the ongoing activities and programs of service providers to see if they are following the objectives set down in the board's strategic plan and to support and encourage them to do so.	4.23	5.9%	0%
The board has a management process that establishes accountability for the activities of the board and its individual members.	3.59	23.5%	0%
The board's committee and staffing structure and its operating procedures are helpful in supporting the work of the board.	4.24	5.9%	0%
I am satisfied that the board has a systematic mechanism for communicating the board's goals and activities to the public.	3.65	11.8%	5.9%
I am satisfied that the board has an effective systematic mechanism for communicating information to and from the One Stop Operator and service providers.	3.69	12.5%	0%
The board's Youth Council articulates its youth strategy to local education providers, youth services providers and other potential partners and stakeholders and has a working plan to advance the strategy in the area.	4.24	0%	0%
The board is positioned to work with state and/or national leaders regarding the development of a quality workforce system.	4.06	0%	5.9%
PROCESS MANAGEMENT AVERAGE	3.98		

MEASUREMENTS	Score (Out of 5)	% Disagree	% Strongly Disagree
I am aware of the measures the board uses to judge the performance of the workforce development system and to ensure that it is in keeping with the goals of the strategic plan.	4.00	5.9%	0%
I am aware of the measures the board uses to judge the satisfaction of customers with services received from agencies and program providers overseen by the board.	3.35	17.6%	5.9%
The board analyzes current and past performance data and information to assess and understand the overall performance of the local workforce development system.	3.77	0%	5.9%
The board effectively oversees the public funds for which it is responsible.	4.35	0%	0%
The board examines the activities of other boards in order to provide benchmarks for its own work.	3.47	5.9%	11.8%
MEASUREMENTS AVERAGE	3.79		

THE BOARD'S OWN HUMAN RESOURCES	Score (Out of 5)	% Disagree	% Strongly Disagree
I am satisfied that the board is making a valuable contribution to the local workforce development system.	4.0	11.8%	0%
I understand my responsibilities as a board member.	4.42	0%	0%
The board's initial orientation and subsequent membership development activities have provided me with useful and relevant information regarding the work of the board.	3.59	11.8%	0%
I feel that board meetings are well organized and conducive to meaningful and relevant discussion.	4.41	0%	0%
I clearly understand the board's governance process and the expectations of our chair and CEO.	4.24	5.9%	0%
I feel the chair exercises good leadership in the management of meetings.	4.41	0%	0%
I feel the chair exercises good leadership in managing the relationship between the board and its CEO.	4.29	5.9%	0%
I actively help identify and recruit new business and community members to serve on the board.	3.41	17.6%	0%
I am satisfied with my knowledge of the work of the board.	4.06	5.9%	0%
I am satisfied with my own participation on board committees.	4.18	5.9%	0%
I am satisfied with the overall contribution I am making to the mission of the board.	4.18	5.9%	0%
THE BOARD'S OWN HUMAN RESOURCES AVERAGE	4.12		

I think that our board performs very well in the following area(s):

- Collaboration with each other and various committees. Dedication to WorkLink and improving our regional workforce. Youth Council, OJT
- Governance of funds; Youth Activities Organizationally, Communications
- Communication, website design, partner relationship, board participation, county council chair endorsement, job fair. Delivery of services
- Identifying issues of concern and monitoring service providers spending WIA funds
- Communication. Accountability.
- Strategic Planning Business Partnerships
- communication with elected officials; availability of info to the general public
- Employment needs for those in the community using the services provided and aware of the services provided.
- Identifying where our efforts should be concentrated
- Communications with employers.
- Communications with elected officials has improved. We now have a better understanding of what they expect.

I think that our board needs improvement in the following area(s):

- Continuous training. As times change with WIA, DEW and local county councils, the board needs to be aware of how this effects them. Hence training on what these changes mean. Marketing of one-stop. Communication with public and businesses about workforce issues.
- Collaboration on Industry needs in workforce candidates. I am not in a position to speak to this issue.
- Continue to leverage resources, build partnerships throughout community and region outreach to involve community and involving itself with the big picture of workforce development
- Differentiating tactical from strategic issues in the planning process
- WorkKeys implementation
- Informing (general) public what purpose of WIA serves and the benefits to of it services to local communities.
- relationship w/ employers; utilization of funds for services rather than administration of programs
- Board needs to provide more information to those who might need the services. More advertising of the services provided.
- Orientation of new board members
- Orientation and continuous education of board members.

Any other comments:

- I am very pleased to serve on the WorkLink board. I see a group of professionals from the Tri-County area dedicated to improving our region. Though we may not be experts in WIA and all the federal/state guidelines, the dedication and teamwork of the board in my opinion is outstanding. I have no doubt with Stephanie and eventually David taking the leadership of the board that we will continue to excel in our performance. I believe this strategic planning process will better define and get us on track to meet our workforce development issues.

- Need greater focus on promoting literacy as a way to reduce the number of people we serve. I am a former Board member who has been off the Board for approximately one year therefore many of my responses should be viewed with that in mind. Thank you for giving me the opportunity to participate in the survey.
- Volunteer Board members frequently perform work which should be carried out by the staff. we are beginning to get better. Key is leadership in CEO and in Chair(s) of Bd and key committees