

## 2009 – 2010 SCMW! Balanced Scorecard

**Overarching Goal: Create, manage and maintain an effective demand-driven workforce development system for the South Central Michigan region!**

Financial Perspective			
Objective	Measures	Target	Updates – June 10
Maximize efficient targeting of funds	# of participants entered into training	1200 entered into training in PY 2009 75% completed training in PY 2009 <b>or</b> in Long-term Training (over 12 mths.)	<b>1848</b> Entered <b>537</b> Completed (29%) <b>1402</b> Long-term (76%)
Diversify revenue sources	# of resources sought through new sources and funding streams	10 grants submitted 5 sponsorships/donations 5 Fee-for-Service contracts written	<b>12</b> Grant Submitted <b>+ 2</b> Grants Researched /Developed <b>31</b> Sponsorships /Donations <b>5</b> Fee-for-Service contracts
Customer Perspective			
Objective	Measures	Target	Updates – June 10
Increase customer value	# of jobseekers placed # of jobs saved/ created # of employers served	900 jobseekers 1300 jobs saved/ created 500 employers	<b>1797</b> Jobseekers <b>2473</b> Jobs saved/created <b>651</b> Employers
Establish SCMW as an effective brand	South Central Region leadership awareness of SCMW, its scope of services	12 Presentations in Region 50 “New” Business Customers 3 CEO Roundtables	<b>52</b> Presentations <b>319</b> New Businesses <b>3</b> CEO Roundtables
Internal Process Perspective			
Objective	Measures	Target	Updates – June 10
Integrate regional activities to address economic challenges	# of activities devoted to integrated strategies	3 integrated strategies with EDC/education partners 6 regional strategies identified with milestones for PY 2009	<b>6</b> Integrated Strategies <b>6 Identified</b> Regional Strategies with Milestones ( <b>On-going</b> )
Continuously improve effectiveness of One-Stop service centers	% of implementation of LEAN & Green throughout SCMW	10% decrease in paper usage 10% decrease/elimination of processes used (in Centers)	<b>40%</b> Decrease in paper <b>54%</b> Decrease/elimination of processes in Centers
Learning and Growth Perspective			
Objective	Measures	Target	Updates – June 10
Nurture the progressive, innovative culture of SCMW	# of Innovation Awards given contractors, partners and staff in PY 2009/2010	3 awards presented	<b>2 - Business</b> <b>2 - Partner</b> <b>2 - Honorable Mention</b>
Enhance professionalism of SCMW staff and its partners	# of classes entered into and completed by staff	75 staff 300 entered into 75% completed	<b>151</b> staff <b>311</b> entered into <b>75%</b> completed