

THE SAN JOAQUIN COUNTY WORKNET SYSTEM COMMITTEE
MISSION STATEMENT

WorkNet System Committee:

A. Mission Statement:

To establish, review, and continuously improve the San Joaquin County WorkNet Service Delivery System in a manner that is consistent with the San Joaquin County Workforce Investment System Operating Principles.

B. Responsibilities:

To assure that WorkNet Centers and WorkNet Entry Points deliver services and manage processes in a manner that is consistent with, and supportive of, the San Joaquin County Workforce Investment System Operating Principles.

To recommend the chartering and rechartering of WorkNet Centers and WorkNet Entry Points; the approval and modification of WorkNet Center core and intensive services; and continuous improvement of services through enhanced customer choice, customer satisfaction, and high output performance.

C. Goals:

- 1) To recommend the establishment of a series of WorkNet Centers and Entry Points throughout San Joaquin County that are based on both convenience to, and needs of, job seekers and business operators.
- 2) To pursue a high level of outcome performance, while assuring that those job seekers or businesses facing the most difficult barriers to success will be able to access helpful services throughout the WorkNet System.
- 3) To assure that the services across WorkNet Centers are dependable and predictable.
- 4) To continuously improve the services and processes made available across the WorkNet System

**THE SAN JOAQUIN COUNTY STAFF TRAINING COMMITTEE
MISSION STATEMENT**

Staff Training Committee:

A. Mission Statement:

To review and oversee the implementation of a competency-based training system for all employees who will staff the San Joaquin County WorkNet Centers or otherwise be associated with the planning or administration of the San Joaquin County Workforce Investment System.

B. Responsibilities:

To assure that the competency-based training system is consistent with, and supportive of, the San Joaquin County Workforce Investment System Operating Principles.

To provide oversight of a staff training system that includes staff competencies, curriculum, certification and recertification to be provided to all WorkNet Center staff, to assure they are properly equipped to provide the highest level of service to WorkNet customers.

THE SAN JOAQUIN COUNTY ACCOUNTABILITY COMMITTEE MISSION STATEMENT

Accountability Committee:

A. Mission Statement:

To provide oversight of the development and implementation of a performance management system which includes measures and standards for the Workforce Investment System's outcome, process, and customer satisfaction results.

B. Responsibilities:

To assure the performance management system is consistent with, and supportive of, the San Joaquin County Workforce Investment System Operating Principles.

To assure that the performance management system addresses outcomes such as placement into unsubsidized employment and wage improvement; and measurable improvements in WorkNet Center processes and customer satisfaction.

To formulate and recommend the Workforce Investment Board's position on negotiations with the Board of Supervisors and the Office of the Governor regarding local performance standards.

To review and approve standards for performance excellence for the: leadership, strategic planning, customer and market focus, information and analysis, human resource utilization, process management, and business results components of the Malcolm Baldrige Criteria for Performance Excellence.

C. Goals:

- 1) To develop appropriate outcome and customer satisfaction performance standards to be negotiated with the San Joaquin County Board of Supervisors and State of California's Governor's Office.
- 2) To develop performance measures, standards and goals for each WorkNet Center Classification including outcomes, processes, and customer satisfaction.
- 3) To develop and implement methods to review and analyze outcomes, processes and customer satisfaction data.
- 4) To provide information regarding services, activities and processes that increase or decrease output performance, process improvements, and customer satisfaction.
- 5) To develop and implement a "Report Card" that may be used by customers to determine the level and quality of service from each WorkNet Center and training provider. Such report will include outcome, processes and customer satisfaction results.

THE SAN JOAQUIN COUNTY DATA COLLECTION AND SHARING COMMITTEE

MISSION STATEMENT

Data Collection and Sharing Committee:

A. Mission Statement:

To review, approve and oversee the implementation of a data processing system for the collection, analysis and reporting of information related to federal/state or locally required customer specific data, Internet-based service delivery, case management, and outcome, processes and customer satisfaction performance.

B. Responsibilities:

To review, approve and implement the oversight of three performance systems.

- 1) The first is the collection and analysis of the WorkNet System's (including individual WorkNet Centers) performance relative to outcomes such as employment, retention, earning gains and certificate attainment.
- 2) The second includes process outcomes from Malcolm Baldrige components of leadership, strategic planning, customer focus, information and analysis, human resources, process management, and business results.
- 3) The third is specific to customer satisfaction.

To continuously improve the Workforce Investment System's ability to use partner's data processing systems and gain needed and secure access to confidential information.

To assure that all data processing and sharing is consistent with, and supportive of, the San Joaquin County Workforce Investment System Operating Principles.

C. Goals:

- 1) To develop an Internet based service delivery system
- 2) To develop and implement a Client Tracking System to be used by all WorkNet Centers
- 3) To develop and implement the WIA required reporting system
- 4) To develop measures for each of the Malcolm Baldrige Performance Items.
- 5) To develop and implement a WorkNet Center based, method for on-going collection and analysis of outcome, processes, and customer satisfaction data and information.
- 6) To develop and implement a method of supplying Customer Report Card Data.

- 7) To maximize client information and partner data processing usage by resolving confidentially and data processing access issues.

**THE SAN JOAQUIN COUNTY PLANNING COMMITTEE
MISSION STATEMENT**

Planning Committee:

A. Mission Statement:

The Planning Committee will oversee the development of a WIA 5-Year Plan as required by the State, and a multi-year *San Joaquin County Strategic Workforce Investment Plan*.

B. Responsibilities:

To develop a Strategic Workforce Investment Plan which will address all requirements of the WIA 5-Year plan, and other issues of local concern. The Strategic Plan is a living document and is addressed, changed or modified as conditions require.

To assure that the San Joaquin County Workforce Investment System Strategic Plan will address the employment, education, and economic development, initiatives, plans, programs, and operations of all required one-stop partners.

To develop and implement a strategic plan which will provide a forum and method to coordinate the plans, programs, and operations of the Workforce Investment System Partners.

C. Goals:

- 1) To develop, manage, and modify, the San Joaquin County Strategic Workforce Investment System Plan. (Local Plan)
- 2) To develop, manage, and modify, the 5-Year San Joaquin County Workforce Investment Plan. (State Plan)