



# New Jersey State Employment and Training Commission

Dennis M. Bone, *Chairman*

Chris Christie, *Governor*

## SETC Performance Committee

### Recommendation of New Balanced Scorecard Metrics for Program Year 2013 Pilot (July 1, 2013 – June 30, 2014)

#### ***Background:***

The State Employment and Training Commission (SETC) established the Performance Committee in March 2012 to provide high-level performance oversight and advise the SETC on performance standards for the workforce system. In September 2012, the SETC adopted the Balanced Scorecard as the framework for performance standards for New Jersey's workforce investment system, in order to measure and improve system efficiency and effectiveness and increase performance accountability and transparency.

In *New Jersey's Unified Workforce Investment Plan 2012-2017*, the Performance Committee is charged with a number of responsibilities, including supporting the implementation of the Balanced Scorecard Model. As its first activity, the committee worked to identify a set of Balanced Scorecard Metrics for implementation by the SETC and the New Jersey Department of Labor and Workforce Development (LWD).

The Performance Committee reviewed a comprehensive set of proposed metrics based on the Balanced Scorecard Model. The committee considered the Balanced Scorecard model and metrics over the course of five months, with discussion of the metrics conducted at three consecutive meetings and through an online discussion board.

The recommended metrics will be operationalized in Program Year 2013 in a statewide pilot effort. The SETC and LWD will partner in creation of reporting tools for these metrics, to be provided to the Performance Committee, the SETC and local WIBs. The metrics and reports will be reviewed throughout the program year by the Performance Committee and recommended to the SETC for continuation, change or discontinuation at the end of the pilot.

#### ***Recommendation:***

The committee recommends the following new Balanced Scorecard metrics, aligned with the four Core Values, to be piloted statewide in Program Year 2013:

#### ***Core Value 1: Driving Investments Based on Industry Needs***

- **Metric 5: Total Employers Served**  
Identify the number served as a basis for comparison and target growth
- **Metric 6: Employer Industry Penetration**  
Identify the proportion of businesses served in key industry sectors

### Core Value 2: Meeting Jobseekers Where They Are

- **Metric 1: Total Jobseekers Served**  
Identify trends and gaps in customer populations and delivery locations
- **Metric 2: Jobseeker Characteristics**  
Compile traits of jobseekers served, for comparison with total population
- **Metric 3: UI Claimant Time to Receive Services**  
Identify time elapsed between initial UI claim and enrollment in services
- **Metric 4: Jobseeker Time to Placement in Employment**  
Identify time elapsed between enrollment in services and employment

### Core Value 3: Equipping the Workforce for Employment

- **Metric 8: Entered Employment after Enrollment**  
Measure number of jobseekers in a job after enrolling in services
- **Metric 9: Credential/Degree Attainment for Youth**  
Measure the number of youth who attain a credential or degree after enrolling in services
- **Metric 10: Older Youth Placement in Employment or Education**  
Measure the number of Older Youth who obtain employment, join the military or enter post-secondary education after enrolling in services

### Core Value 4: Increasing System Accountability

- **Metric 7: Budget Expenditure Rate**  
Tracking expenditure of state program dollars within the program cycle

#### Balanced Scorecard: Performance Accountability Model

