

*Riverside County  
Workforce Development System  
8 Critical Measures – Working Document*

<b>Measure</b>	<b>Measurement</b>	<b>Standard</b>
1. Openings are filled quickly	Follow-up survey to ascertain whether applicant met qualifications	100% of the openings filled within 3 days.  Of those, X% met qualifications
2. The right candidate is being referred for the right job	Follow-up survey to each employer within 7 days	Employers report that there is a match X% of the time.
3. All train is aligned to the skills required	Track curriculum changes	X% of curriculum over Y period of time is aligned
4. Increase the percentage of total usage/'sales' of all products or services offered to businesses	Track usage of products and services	Usage for each increases by X% over Y period of time
5. Number of formal strategic alliances increases	Track annually the number of new formal alliances with organizations that report wanting to partner due to the WDB's reputation for quality	Increase the number by X in each year
6. Customer satisfaction has increased	Annual survey of each customer group	100% customer satisfaction rating from each group
7. Diversify Resources	Track funding sources/types of funding and purpose	Resources increase (from various sources) by X%
8. Staff are proficient at attracting and sustaining resources	Employees skills increase in the areas of fundraising, marketing, and sustaining the customer base as measured on an annual performance review	X% of employees increase abilities yearly