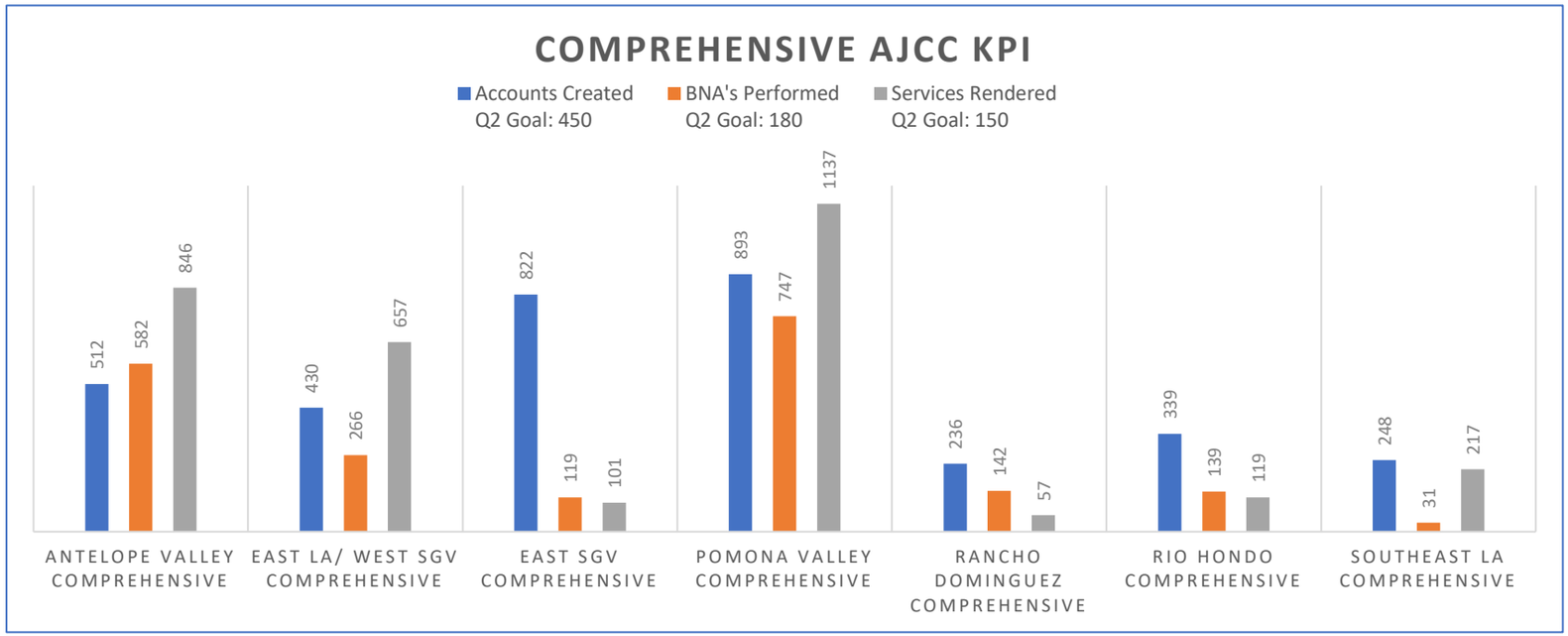
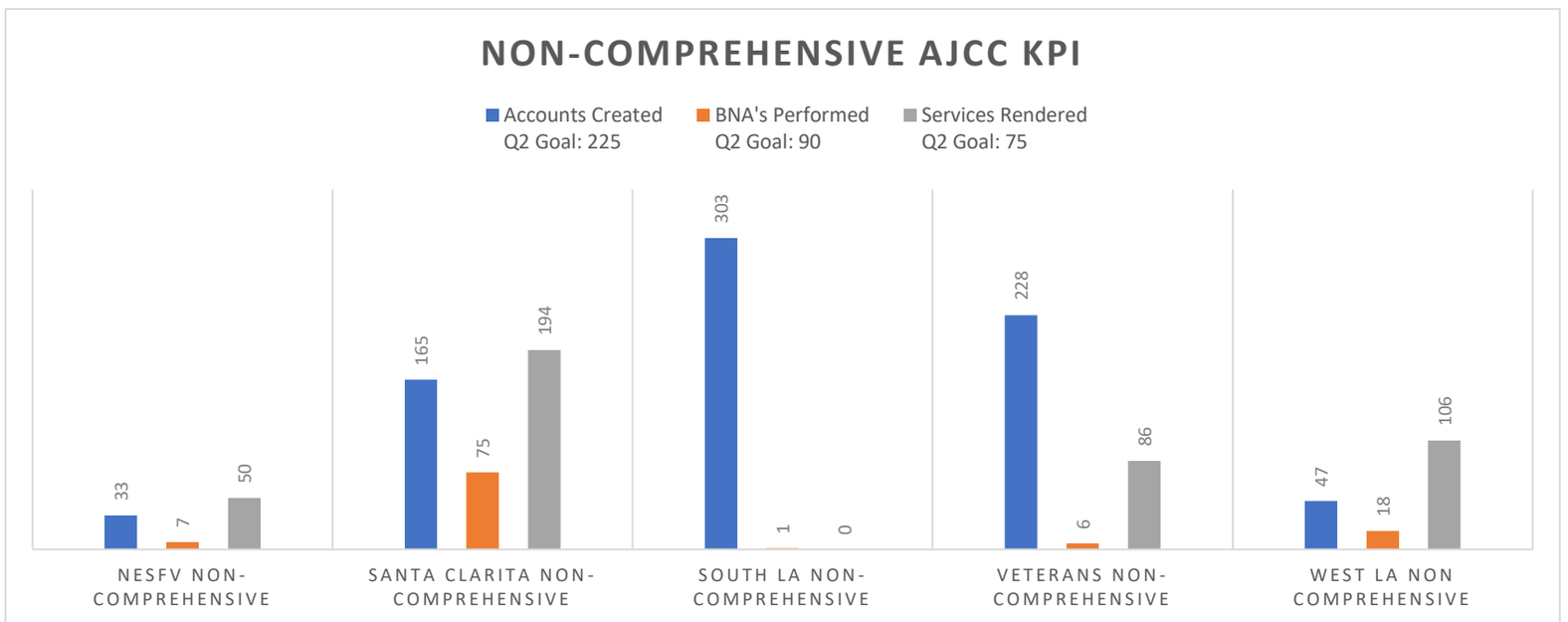
Business Services Performance Update
KPI Data as of 1/23/2020
Prepared 2/4/2020

Meets expectations
Needs improvement
Not meeting expectations

	Accounts Created Q2 Goal: 450	BNA's Performed Q2 Goal: 180	Services Rendered Q2 Goal: 150	OJT E-30 Code usage	WOTC E-47 Code usage	ETP E-11 Code usage	Fair Chance Pledges Received
Antelope Valley Comprehensive	512	582	846	5	0	0	4
East LA/ West SGV Comprehensive	430	266	657	1	0	0	20
East SGV Comprehensive	822	119	101	0	0	0	3
Pomona Valley Comprehensive	893	747	1137	3	1	0	8
Rancho Dominguez Comprehensive	236	142	57	0	0	0	17
Rio Hondo Comprehensive	339	139	119	4	0	3	11
Southeast LA Comprehensive	248	31	217	0	0	0	11
	Accounts Created Q2 Goal: 225	BNA's Performed Q2 Goal: 90	Services Rendered Q2 Goal: 75	OJT E-30 Code usage	WOTC E-47 Code	ETP E-11 Code	Fair Chance Pledges Referred
NESFV Non-Comprehensive	33	7	50	0	2	0	10
Santa Clarita Non-Comprehensive	165	75	194	3	6	1	4
South LA Non-Comprehensive	303	1	0	0	0	0	8
Veterans Non-Comprehensive	228	6	86	0	0	0	1
West LA Non Comprehensive	47	18	106	0	0	0	14


COMPREHENSIVE AJCC KPI
Accounts Created
Q2 Goal: 450
BNA's Performed
Q2 Goal: 180
Services Rendered
Q2 Goal: 150
512
582
846
430
266
657
822
119
101
893
747
1137
236
142
57
339
139
119
248
31
217
ANTELOPE VALLEY COMPREHENSIVE
EAST LA/ WEST SGV COMPREHENSIVE
EAST SGV COMPREHENSIVE
POMONA VALLEY COMPREHENSIVE
RANCHO DOMINGUEZ COMPREHENSIVE
RIO HONDO COMPREHENSIVE
SOUTHEAST LA COMPREHENSIVE


NON-COMPREHENSIVE AJCC KPI
Accounts Created
Q2 Goal: 225
BNA's Performed
Q2 Goal: 90
Services Rendered
Q2 Goal: 75
33
7
50
165
75
194
303
1
0
228
6
86
47
18
106
NESFV NON-COMPREHENSIVE
SANTA CLARITA NON-COMPREHENSIVE
SOUTH LA NON-COMPREHENSIVE
VETERANS NON-COMPREHENSIVE
WEST LA NON COMPREHENSIVE

STATS Questions for Feb 5 Meeting | Economic and Business Development (EBD) Team

1) If your AJCC is exceeding its business services goals, what is helping you do so?
Current KPI measured: services provided, business needs assessments completed and new businesses registered.

2) If your AJCC is underperforming on its business services goals, what are your biggest barriers?

3)Assuming there is no additional funding available, how can WDACS/EBD better help you reach your business services goals (as set forth in the Directive)?

4) For underperforming AJCC's: Have you reached out to WDACS and the County for help in meeting goals and assisting businesses? If you have not reached out, what is stopping you?

5) Do you have access to PowerBI? Do you check it regularly? Would you prefer additional updates on performance?

6) How often do you (specifically directors and program managers) meet with your BSR staff? Do you specifically discuss performance vis-à-vis data entry and LaunchPad?

7) Do you emphasize certain services (e.g. OJT, ETP, and WOTC) when discussing business services with your BSR staff? How do you determine which services (E-Codes) you emphasize?

8) How do you think about the connection between business engagement - as shown through services entered into LaunchPad - and job placements? How do you emphasize that connection with your BSR staff?

9) How does your management carve out time for your BSRs for data entry (or do you not)?