

Cascading Measurement Examples

	Description	Measure	Tier 5	Tier 4	Tier 3
People	Improve equitable workforce development by systematically developing and retaining a more racially diverse and culturally responsive workforce at all levels: leadership, management, and staff (KC ESJ Strategic Plan p.63).	Percentage of hires and promotion at top 20% of pay range by race/ethnicity.	Percentage of hires and promotion at top 20% of pay range by race/ethnicity across the County.	Percentage of hires and promotion at top 20% of pay range by race/ethnicity in the department.	Percentage of hires and promotion at top 20% of pay range by race/ethnicity in the division.
Cost	Monitor financial health and cost of our programs; focus on reducing our rate of cost growth and improving our financial health (Tier 5).	King County Funds at Risk.	Identify the County funds that are at risk of having to reduce expenditures in the next six years due to financial constraints. Funds are identified by PSB and the Tier 5 board reflects whether a plan has been identified to address the imbalance and how the plan is progressing. (updated quarterly)	A list of all funds in each department that are at financial risk is on the Department Tier 4 board, along with date that the mitigation plan will be complete and tracking the status.	At the division level, the components of the mitigation plan are tracked including pending action items, policy decisions to make, upcoming meetings, and other relevant issues (along with lead staff).
Service	Focus on both customer service and services we provide, including how satisfied our customers are with our services and how well we are providing our customers what they need, when they need it, and how they want it.	The turn-around time to respond to a customer's issue (e.g. question, request service, request information, etc.).	Average response time overall and broke down by department and issue type.	Average response time by department overall and broken down by division and issue type.	Average response time by division overall and broke down by section and issue type.