



TRIADWORKS

Regional Strategic Plan

Effective October 1, 2010 through June 30, 2012

August 18, 2010

Vision

Quality Workforce Solutions for a Global Community

Mission

Our mission is to be the recognized leader for any and all groups with a vested interest in workforce development and who prepare a competitive workforce and create a stronger economy in the TriadWorks region.

Guiding Principles

- Integrity and Ethical Behavior
- Fiscal Accountability
- Excellence in Service Delivery and Customer Service
- Forward-Thinking and Innovative

Goals

Goal #1: Impact

Maximize the Workforce Development System to provide a skilled workforce to improve the quality of life and create opportunities for individuals in the TriadWorks region.

Goal #2: Best Practices

Promote continuous improvement through the sharing of best practices.

Goal #3: Partnership and Collaboration

Foster collaboration and build relationships with committed partners and stakeholders to strive for common goals and to become a catalyst for change.

Goal#4: Systems Capacity

Enhance the quality of Workforce Development delivery systems to become the “go to” place for responsive solutions to meet customers’ needs.

GOAL #1: IMPACT

Maximize the Workforce Development System to provide a skilled workforce to improve the quality of life and create opportunities for the TriadWorks region.

Objectives

Identify the major in-demand occupations and prioritize training services on an annual basis.

Implement skill development opportunities for at-risk populations no later than 3/3/2011.

Increase our capacity to provide to employers a readily-accessible arsenal of assessment tools by building an online catalogued inventory by 3/3/2011.

Strategies

Forecast job opportunities and emerging career paths to identify skills needed and close the skills gap.

Assess current labor market information to develop need-specific programs.

Assess skills requirements of short-term skills training against employer demand.

Identify needs of ex-offender population and develop programs to meet their needs.

Promote work experience opportunities for youth to address the talent deficit.

Build a database of existing tools and research new tools, with input from employers.

GOAL #2: BEST PRACTICES

Promote continuous improvement through the sharing of Best Practices.

Objectives

Develop baseline measures for all program services by 12/31/2010.

Adopt accountability measures for the TriadWorks region that reflect economic conditions, job growth, and common performance measures. Implement by 7/1/2011.

Maintain or increase to at least 50% the number of participants who exit to employment with a WorkKeys® Career Readiness Certificate (CRC).

Gather, vet, and distribute Best Practices semi-annually.

Strategies

Identify critical program services and review our outcomes for those services to set baselines.

Identify common performance measures. Determine what performance indicators are of value to the region, set measures, and communicate to stakeholders.

Promote Career Readiness Certificates (CRC) and WorkKeys with employers as a way to assess critical skills and close the existing skills gap.

Create a strategy to promote the WorkKeys program, which will help employers evaluate the skills sets of current and future employees, thereby increasing employees' opportunities to achieve success and longevity on the job.

Document policies and procedures that are used successfully in JobLinks, and adopt common procedures across the region.

Document Best Practices in program development, business services, and Workforce Boards and adopt policies as appropriate for the region.

Assemble workforce staff workgroups bi-annually to discuss service delivery strategies and Best Practices.

GOAL #3: PARTNERSHIP & COLLABORATION

Foster collaboration and build relationships with committed partners and stakeholders to strive for common goals and to become a catalyst for change.

Objectives

Foster industry-led collaboratives that align with each of the Board-approved regional clusters (e.g. PATH-Piedmont Alliance for Triad Healthcare).

Improve communication by increasing interaction among Boards through an annual full-Board meeting and quarterly regional Executive Committee meetings.

Employ at least two new communication approaches to improve communication among Board members.

Launch the “Get *NOT* Out of Your Life” literacy campaign through the TriadWorks JobLink Career Center network no later than 12/31/2010.

Strategies

Support industry leadership consistent with a sector-strategy approach that identifies critical needs and trends.
TriadWorks’ website will serve as a portal connecting the websites of the individual Boards.

Update TriadWorks Regional Strategic Plan annually.
Survey Board members annually for customer satisfaction.
Create training and orientation programs for new Board members.
Provide annual presentations to elected officials on the work of the Workforce Boards.
Create a unified message to support the Vision, Mission and Goals of TriadWorks.

Use teleconferencing technology to connect Boards and increase meeting attendance and participations.
Create a quarterly newsletter for TriadWorks updates.

Create a system of incentives to recognize participants who achieve their literacy goals.
Work with community colleges and literacy councils to align their training with the literacy skills employers require.

GOAL #4: SYSTEMS CAPACITY

Enhance quality of workforce development delivery systems to become the “go to” place for responsive solutions to meet customers’ needs.

Objectives

Develop a JobLink capacity plan for the region by 12/31/2010.

Strategies

Develop service delivery partnerships to support the needs identified in the strategic plan.

Assess how technology can assist Workforce staff with service delivery.

Conduct annual employer surveys and focus groups to affirm the critical skills employees need to enter and succeed in today’s workforce.

Leverage Business Services Representatives (BSRs)’ work with employers to promote system improvement.

Engage education and training providers in program planning, identifying skills gaps, and developing training components resulting in an increase in training completers who find employment in the field for which they were trained.

Collaborate and coordinate with community colleges to align their training with the skills employers require.

Communicate challenges of various and often competing “counting” systems to minimize conflict and to focus everyone on the overall goals.

Provide technical assistance to employers, and provide them with guides and resources to support entrepreneurial development and small business retention.

Create a regional guide that includes Best Practices for small businesses.

Prepare marketing materials targeted to small businesses so they can access our JobLinks and our Boards.

Promote incumbent worker and On-the-Job-Training (OJT) incentives to small businesses.

Promote tax credits and other initiatives to small businesses.