

2017-2021

STRATEGIC PLAN



VISION

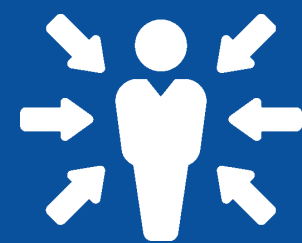
To **UNITE** job seekers and employers towards a **PROSPEROUS** future.

Our Purpose MISSION

To **ENHANCE** the productivity of people and business by providing a demand-driven, **WORLD-CLASS** workforce.

Our Services Are:

Customer-Focused



We empathize with customers, respond to their needs, and empower them to succeed.

Demand-Driven

Deliver services to meet employer needs.

Career Pathways

Support job seekers in developing career pathways for high demand jobs.

Soft Skills

Provide soft skills development for the region's workforce.

Collaborative



We work as a team with our co-workers, partners, and customers.

Sector Focus

Work with partners to participate in sector strategies based on employer need.

Address Barriers to Employment

Participate in partnerships and initiatives which seek to address barriers to employment.

Occupational Awareness

Lead efforts in the region for career awareness programming.

Trustworthy



We follow through, communicate honestly, and maintain confidentiality.

Communications

Communicate effectively with internal teams, external partners, customers, and communities.

Our Organization Is:

Accountable



We meet our goals and use our resources efficiently and effectively.

Performance

Meet all performance objectives for all programs.

Resources

Conserve resources to protect our fiscal integrity.

Forward-Thinking



We proactively seek new opportunities to support our communities.

Diversify Revenue

Find sources of revenue that align with our mission and vision.

Continuous Improvement

Ensure that staff are actively involved in developing efficient processes and systems.