

The Workforce Board of Northern Cook County

Service Delivery Committee

2008-2010 Strategic Plan Goals and Outcomes

The Workforce Board of Northern Cook County is committed to developing a skilled workforce that supports regional businesses. The Workforce Board's Strategic Plan sets the stage for Board involvement around broad goals and defined outcomes that will aid in fulfilling that commitment.

Mission: To lead development of a workforce system that ensures access to talent in demand by regional industries and local firms.

Vision: A Thriving region rooted in economic diversity and sustained by adaptive high-performing talent.

The Service Delivery Committee directs and oversees the quality and efficiency of workforce development services to the employers and job seekers with an emphasis on continuous improvement efforts to better serve local labor market needs.

The Service Delivery Committee currently brings together individuals from a range of programs, policy areas, and private industry who are working together to develop a high quality system of labor exchange, skill development, job preparation, and retention services to assist the regional labor force and employers in meeting their employment and workforce needs.

Workforce Board Guiding Principles

System Focus – The range of workforce needs requires a systemic approach that goes beyond one single program or funding source, and serves a broad range of customers.

Focus on Targeted Skill Set Development – The basic skill sets for entry and progress in the workforce are evolving; resources need to be focused strategically on core competencies and employer valued skills.

Information-Driven – Decisions are data driven and focus on identified community needs as well as workforce system performance. Process improvement benchmarks and clearly defined outcomes measure success.

Partnership Solutions – Build on the working partnerships within the Board membership to increase cooperation and collaboration and expand community partnerships strategically.

Customer Focus – Employers, job seekers, and stakeholders are equally important customers. Actions are aligned with the changing needs of all system customers.

2008-2010 Service Delivery Committee Strategic Plan Goals and Outcomes

| Goal 1 | SECTOR/BUSINESS DRIVEN STRATEGIES | Goal 2 | EMPLOYER FOCUSED COMPETENCY DEVELOPMENT | Goal 3 | EFFECTIVE MARKETING & OUTREACH TO THE COMMUNITY | Goal 4 | PERFORMANCE DRIVEN WITH CLEAR METRICS |
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| What will success look like? | <ol style="list-style-type: none"> 1. Use a sector-based approach. 2. Develops an organized process for working with business and industry. 3. Establishes sector/business expectations for the one-stop system. | What will success look like? | <ol style="list-style-type: none"> 1. Facilitates discussion with educators and businesses. 2. Funds business grants for incumbent worker training programs. 3. Certify training programs that deliver targeted skill development. | What will success look like? | <ol style="list-style-type: none"> 1. Implement a comprehensive communication plan to convey Board and system accomplishments; maintain the website; develop a quarterly newsletter, publish an annual report. 2. Builds alliances and coalitions. 3. Assess factors of community success that are greater than the Board's span of control. 4. Maintain and update a map of public and private sector workforce development resources. | What will success look like? | <ol style="list-style-type: none"> 1. Decisions regarding workforce system are increasingly made on the basis of quantitative and qualitative information gathered by the Board. 2. The Board conducts regular analysis of labor market trends. 3. Collects data and turns it into workforce intelligence. 4. Tracks, develops and measures system performance through a set of system-wide metrics. |
| | <p style="text-align: center;">2008-2010 Outcomes</p> <ol style="list-style-type: none"> 1. Maintain training policy where funds are allocated at a higher rate to individuals enrolled in occupational training leading to high wage/high growth jobs. 2. 30% of WIA funds directed to sector strategies. 3. Business and Employer Services Team Project Plan will identify a monthly sector strategy with labor market information and pool of applicants being highlighted. 4. 100 businesses will be surveyed annually with needs identified and best ways the system can service their needs. 5. Return on Investment for Sector specific funding will demonstrated the potential for earning at the time of employment will be 10% greater than total training funds expended. 6. Return on Investment for Sector specific funding will calculate 15% greater wages 6 months after exit based on IDES wage reports. | | <p style="text-align: center;">2008-2010 Outcomes</p> <ol style="list-style-type: none"> 1. 40% of WIA Adult and Dislocated Worker funds spent on training. 2. Training programs will be aligned with job postings on a quarterly basis. 3. Training program completers will be measured against training related placement goals. 4. A training application will be on file for all training programs certified/ recertified. 5. Training programs will be certified that demonstrate 75% placement outcomes over an 18 month period. 6. Incumbent Worker Training Programs will be approved based on employer focus to achieve outcomes that positively impact the incumbent and the employer equally. 7. A training committee advisory group will focus on reviewing training program outcomes and recommending certifications. | | <p style="text-align: center;">2008-2010 Outcomes</p> <ol style="list-style-type: none"> 1. Economic and broad workforce development impact measured and reported. 2. Establish a leadership team of FBOs and CBOs initiating through the DOL Grant. Host quarterly meetings. 3. Develop a community plan and set benchmarks with the leadership team to communicate the services, share resources, leverage additional funds. 4. Survey community to establish levels of awareness of services and document progress. 5. Utilize technology to develop pertinent databases and information gathering and dissemination tools and map public and private workforce development resources. 6. Continue with quarterly/monthly newsletters. 7. Establish Illinois workNet partner sites in each municipality. 8. Give direction for ongoing training and development for the workforce system professionals. 9. Participate in a Workforce Board Marketing Committee. | | <p style="text-align: center;">2008-2010 Outcomes</p> <ol style="list-style-type: none"> 1. Monthly dashboard report will align training outcomes with placement outcomes. 2. Quarterly dashboard report will align training expenditures with employer job openings. 3. Monthly contract performance will report on deliverables across the area with a focus on continuous improvements in service delivery. 4. Data collection for performance reporting will be centralized and data elements will be reported to the Workforce Board staff monthly. 5. The Workforce Board will disseminate quarterly labor market information reports to interested groups, organizations, and providers. 6. Performance Task Force will convene quarterly to institute performance management strategies to ensure performance measures are being met and exceeded annually. |