

The Workforce Board Strategic Plan

2008-2010 Goals and Outcomes

Guiding Principles

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.

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.

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Goal 1	SECTOR/BUSINESS DRIVEN STRATEGIES	Goal 2	EMPLOYER FOCUSED COMPETENCY DEVELOPMENT	Goal 3	STRATEGIC ORIENTATION FOR THE BOARD	Goal 4	EFFECTIVE MARKETING AND OUTREACH TO THE COMMUNITY	Goal 5	PERFORMANCE DRIVEN WITH CLEAR METRICS	Goal 6	EFFECTIVE FINANCIAL MANAGEMENT
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. 4. Identify and deliver innovative ways to educate youth on workplace competencies. 	What will success look like?	<ol style="list-style-type: none"> 1. Focus is on resource allocation, project planning and management. 2. Involves community at large in the work. 3. Engages local elected officials. 4. Aligns with regional strategic plans. 5. Maintains high staff expectations. 6. Board development and training plan is implemented. 	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. Assesses factors of community success that are greater than the Board's span of control. 4. Maintains and updates 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. 	What will success look like?	<ol style="list-style-type: none"> 1. Evaluates effectiveness of investments. 2. Develops a plan to generate and diversify resources. 3. Leverages funds. 4. Allocates resources consistent with strategic objectives. 5. Implement improvement plan for fiscal management process.
2008-2010 Outcomes	<ol style="list-style-type: none"> 1. % of WIA funds directed to sector strategies tracked and measured for R.O.I. 2. Business plan includes benchmarks for documented employer feedback and involvement, employer penetration rate, new programs developed. 3. Career awareness information developed and used. Youth focused events held. 	2008-2010 Outcomes	<ol style="list-style-type: none"> 1. % of WIA funds spent on training, plus improved tracking of success in program areas and for training providers. 2. Update policy, procedures and targeted benchmarks for ITA certification and IWTP campaign. 3. Establish advisory groups, conduct focus groups that target workplace competencies. 	2008-2010 Outcomes	<ol style="list-style-type: none"> 1. Strategic goals aligned with active committee structure. 2. Partnerships established beyond Board membership. 3. Regional initiatives linked with local strategies. 4. Staff and service providers hold accountable for performance. 5. Board training and development plan updated annually. The Board is certified by State of Illinois. 	2008-2010 Outcomes	<ol style="list-style-type: none"> 1. Benchmarks in communications plan meet and reviewed quarterly. 2. Mapping of public and private workforce development resources published and updated. 3. Economic and broad workforce development impact measured and reported. 4. Survey community to establish levels of awareness of services and document progress. 	2008-2010 Outcomes	<ol style="list-style-type: none"> 1. Comprehensive system wide dashboard report in place for critical indicators. 2. Train and develop staff and workforce system on tools to support new performance reporting. 3. Translate LMI and workforce data into workforce intelligence and distribute to the community. 	2008-2010 Outcomes	<ol style="list-style-type: none"> 1. Link fiscal and performance reports to show ROI in strategic areas. 2. Target and track new sources of revenue. 3. Reduce costs of fiscal agent while increasing efficiency.