

# North Carolina Commission on Workforce Development 2012-2014 Strategic Plan

The North Carolina Commission on Workforce Development established core beliefs in 2008 to communicate what the Commission believes to be true about the workforce development system. These beliefs continue to be the foundation for all subsequent strategic plans.

## Commission Core Beliefs

### **The North Carolina Commission on Workforce Development believes:**

- The Commission is accountable for providing leadership in building and maintaining a quality workforce delivery system. This leadership will advocate for the policies and resources needed to strengthen the system.
- The workforce delivery system includes all agencies and organizations involved in increasing the quantity and quality of workers in the State, improving worker access to jobs and increasing worker access to information about the availability of jobs and training opportunities.
- Access to the system must be universal. The Commission will advocate for such access, identify barriers to that access, whether geographical, financial, cultural, or political, and make recommendations as how best to overcome those barriers.
- North Carolina workers and the workforce delivery system must be able to adapt quickly to the demands of the 21<sup>st</sup> Century economy and embrace continuous learning.
- Maintaining and growing a strong economy depends upon having a supply of educated and well-trained workers who possess the skills needed to make our state's businesses and industries globally competitive.
- A strong economy also depends on workers earning family-sustaining wages; therefore, the workforce system will strive to move workers into good jobs that pay good wages.
- Public institutions and public resources play a critical role in the development of an educated, well-trained workforce.
- Improvements to the workforce delivery system must focus on the needs of job seekers and employers and be based on factual, relevant and timely data.
- The JobLink Career Center System is the primary portal that directs jobseekers, workers and employers to employment and training services.

# The North Carolina Commission on Workforce Development 2012 - 2014 Strategic Plan

**MISSION:** *To establish and guide a world-class workforce development system for North Carolina. This system will be comprehensive, integrated, relevant and effective. It will produce well-educated, highly skilled workers who perform at high levels and work in economically viable enterprises that provide good jobs at good wages.*

## GOALS

**1. To optimize the one-stop system to effectively address the needs of job-seekers, workers and employers through the innovative delivery of quality service to all customers.**

**2. To strengthen and expand our knowledge base, using policy and research, to advance skill development and strengthen job support for the long-term needs of the State while responding to the current economic crisis.**

**3. To promote the workforce delivery system to all citizens and stakeholders using a comprehensive communication plan.**

## OBJECTIVES

- 1.1 Create a new framework and operational guidelines for an optimized and more integrated one-stop delivery system that provides easier access to appropriate resources and services for all customers.
- 1.2 Measure how well the workforce system delivers quality service to all customers, including job seekers, workers, and employers.
- 1.3 Assess the efficiency and effectiveness of the data collection tools for tracking and planning purposes.
- 1.4 Encourage the use of Registered Apprenticeship in the local One-Stop System.

- 2.1 Establish a system for the on-going evaluation of key Commission sponsored initiatives.
- 2.2 Evaluate and assess standards for local workforce development boards.
- 2.3 Provide technical assistance to the Policy Committee concerning policies developed as a result of the 2011 State of the Workforce (SOTWF) Report.
- 2.4 Determine policy issues from the 2011 SOTWF Report and adopt appropriate policies that support job maintenance, growth and skill development.
- 2.5 Identify new and strengthen existing innovative approaches that support economic development and business retention by enhancing job maintenance, growth and skill development.

- 3.1 Achieve communications efforts around the 2011 SOTWF Report and other projects as needed.
- 3.2 Communicate the Commission's mission for the workforce delivery system throughout the entire system.
- 3.3 Improve communication between the Commission on Workforce Development and the Local Workforce Development Boards.
- 3.4 Oversee the communication tools that share information regarding the work of the Commission.