

2022-2026

STRATEGIC PLAN



VISION

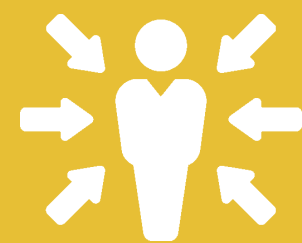
A **united community** of employers and jobseekers **working together** towards a prosperous future.

Our Purpose MISSION

To **EMPOWER** today's workforce and **IGNITE** tomorrow's economy by bringing together employers, jobseekers, and partners.

Our Services Are:

Customer-Focused



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

Collaborative



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

Our Organization Is:

Trustworthy



We follow through, communicate honestly, and maintain confidentiality.

Accountable



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

Forward-Thinking



We proactively seek new opportunities to support our communities.

Strategic Priorities

Essential Skills

Improve the essential skills of the workforce by offering basic soft skills and computer skills workshops, career awareness services, and job search assistance.

Occupational Skills

Improve the occupational skills of the workforce for in-demand jobs through classroom and work-based training, thereby increasing the credential attainment in the region.

Job Placement & Retention

Improve retention by identifying the right match between job seekers and employers, and providing support before and after placement.

Organizational Priorities

Quality

Improve quality in all we do – services, workplace, and partnerships – by focusing on performance and professional development.

Engagement

Improve internal and external engagement with colleagues, customers, and partners by increasing outreach, leveraging technology, and communicating effectively.

Use of Resources

Make the best use of resources internally and externally by braiding funding and referring to community partners.