

Strategic Plan 2007-2009

Section V - Agenda for Action

Systemic Solutions

To ensure that Spokane can successfully compete in today's global marketplace, it must develop and implement an integrated workforce strategy that takes into account Spokane's needs as a whole, without regard to individual programs or funding sources.

To successfully achieve this structure, the Spokane Area Workforce Development Council will, at a minimum, take the following steps:

- Implement a comprehensive outreach plan to businesses and job seekers to increase brand awareness and knowledge of the system
- Mandate that all WIA-funded services be provided at the One-Stop
- Encourage all employment and training related programs not funded by WIA to have a presence at the One-Stop
- Investigate new or additional One-Stop locations for future growth opportunities
- Designate an area within the One-Stop for Youth services and activities
- Develop the specific services to be provided within the Youth Zone
- Create an RFP for a Business Services Unit that outlines the specific employer-related services to be provided through the One Stop
- Mandate a 40% minimum for client-related services for WIA-funded programs
- *Consider alternative funding sources when making strategic investments in workforce programs*

Attributes of an Effective Workforce Development System

A well-integrated and effective workforce development system will have a number of recognizable attributes:

- a balance in the system that acknowledges both new and existing programs, for example, supporting business retention while at the same time fostering the innovation that will create new economic drivers
- regional communication among key stakeholders that captures emerging issues and supports a proactive strategy for addressing them
- flexibility, including the ability to recognize and address changes, take advantage of opportunities, and envision future needs
- seamless service delivery, so that customers entering the system at any point can readily access needed services without having to make multiple contacts to meet their needs
- a clear map of system-wide resources
- a structure that is understandable and user friendly for business, job-seekers, and participating organizations
- a structure that minimizes unneeded duplication and eliminates gaps
- ongoing review of accomplishments toward stated goals
- consistent marketing to business and job seekers