

## Dashboard Indicators

Regional employment and unemployment by County  
% and real numbers (OESC)  
By Sector  
# of available jobs (EmployOn)  
By Sector  
# of clients served by Workforce Oklahoma regional system  
(OESC and Service Provider)  
# and % of clients served by Workforce Tulsa service provider  
Adults  
Dislocated Workers  
Youth  
# of clients in internships  
# of clients receiving work experience  
# of clients receiving career readiness training  
(Pre-employment skills)  
# of clients in occupational skills training (short or long)  
# of clients in OJT  
# of clients in customized training (incumbent workers)  
# of clients in degree related education and training  
# of clients receiving certificates or degrees  
# of clients completing GED  
# of clients in ESL  
# of clients receiving supportive services  
# of placements  
By Sector, Wages  
Sustainability (length of time in employment)



## Strategic Plan 2009

The core values of The Tulsa Area's Workforce System provide the foundation of our daily actions.

**We maintain a system-wide perspective emphasizing:**

- customer demand and exceeding expectations
- respect and dignity for each and every client
- economic development support
- partnerships
- sharing and leveraging resources
- continuously improving quality
- world class practices
- accountability
- management by fact in real-time

**We demonstrate visionary leadership for workforce development emphasizing:**

- innovation
- agility
- alignment of resources
- timely response
- organizational and personal learning
- value and dignity for *all* stakeholders
- regional focus
- celebrate and reflect diversity in our Board, Staff, Programs and Outreach

### Vision

Our Vision is a comprehensive, integrated service delivery system that prepares individuals for economic success and positions Tulsa's workforce region for economic prosperity.

### Mission

Our workforce system partners assess and match the needs, requirements and expectations of jobseekers and employers; stimulating economic development.

Strategy 1	Strategy 2	Strategy 3	Strategy 4
<p>Satisfy Employer needs for a world class workforce</p> <p style="text-align: center;"><b>Goals</b></p> <p>Identify sector targets with critical employer and education partners.</p> <p>Create a workforce pipeline development continuum for each priority sector. Depict opportunities and/or barriers to successful education, training and development flow effecting entry level access, career growth and job sustainability.</p> <p>Create or adopt models of career paths, ladders/lattices for demand occupations within prioritized sectors.</p> <p>Increase sharing, cooperation and collaboration around identified critical issues and/or gaps.</p> <p>Creatively assess, analyze and address identified issues within partner companies/organizations (may include: workforce availability, talent development, retention/attraction issues, process and/or cost issues).</p> <p>Manage and share labor market (sector) data, trends and analysis.</p> <p>Develop a multi stream resource base to fund solutions/initiatives.</p>	<p>Be known for Service Delivery Excellence</p> <p style="text-align: center;"><b>Goals</b></p> <p>Be known as a customer focused agency that fully understands customer needs and consistently demonstrates empathy and compassion with an emphasis on high-quality services in a friendly and responsive environment.</p> <p>Measure results, analyze value of placement in high demand occupations, livable wages, recognized certifications plus sustainability and growth.</p> <p>Meet or exceed WIA Common Measures</p> <p>Add value to each client in every step of integrated service through client education &amp; training; meaningful coaching &amp; counseling tools; and a well educated and trained staff.</p> <p><i>Leadership and Management Matter!</i></p>	<p>Continuously Improve Operational Efficiency</p> <p style="text-align: center;"><b>Goals</b></p> <p>Continuously evaluate resources and look for opportunities to improve front-line client service activities.</p> <p>Conduct business through a strategic program/project management model.</p> <p>Sharpen knowledge and skills in regulatory and system knowledge, structuring monitoring and compliance into everyday excellence.</p> <p>Lead a successful Integrated Management Model by identifying and focusing on Common Goals.</p> <p>Expand data collection and analysis on client services and success to continually improve integrated service delivery.</p> <p>Improve Communication with Board Members and Partners.</p> <p>Develop Board and Partner understanding of the economic environment, Workforce System, trends and our role within the System.</p>	<p>Help people achieve economic success and keep them in our economic region</p> <p style="text-align: center;"><b>Goals</b></p> <p>Provide better accessibility to services including outreach to clients, use of volunteers/partners and data collection/analysis of service locations.</p> <p>Define and plan individual economic success with all clients through assessment, talent development, planning and coaching.</p> <p>Make all clients work-ready.</p> <p>Create cohort initiatives for targeted populations.</p> <p>Provide service to workers in need, including incumbent workers.</p> <p>Increase numbers of critical occupational skills certifications in target sectors.</p> <p>Support new P-20 framework and initiatives with regional education leaders to improve academic achievement and career engagement for Youth.</p>