

STRATEGIC PLAN

Mission

To convene and lead an integrated workforce system through partnerships, policy and career pathways in a market-driven economy

Vision

The Charlotte region is home to the nation's most integrated workforce system and provides a highly-skilled workforce for a global economy.

	GOALS	STAFF FOCUS	BOARD COMMITTEE FOCUS
Economic Mobility	To ensure that ALL individuals have access to tools and support services to help them identify and ensure they grow in their chosen pathways More impactful demand-driven career guidance Work-Learn opportunities for all students and job-seekers with barriers	Expand the Working Smart training program in CMS and the NC Community College System Increase employer recognition and endorsement of the Working Smart credential Utilize the business services team to increase work-based learning opportunities in high-demand industries Launch revamped website	Develop strategy to advocate for aligned workforce system and Charlotte Works as "convener" with economic development, industry, workforce service providers, government and philanthropic communities Aid development of communications and outreach platforms for Charlotte Works and workforce system Develop federal, state and local policy agenda recommendations for adoption by board of directors, staff and partners (when applicable)
System Capacity- Building	To build a seamless regional workforce system founded on common service standards and metrics and a shared database Work toward creating a single demand-driven regional workforce development system Shared client-tracking database across all workforce partners Common client-intake and assessment tools	Develop a framework for creating a regional workforce system Launch a workforce development services online resource guide Create and implement a fund development strategy Provide board of director training and development opportunities	Develop a framework and timeline for implementation of a regional workforce system that connects all partners and stakeholders to align and streamline services offered to job-seekers, employers and youth Identify areas of needed board development; work with staff to incorporate and evaluate effectiveness of the areas Develop a platform for Charlotte Works to pursue public/private resources to expand workforce system capacity
Labor Market Intelligence	To become the trusted source of information on the Charlotte-region's job opportunities and the skills necessary to obtain them Fully implement a regional sector engagement strategy Regional competency-based skills mapping Creation of a regional workforce intelligence office	Develop and implement a certified advanced manufacturing career pathway Launch an online research-based tool Collaborate with community research partners to develop a regional economic development dashboard Develop and launch sector strategy	Aid access to economic development for workforce alignment Provide industry access to increase career pathway employer engagement in high-growth sectors Aid with job development centralization (employment and work- based learning opportunities)

Career pathways in all high-growth sectors