

## **LWIA 08**

### **Planning Meeting Discussion Questions**

Please discuss the following questions as a group. Submit the results of your local planning discussion using this template to [Joan.Craig@state.tn.us](mailto:Joan.Craig@state.tn.us) by the close of business on Friday, October 6, 2006.

Items are not listed in any particular order of importance.

#### **1. Who are the key partners in your local workforce system?**

<b>Partner</b>	<b>Services provided by partner</b>
TDOL& WFD	<ul style="list-style-type: none"> <li>• Job Services, Veterans, UI, Trade, Food Stamp, Job Matching and Referrals, Employers Services, Labor Market Info</li> </ul>
WIA-Workforce Essentials	<ul style="list-style-type: none"> <li>• WIA (Adult, Youth, Dislocated Worker), Assessments, Case Management, Job Training, On -the-Job Training, Employer Services, Workshops, Economic Development</li> </ul>
Adult Education	<ul style="list-style-type: none"> <li>• Educational Assessments, Basic skills, GED Prep, ESL, Employer Services, literacy tutoring</li> </ul>
Vocational Rehabilitation	<ul style="list-style-type: none"> <li>• Physical restoration, assisting individuals with disabilities, job training and placement, sub-contract work, evaluations</li> </ul>
Job Corps	<ul style="list-style-type: none"> <li>• Recruitment, training, and placement of at-risked youth</li> </ul>
Mature Worker	<ul style="list-style-type: none"> <li>• 55 older-assessments, training, on-the-job training, paid work experience, job placements</li> </ul>
Native American Indians	<ul style="list-style-type: none"> <li>• Assessments, training, job placement for Native American Indians</li> <li>•</li> </ul>

#### **2. Beyond the partners specified in the Workforce Investment Act, what other entities in your area have an impact on your success? Are there other groups, organizations or agencies that play a role in workforce development?**

1. TDHS-Families First	2. Chambers of Commerce
3. State Economic Development	4. Industrial Boards
5. Local Economic Development Agenc.	6. Employers
7. Local Education System	8. Post Secondary Training Institutions
9. County Mayors	10. Civic Groups
11. Transportation providers	12. Childcare Providers
13. Workforce Board	

### 3. Career Center Locations

<b>Name of Career Center</b>	<b>Partners present at location</b>
Tennessee Career Center @ Montgomery/Clarksville	<ul style="list-style-type: none"> <li>Mature Workers, DHS-Families First, VR, Job Corps, WIA-Workforce Essentials, TDOL&amp;WFD. Federal Veterans, Workers Com</li> </ul>
Tennessee Career Center @ Dickson/Dickson	<ul style="list-style-type: none"> <li>Mature Workers, WIA-Workforce Essentials, TDOL&amp;WFD</li> </ul>
Tennessee Career Center @ Robertson/Springfield	<ul style="list-style-type: none"> <li>Mature Workers, WIA-Workforce Essentials, TDOL&amp;WFD</li> </ul>
Tennessee Career Center @ Sumner/Gallatin	<ul style="list-style-type: none"> <li>Mature Workers, DHS-Families First, WIA-Workforce Essentials, TDOL&amp;WFD</li> </ul>
Tennessee Career Center @ Williamson/Franklin	<ul style="list-style-type: none"> <li>VR, WIA-Workforce Essentials, TDOL&amp;WFD, Adult Education</li> </ul>
Tennessee Career Center @ Humphreys/Waverly	<ul style="list-style-type: none"> <li>Mature Workers, WIA-Workforce Essentials, TDOL&amp;WFD</li> </ul>

### 4. Who are your customers? What services do you provide to them? What are the customer's requirements of those services?

<b>Customer Group</b>	<b>Services Provided</b>	<b>Customer Requirements of Services</b>
Employers	<ul style="list-style-type: none"> <li>Job orders, applications, employee referrals, job fairs, on-site GED, On-the-Job Training, marketing, skill assessments, chemical abuse detection, information on services, accessibility services,</li> </ul>	<ul style="list-style-type: none"> <li>Timely services, Skilled and ready workers, stable employment records, chemical free employees, work ethics, good communications, customer service-meet employer's needs. Proactive approach</li> </ul>
Job Seekers	<ul style="list-style-type: none"> <li>Job referrals, job matching, career guidance, education, literacy, training, information services, physical restoration, job coach, site adjustment training</li> </ul>	<ul style="list-style-type: none"> <li>Friendly, courteous, respectful services. Timeliness, career guidance and direction, accurate information, a job close to home that pays well, benefits, understanding and accommodations</li> </ul>
Community Organizations, Leaders, Mayors, Education	<ul style="list-style-type: none"> <li>Information, Economic Development, Marketing and public awareness, outreach and recruitment, Direction and Strategic Planning</li> </ul>	<ul style="list-style-type: none"> <li>Fiduciary responsibility, Knowledgeable and provide accurate information, Timeliness, Customer Group may not know all to require or ask of us like Direction and Strategic Planning for Community</li> </ul>

**5. What are the demand occupations for you LWIA? How do you know?**

Demand occupations are documented by the Tennessee Department of Labor and Workforce Development's The Source. Growth Occupations within the LWIA include Healthcare support and practitioners, dental hygienists, service occupations such as food preparation and customer services, administrative and educational positions.

**6. What are the guiding principles or purpose of your Local Workforce System?**

- ? Economic development focus
- ? Streamline services through collaboration and partnership
- ? Universal access of services
- ? Private-sector demand driven
- ? Customer focus
- ? Performance accountability
- ? Quality services

**7. What are the common goals of your local workforce system?**

- Improve and maintain a successful, comprehensive and integrated Career Center System throughout LWIA 8 as measured by the WIA common performance measures.
- Secure necessary funding to ensure viability of an integrated workforce system.
- Increase awareness of the integrated workforce system as measured by increased employer and job seeker utilization of the Career Center system.
- Assist local economic development agencies in the recruitment of new industry through the promotion of workforce development services provided by the Career Center system.
- Increase # of individuals in labor force-put people to work.
- Maintain and/or improve quality of life – .
- Awareness of integrated workforce system-marketing

**8. Please identify any barriers that may prevent the all partners from working together as a team?**

Silos, Budgets, Rules/regulations, Turf issues, Time, Lack of courage, Perception, Lack of understanding/knowledge, Lack of appreciation or knowledge of partner programs, Individual goals' focus , Responsibility, process, duties defined, Lack of empowerment at local level – perception of needing permission

**Strengths, Weaknesses Opportunities and Threats  
Local Workforce System in LWIA 08**

<p style="text-align: center;"><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Availability of partner programs</li> <li>• Collaboration among partners</li> <li>• Lots of experience Staff, Boards</li> <li>• Build on best practices on models that have been in existence</li> <li>• A lot to offer to community and all populations groups</li> <li>• Willingness to get job done among partners for community</li> <li>• Variety/quality of existing resources</li> <li>• Good, local support system with elected officials, etc.</li> <li>• Front line staff desire/commitment to help people</li> <li>• Better trained in providing services</li> <li>• Diversity of staff in centers</li> </ul>	<p style="text-align: center;"><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• Enhance local level control</li> <li>• Channel citizens to existing education and training opportunities</li> <li>• Raise satisfaction levels of employees and employers (customer focus)</li> <li>• Establish and cultivate public and private partnerships and relationships</li> <li>• Reduce duplication of services</li> <li>• Community leadership focus on workforce development and quality of life improvements</li> <li>• Great opportunity with all partners at the same table having influence on economic development</li> <li>• Leverage funding to serve more customers</li> <li>• Project future needs</li> <li>• The Strategic Planning Process</li> </ul>
<p style="text-align: center;"><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>• Lack of awareness of people with disabilities</li> <li>• Mobility of workforce – transportation - people do not want to travel</li> <li>• Focus on bigger employers – not actively working with smaller businesses</li> <li>• Future planning – demographics, trends – local &amp; nation-wide</li> <li>• How do we know we are meeting employer needs?</li> <li>• Lack of interface and underutilization of existing resources</li> <li>• Lack of feedback from industry</li> <li>• Lack of coordination among partners</li> </ul>	<p style="text-align: center;"><b>Threats</b></p> <ul style="list-style-type: none"> <li>• Lower educational and societal expectations(s) resulting in lower standards</li> <li>• Public sector’s inflexibility may be a threat to Career Center concept/workforce development efforts</li> <li>• Keeping up with and responding to rapid technology changes</li> <li>• Education leadership</li> <li>• WIA Law – what’s the future with authorization</li> <li>• Funding – possible closure of local career centers</li> <li>• Lack of educational outcomes <u>focused</u> on measures like graduation rates and employability skills</li> </ul>