Local Integrated Workforce Plan

Analyzing the gaps in workforce development.

Our Mission:

- *We elevate local workforce efforts with critical insights, researched guidance, innovative funding, and strategic partnership— so that we can cultivate a flourishing Spokane economy and job market together.*

Our Goals:

- *Based upon enhancing service delivery across our region and achieving outcomes for our three primary customers*

Business Customer

- **Goal: Business Engagement**

  - **Tactic:** Increase employer engagement with the workforce development system

  - **Outcomes:**
    - Improve outreach to employers.
    - Engage employers in identifying skill standards and develop training programs that meet their standards.
    - Increase industry involvement in work-integrated learning.
    - Increase employer investment in workforce training.

- **Goal: Stimulate Job Creation**

  - **Tactic:** Promote economic development by connecting workforce development with job creation and growth

  - **Outcomes:**
    - Provide and market business services to employers.
    - Invest in strategic economic opportunities.
    - Encourage and support entrepreneurship.

Workforce Customer

- **Goal: Transition to Employment**

  - **Tactic:** Improve job search and placement services for unemployed and underemployed workers.

  - **Outcomes:**
    - Improve the quality and speed of job matching between job seekers and employers
    - with job openings.
    - Make job search and placement assistance more widely known and available.

- **Goal: Lifelong Learning**

  - **Tactic:** Expand and support learning opportunities for workers at all stages of their education or career paths

  - **Outcomes:**
    - Offer greater career and education guidance for adults.
    - Increase the accessibility of training programs for adult workers and accelerate education and credential attainment and time to completion.
    - Improve training for adult workers with barriers to advancement.

Youth Customer

- **Goal: Understand industry needs for young adults and deliver responsive solutions in order to build effective partnerships**

  - **Tactic:** Utilize labor market data and employer feedback to deliver a personalized approach to engage young adults with opportunities that exist within their industry.
  - **Outcomes:**
    - Create career connections through job shadows, tours, and other opportunities for employer involvement
    - Creating a business internship toolkit
    - Develop Next Generation Zone Industry Ambassadors to promote and encourage adoption of resources

- **Goal: Increase youth awareness of getting a job and identifying a career pathway**

  - **Tactic:** Utilize labor market data and youth feedback to ensure Next Generation Zone programming is meeting the mission of Preparing Tomorrow's Workforce.
  - **Outcomes:**
    - Promote the Passport to Career Success to increase the number of active users
    - Increase employer involvement and sustain the 21st Century Career Skills Academy
    - Utilize network of YCRN and SWC Board to help meet program needs
    - Encourage youth to build a relationship with a business leader in their career pathway
    - Continue to partner with Excelerate Success to share career readiness resources county-wide

- **Goal: Promote and sustain the Next Generation Zone as the premier career center for Spokane County young adults**

  - **Tactic:** Develop innovative funding strategies and maintain relationships with existing funders
  - **Outcomes:**
    - Explore a physical expansion of space in the current building
    - Strategic fundraising and grant writing to bring in private grants
    - Explore and develop business sponsorship campaign
    - Deliver timely and high quality marketing, social media, and public relations materials
    - Explore any additional partnerships that would improve the service delivery model at the Next Generation Zone

Steps to get us there

1. Provide labor market information and analysis

2. Guide regional training and development strategy

3. Cultivate resources and innovative solutions

4. Develop strategic communications tools & tactics

5. Seek increased efficiency and effectiveness

My role in workforce development is to assist customers with:
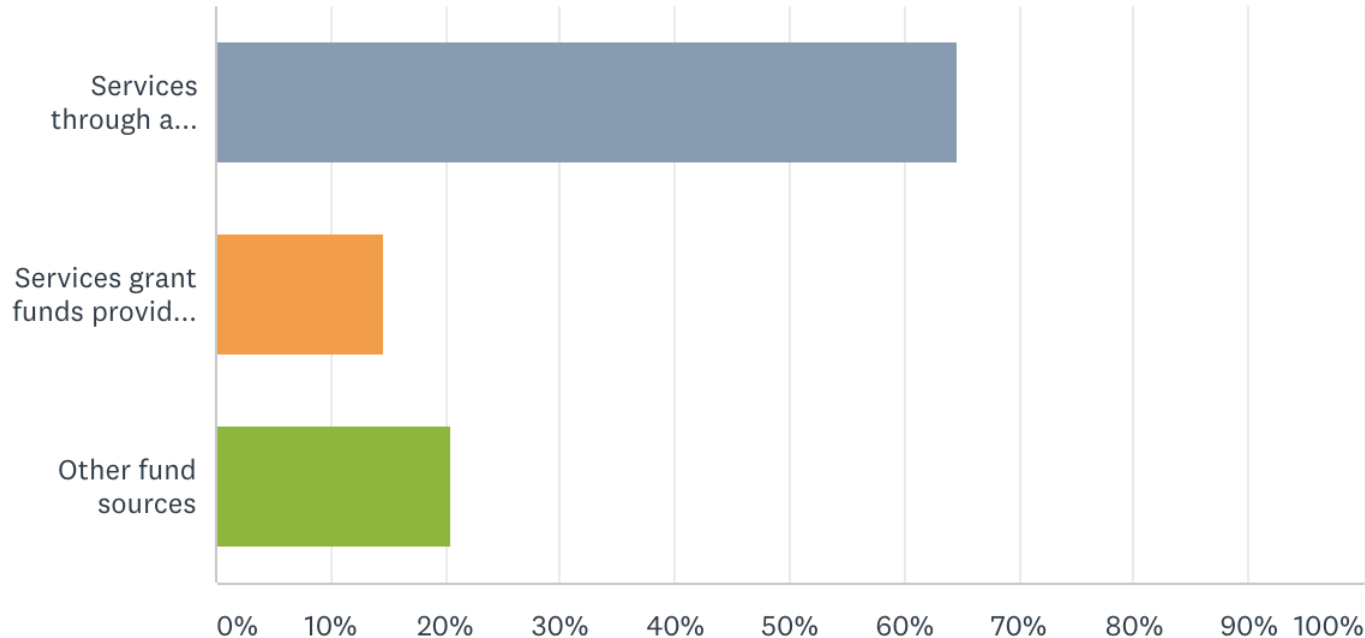
ANSWER CHOICES		RESPONSES	
● Services through a federal or state program (e.g., WIOA, TANF, SNAP, etc.)		64.71%	22
● Services grant funds provided by a source other than the government		14.71%	5
● Other fund sources		20.59%	7
TOTAL			34

What credentials, certificates, or degrees have the most value for your customers as they enter today's labor market?

2-year degree	**17.65%**	6
4-year degree	**17.65%**	6
HS Diploma or equivalent	**41.18%**	14
Industry credential	**58.82%**	20
Master's Degree	**2.94%**	1
Misc	**2.94%**	1
Relevant experience	**8.82%**	3
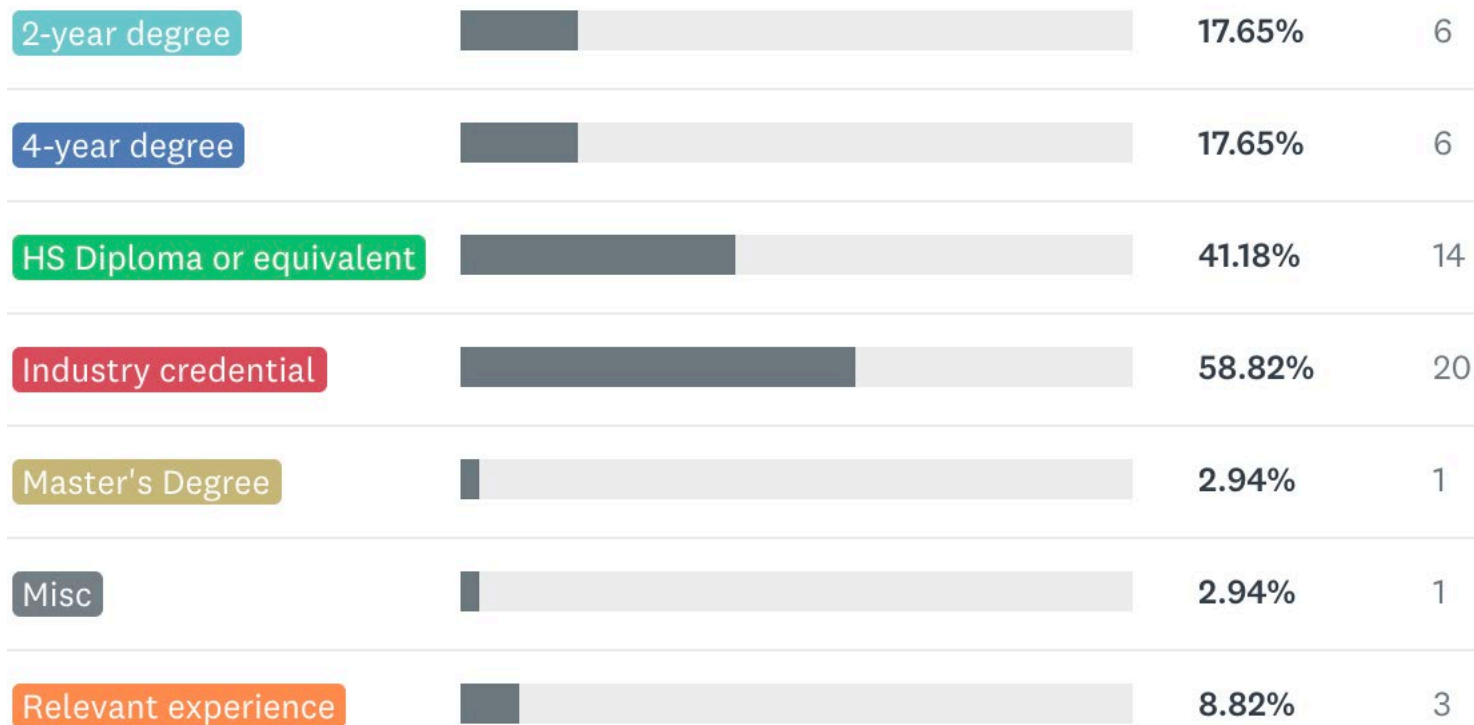
In addition to credentials, what skills are most valuable for individuals seeking employment? What are the most common skill gaps that your customers experience?

Essential Skills		55.88%	19
Experience		8.82%	3
Misc		2.94%	1
Technical Skills		38.24%	13

Are there populations that we can serve more effectively in our community?

Population	Percentage	Count
Barriers	17.65%	6
ESL	11.76%	4
N/A	20.59%	7
Native Americans	2.94%	1
Older generations	11.76%	4
Parents	8.82%	3
Person of color	5.88%	2
Trades-focused	2.94%	1
Veterans	8.82%	3
Low-income	11.76%	4
Younger generations	8.82%	3

When thinking about the customers you serve, how can we strengthen our partnership with your agency to achieve better outcomes?

Address barriers to jobs	2.94%	1
External partnerships	2.94%	1
LMI	2.94%	1
Programmatic resources	35.29%	12
Systematic partnerhips	44.12%	15
Training	5.88%	2
Workshops	8.82%	3

We offer current labor market data to help your customers make informed decisions about their next career opportunity. Do you use these tools and is there any additional information we can provide your staff and customers to navigate our economy?

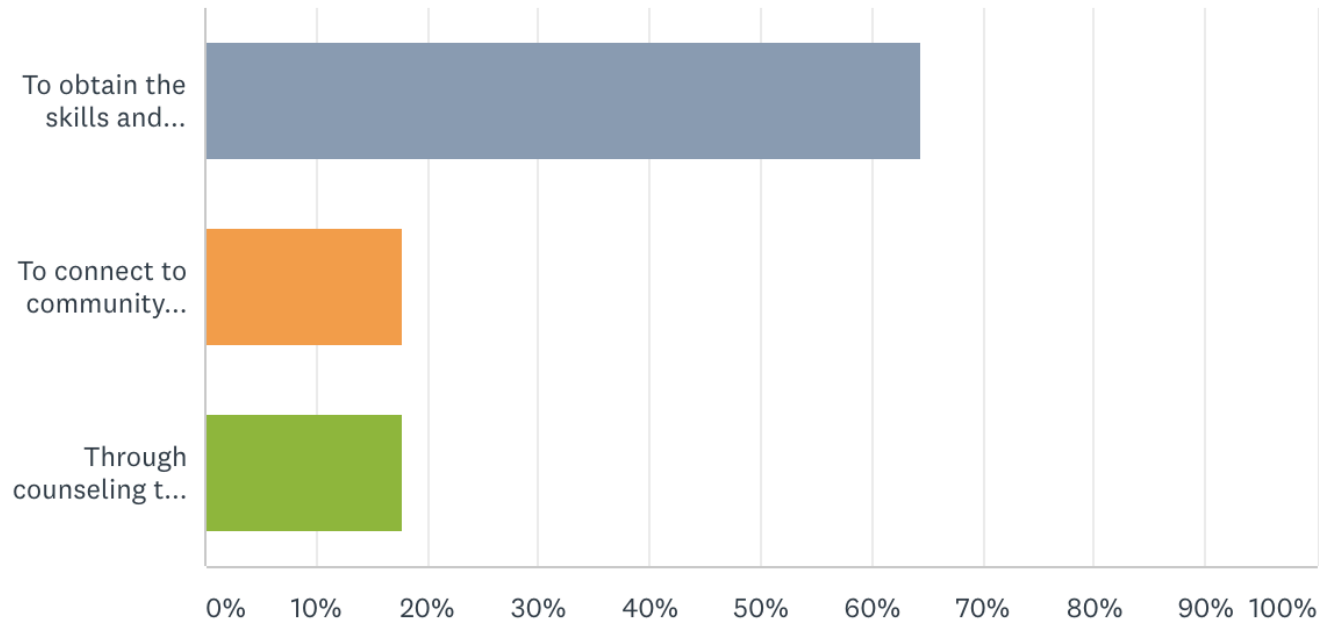|	%	Count
Area-specific reporting	2.94%	1
Business engagement	23.53%	8
Industry reporting	20.59%	7
LMI training	17.65%	6
Misc	5.88%	2
N/A	2.94%	1
No	11.76%	4
Yes	38.24%	13

My role in workforce development is to guide students:

ANSWER CHOICES		RESPONSES	
●	To obtain the skills and credentials they need to successfully start a career pathway	64.44%	29
●	To connect to community partners/businesses that support their successful path to employment	17.78%	8
●	Through counseling that helps make education and training decisions and select their career track post-graduation	17.78%	8
TOTAL			45

Does labor market information influence and impact the design of your curricula? Please explain.

LMI-tailored curricula	62.22%	28
No	24.44%	11
Standard curricula	15.56%	7
Yes	73.33%	33
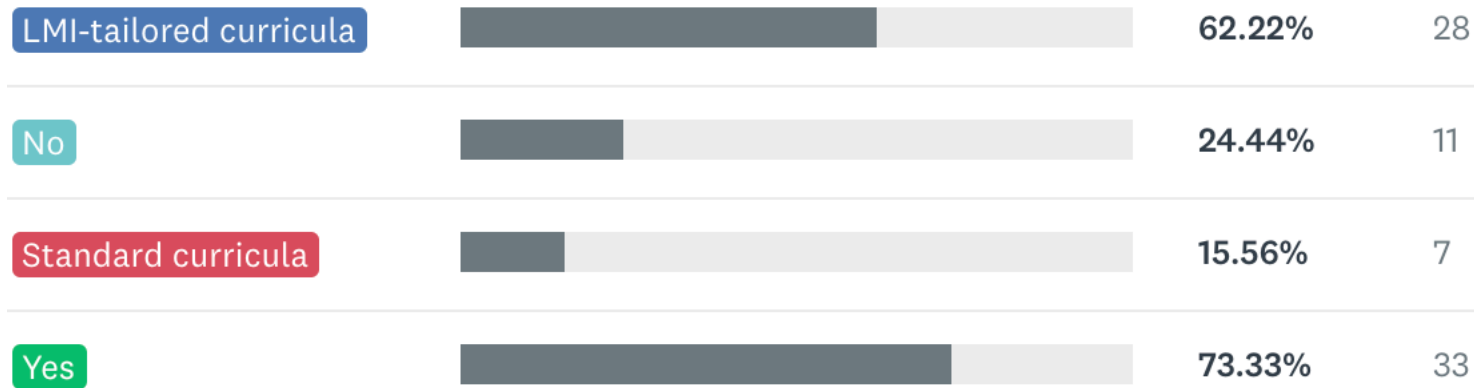
How do you measure the success of your students having the necessary skills and training to meet the demands and needs of today's businesses when they enter the workforce?

Employed while studying		15.56%	7
Employment		2.22%	1
Evaluation of skills		60%	27
Partner-collected data		6.67%	3
Tracking post completion		17.78%	8
Tracking with businesses		4.44%	2
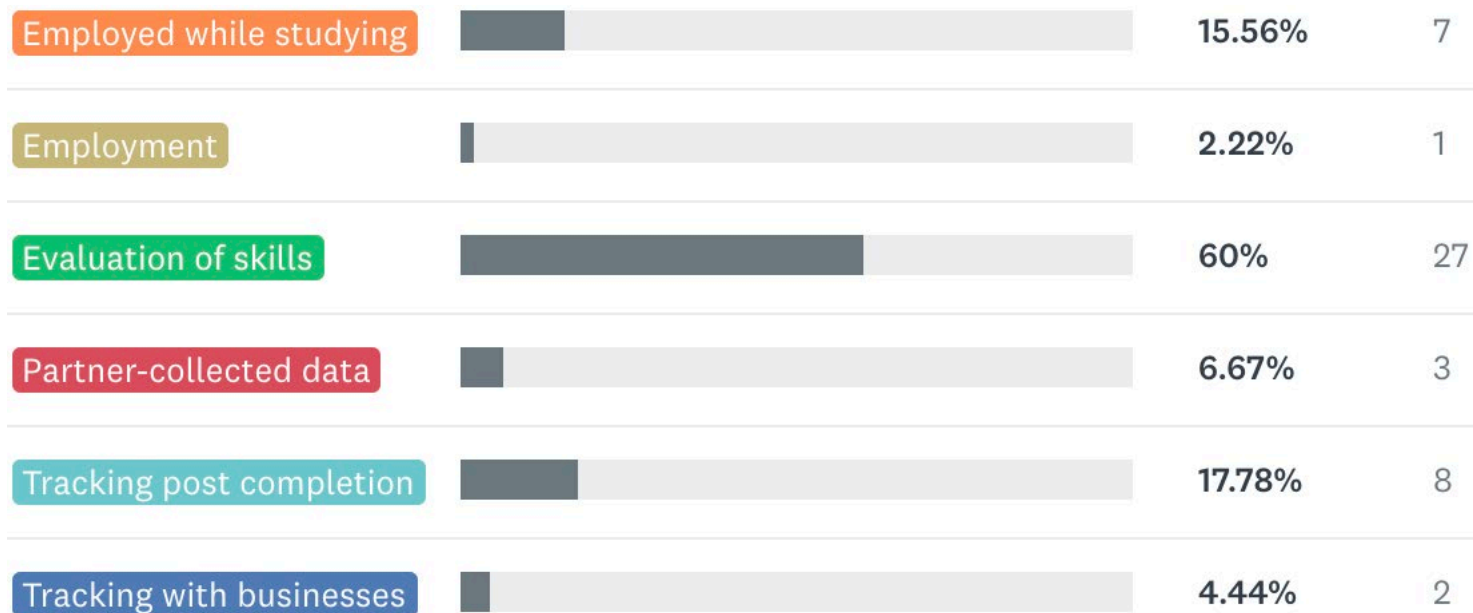
Please share your thoughts on the confidence or where you see gaps in the local workforce system's ability to connect your students to gainful employment.
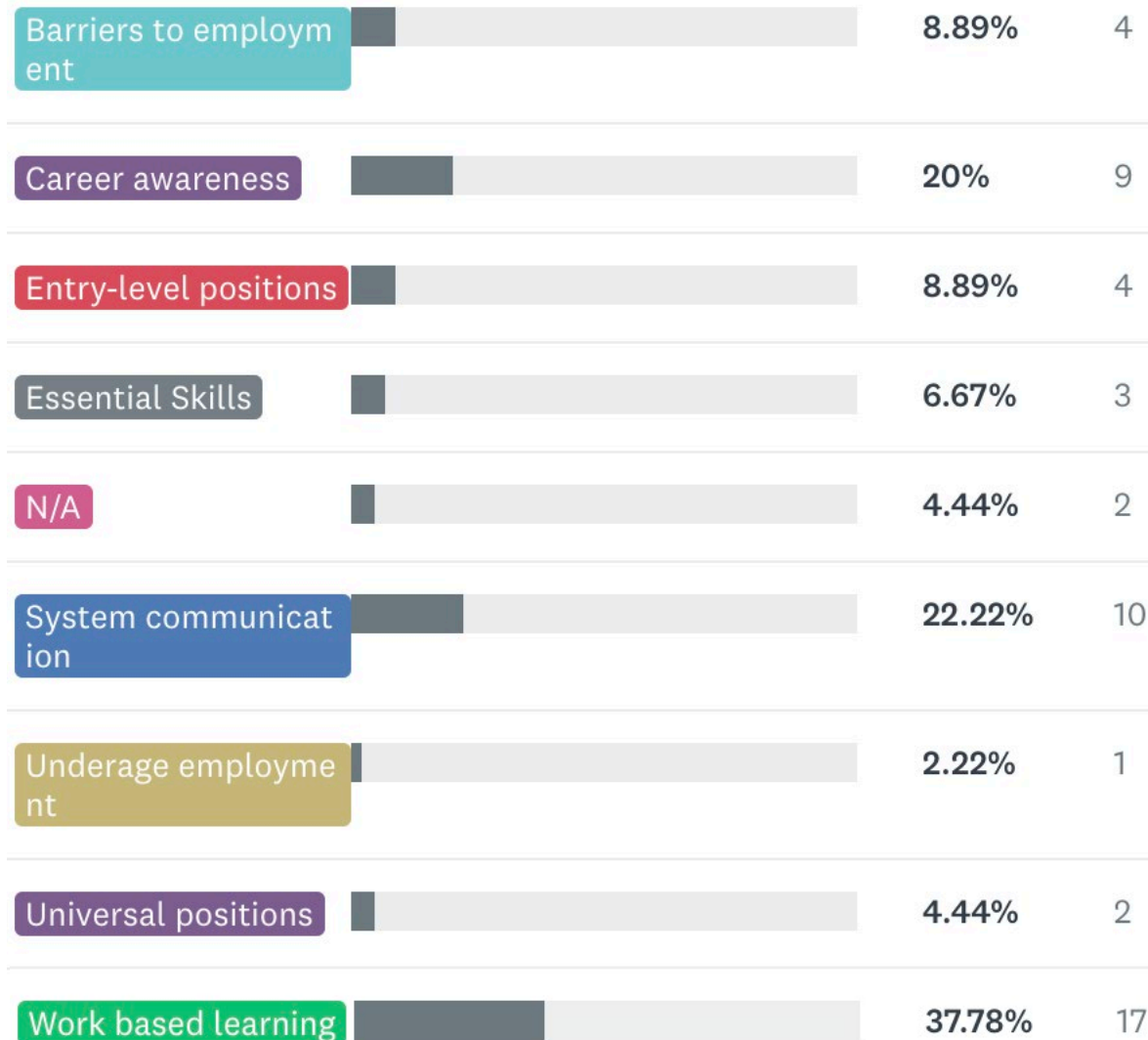
Barriers to employment	8.89%	4
Career awareness	20%	9
Entry-level positions	8.89%	4
Essential Skills	6.67%	3
N/A	4.44%	2
System communication	22.22%	10
Underage employment	2.22%	1
Universal positions	4.44%	2
Work based learning	37.78%	17

Are there populations that we can serve more effectively in our community?

Population	Percentage	Count
Barriers	17.78%	8
ESL	8.89%	4
Females	4.44%	2
First-gen students	2.22%	1
Incumbent workers	2.22%	1
Low-income	15.56%	7
N/A	13.33%	6
Parents	2.22%	1
Person of color	4.44%	2
Youth	22.22%	10

When thinking about the customers you serve, how can we strengthen our partnership with your agency to achieve better outcomes?

Barrier-focused programs	4.44%	2
Business engagement	15.56%	7
Committee participation	15.56%	7
Funding	8.89%	4
Hiring events	6.67%	3
LMI	26.67%	12
System communication	26.67%	12
Workshops	6.67%	3
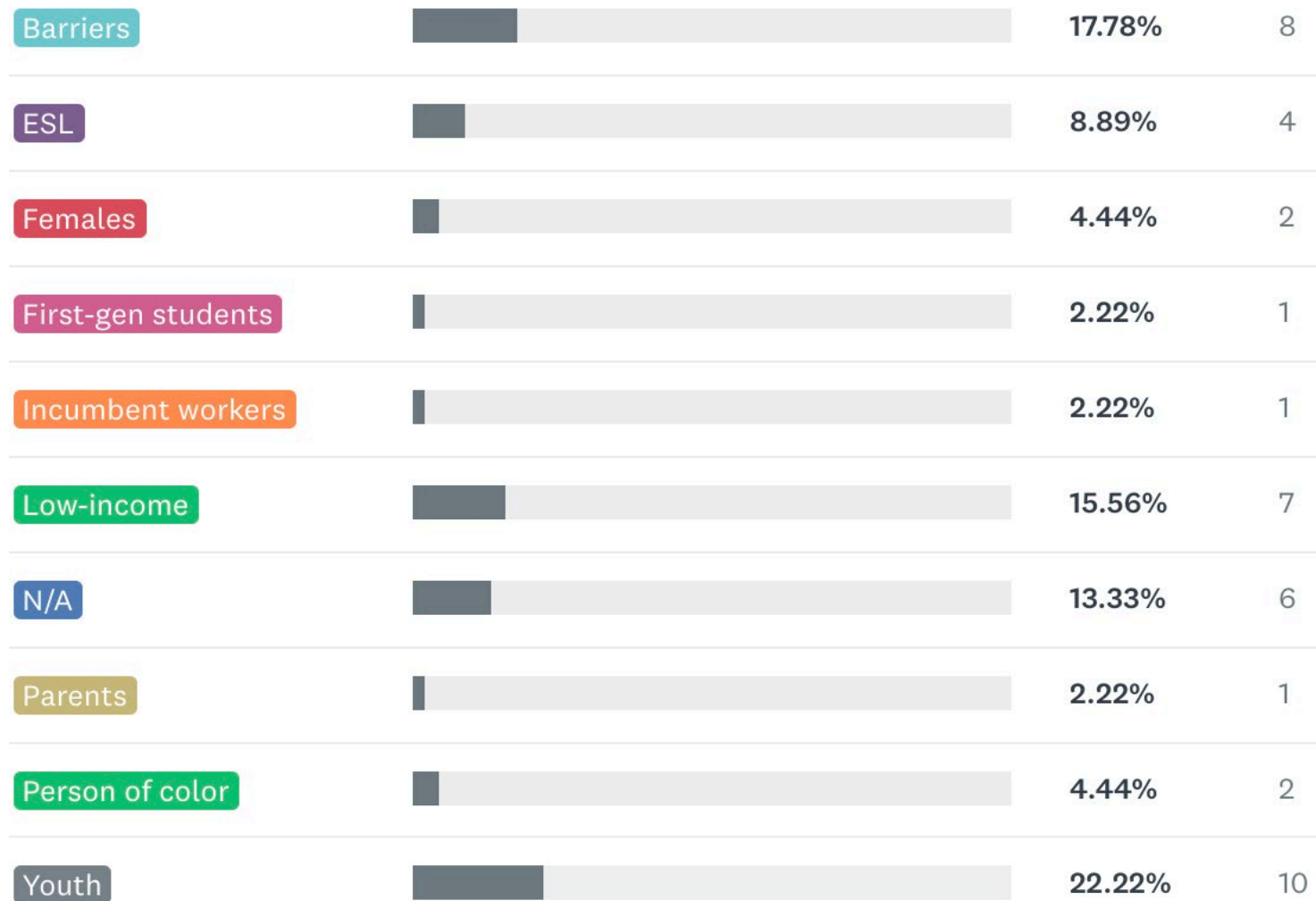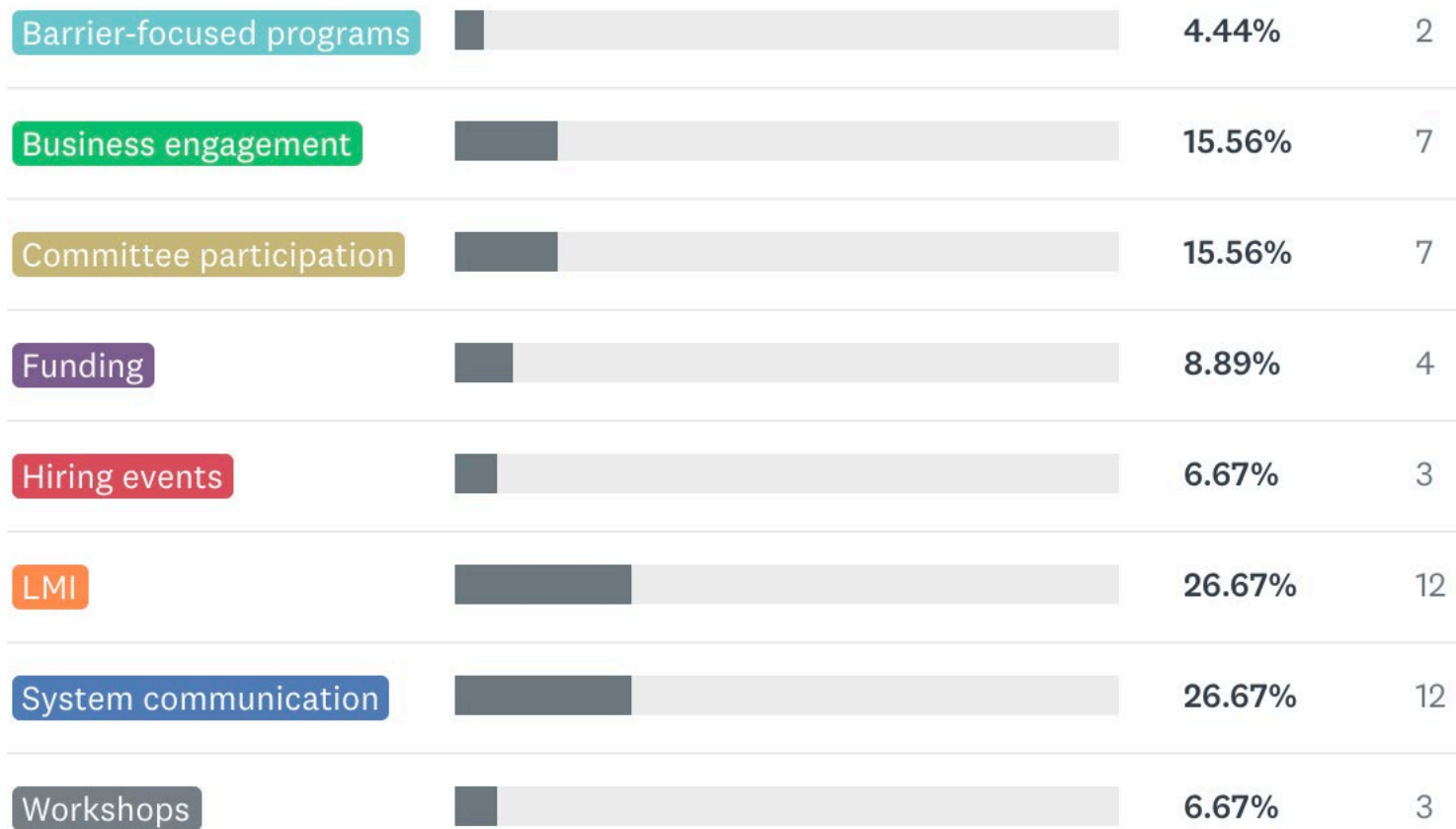
We offer current labor market data to help guide program and curriculum development and inform teachers, parents, and students about career pathways in our region. Do you use these tools and is there additional information we can provide that would be useful?

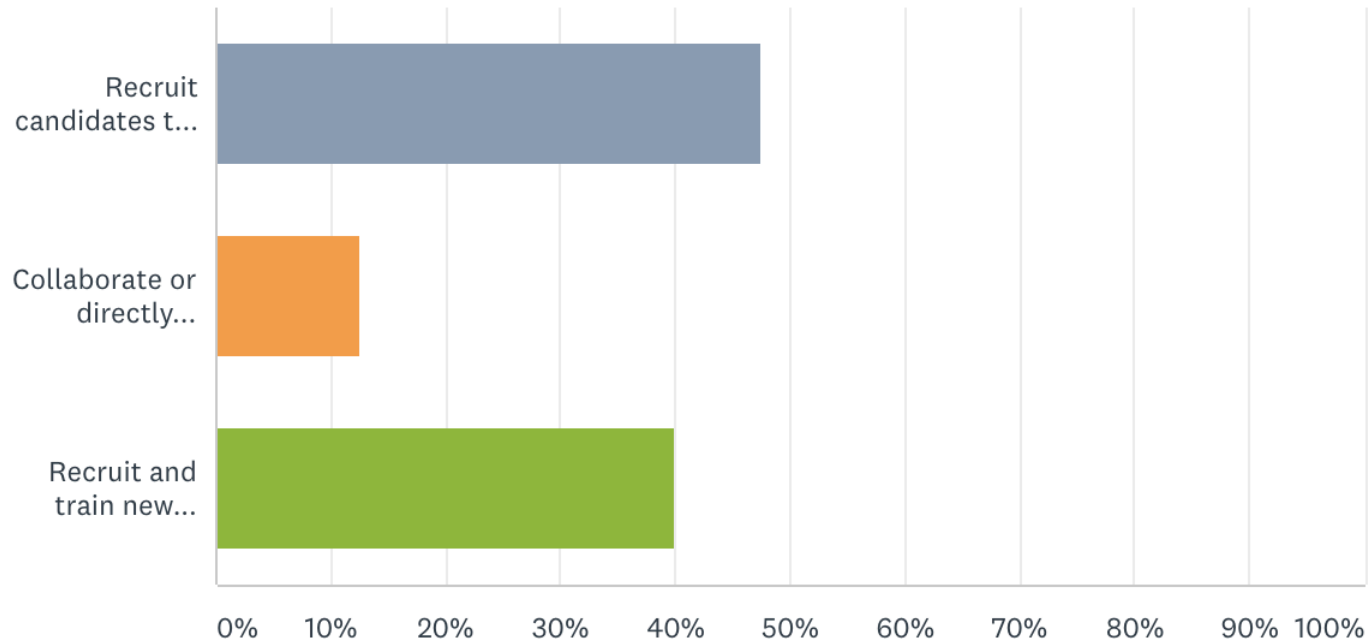|		
No	40%	18
Other	2.22%	1
Provide LMI reports	33.33%	15
Yes	40%	18
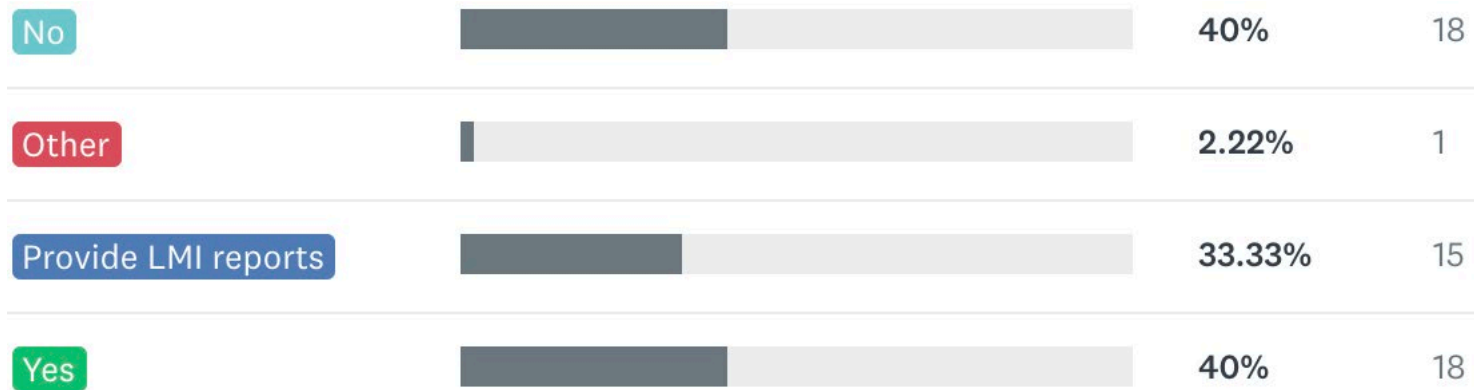
SPOKANE **WORKFORCE** COUNCIL

Skilled employees ◆ Thriving businesses ◆ Strong community

Responses from
Business Partner Stakeholders

My role in workforce development is :

ANSWER CHOICES	RESPONSES	
● Recruit candidates to fill vacant roles	47.50%	19
● Collaborate or directly oversee the new employee's training and development plan	12.50%	5
● Recruit and train new employees and continue to develop the individual through his or her employment (i.e. small business owners, etc.)	40.00%	16
TOTAL		40

Please describe how prepared candidates are when they apply for vacant positions within your company. What are the skill gaps that you experience?
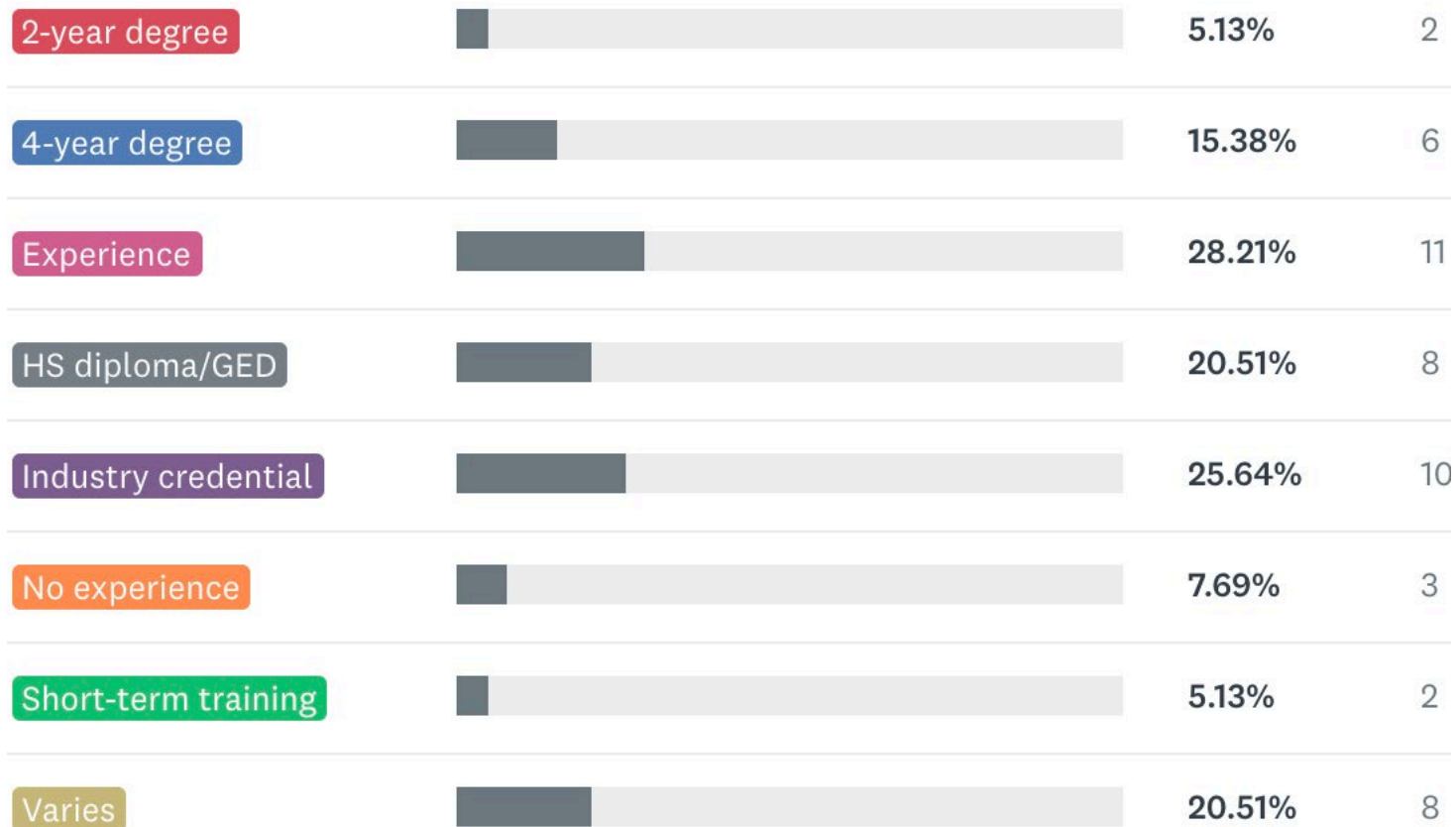
Category	Percentage	Count
Communication	7.69%	3
Essential skills	23.08%	9
Foundational skills	2.56%	1
Lack experience	15.38%	6
Not very prepared	7.69%	3
Prepared	7.69%	3
Somewhat prepared	7.69%	3
Technical skills	28.21%	11
Varies	5.13%	2
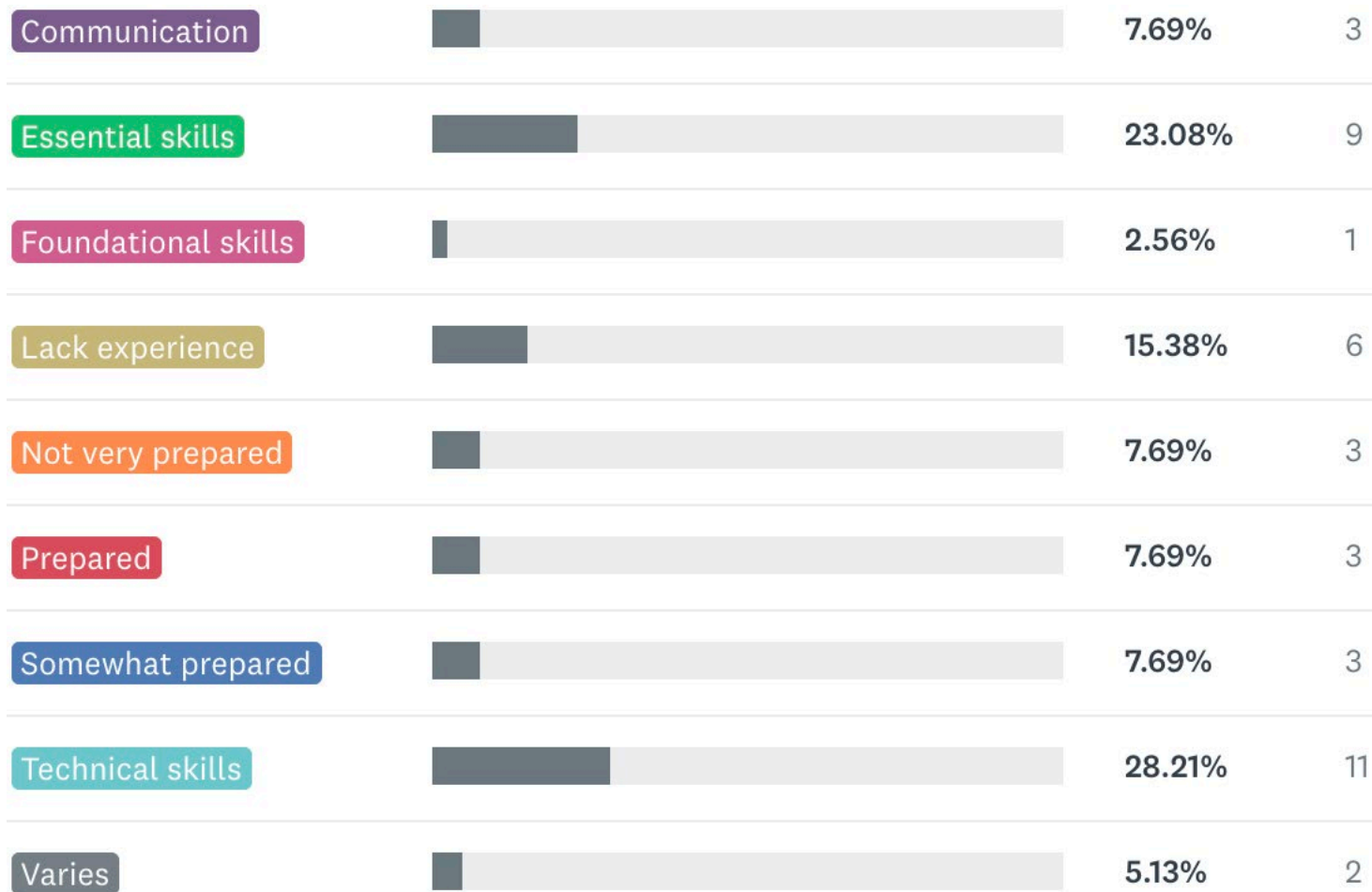
For the jobs that you are seeking to fill, what level of education, specific credentials, or combination of experience and certifications are you asking for?

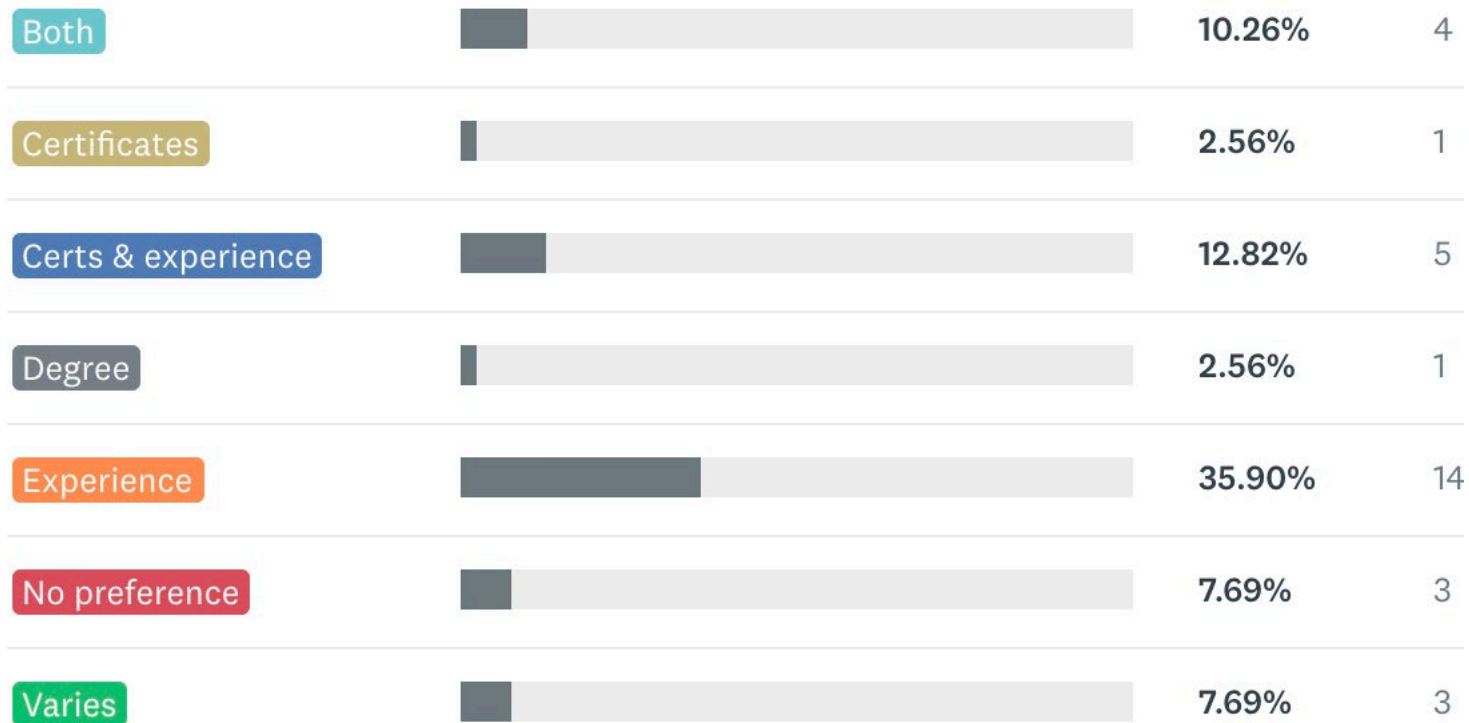| Category	Percentage	Count
2-year degree	5.13%	2
4-year degree	15.38%	6
Experience	28.21%	11
HS diploma/GED	20.51%	8
Industry credential	25.64%	10
No experience	7.69%	3
Short-term training	5.13%	2
Varies	20.51%	8

Do you have a preference for offering employment to candidates with degrees or candidates with direct experience and certifications to your specific field?
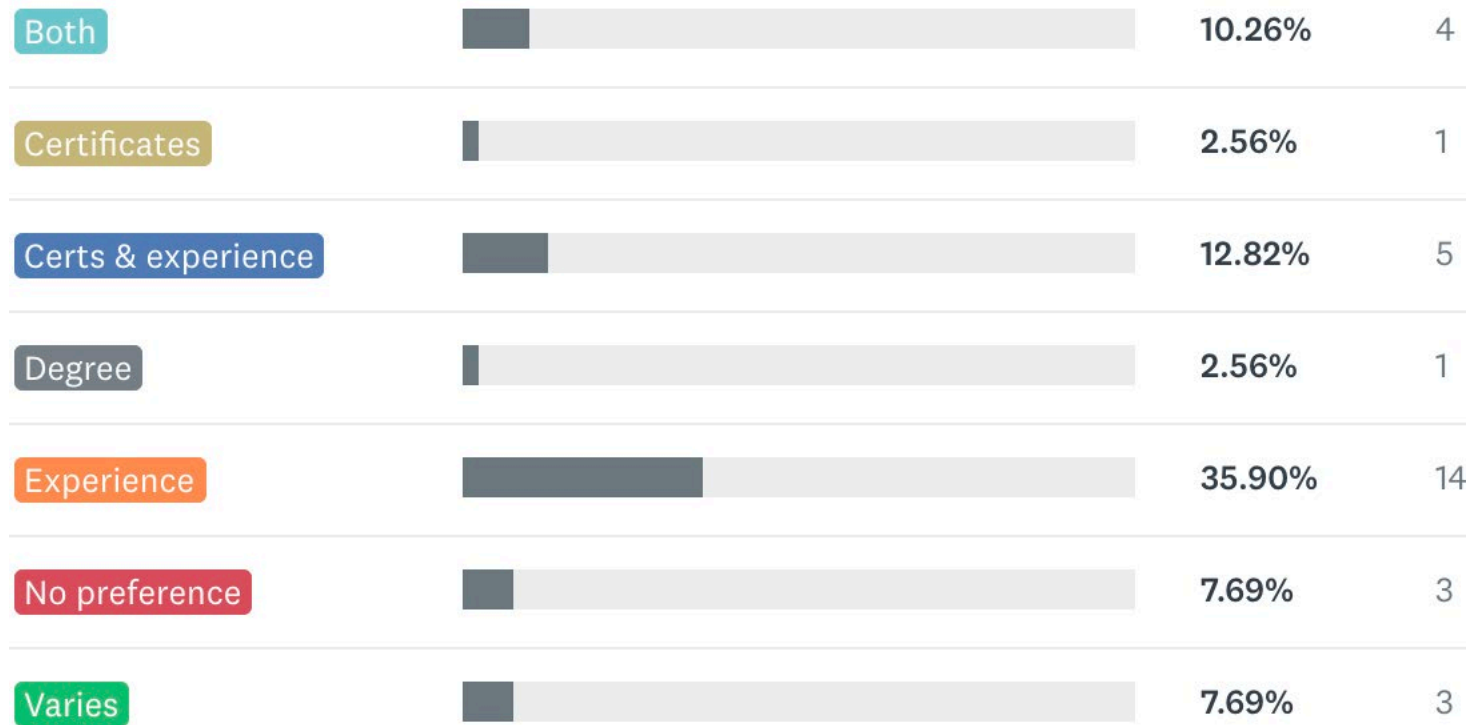
Both		10.26%	4
Certificates		2.56%	1
Certs & experience		12.82%	5
Degree		2.56%	1
Experience		35.90%	14
No preference		7.69%	3
Varies		7.69%	3

Are there populations that we can serve more effectively in our community?

Population	Percentage	Count
Barriers	10.26%	4
ESL	5.13%	2
Low income	7.69%	3
Older generations	2.56%	1
Person of color	2.56%	1
Semi-skilled	2.56%	1
Unemployed	5.13%	2
Veterans	2.56%	1
Young adults	2.56%	1
Youth	12.82%	5
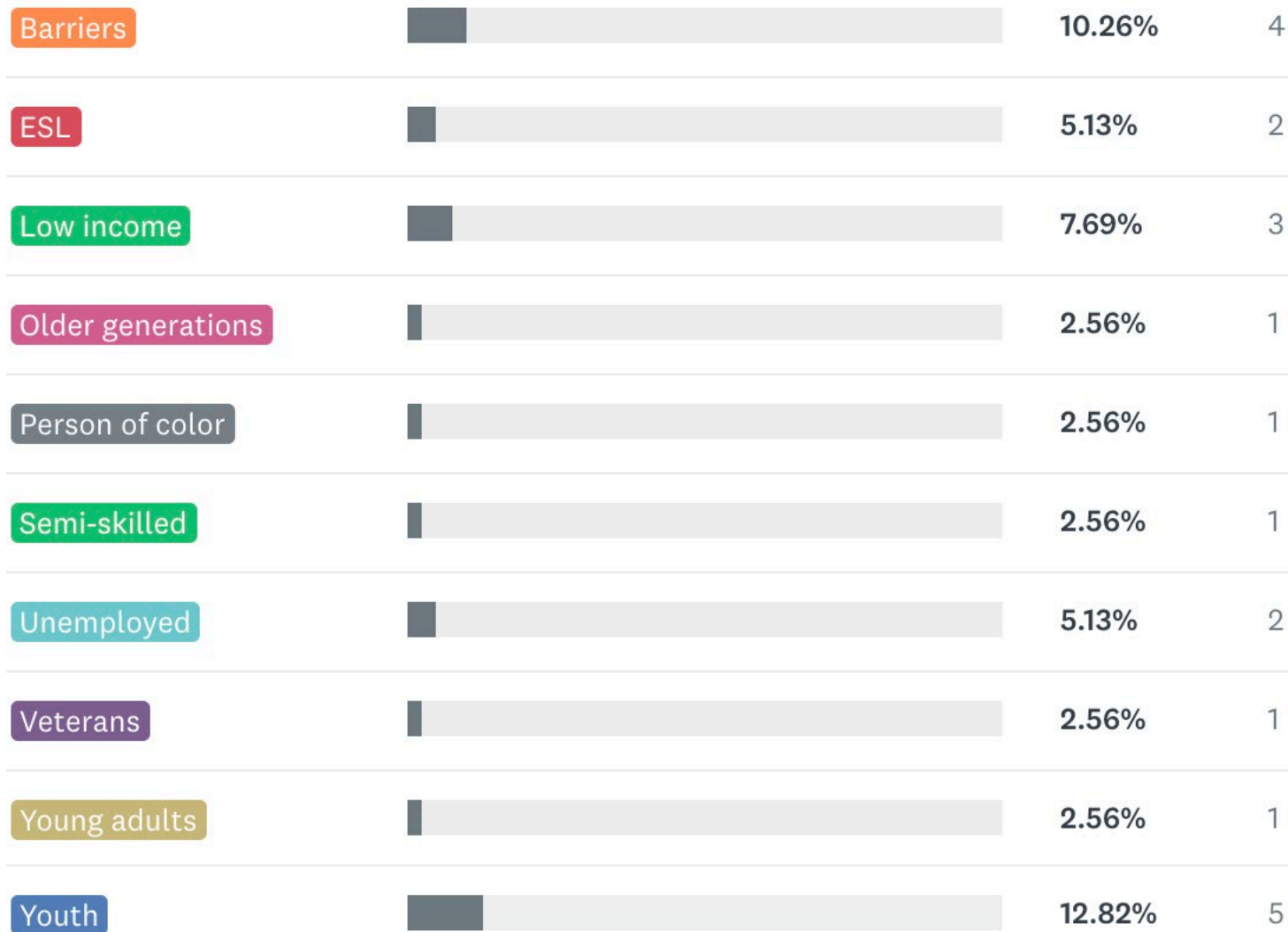
When recruiting for your open positions, how can we strengthen our partnership and offer services of value to ensure you find the talent that you need?

Category	Percentage	Count
Both	10.26%	4
Certificates	2.56%	1
Certs & experience	12.82%	5
Degree	2.56%	1
Experience	35.90%	14
No preference	7.69%	3
Varies	7.69%	3

We offer current labor market data to help your customers make informed decisions about their next career opportunity. Do you use these tools and is there any additional information we can provide your staff and customers to navigate our economy?

Access to LMI tools	28.21%	11
Alignment	2.56%	1
No	23.08%	9
Yes	33.33%	13