

Strategy



STRATEGIC GOALS:

- Be recognized by customers and stakeholders as responsive and effective workforce system of choice
- Ensure Dallas County employers have a trained workforce and labor market services to increase competitive advantage, and to maximize economic development opportunities for Dallas County

OUTCOMES:

- Expand talent pool within the system
- Create a forum that enhances communication with employers
- Engage employers in workforce development and implementation
- Increase service to key industry sector employers

METRICS:

- Increase employers served within target industry sectors
- Align talent supply with market demand
- Evolve to higher touch employer service

Operations



STAFFING:

- Linda Davis
Vice President External Relations
- Lynn Hoffman
Senior Employer Service Manager
- Four (4) Account Executives, TBD

TECHNOLOGY:

- Customer Relationship Management (CRM) platform
- Work in Texas
- Mobile office

2017-18: REALIGN & RIGHTSIZE

- Develop data and market-driven strategies
- Hire staff with relationship development expertise
- Elevate use of technology to support outreach efforts
- Define industry sectors
- Convene employers to collaborate and solicit input and participation
- Develop benchmarks and metrics by industry sector
- Reengage dislocated workers

2018-19: RESHAPE & RESTORE

- Change perception to a professional workforce
- Build science behind career pathways
- Serve as a catalyst for apprenticeship initiatives
- Connect to traditional and non-traditional sources of job seekers
- Incorporate learnings into existing technology
- Prepare for “new” Work in Texas 2.0

2019-20: REVIEW & REPEAT

- Refine industry sectors based on data and market intelligence
- Revisit assumptions based on lessons learned
- Transition to “new” Work in Texas 2.0

Timeline

