

ACTION PLAN FOR FY2018

Draft Vision Statement: Susquehanna Workforce Innovation Partnership (SWIP) provides Susquehanna job seekers an individualized suite of support services so they possess skills for businesses and enterprises to compete in the local, regional, and global economies.

Focus Area One: Communication and Awareness	FY18 Action Steps/Milestones	Lead
<u>Outcome:</u> WIOA partners, staff members, clients, and area businesses understand resources and capabilities of workforce system.	☐ Bring health/human services and mental health partners to the table with SWIP to help identify gaps, resources, and funding for clients with mental health and substance abuse challenges	
	☐ Conduct cross-training for staff members that work directly with clients	
	☐ Develop reference guide on workforce system capabilities and resources – one version for line staff and one for customers	
	☐ Track progress of common intake form and provide input where necessary	
Focus Area Two: Job Connections	Action Steps/Milestones	Lead
<u>Outcome:</u> Regional job availability/demand and employee preparation / training are tightly linked.	☐ Identify pathways for clients from education to in-demand careers	
	☐ Gather, curate, and share available employer data on entry-level skills, in-demand careers, employment opportunities	
	☐ Expand soft-skills training opportunities for customers, particularly interviewing skills and add job fair prep class	
Focus Area Three: Client Service	Action Steps/Milestones	Lead
<u>Outcome(s):</u> 1. Job seekers experience minimal barriers when using workforce system resources 2. Employers recruit local candidates with appropriate skills	☐ Explore customer intake process across all partners and identify collaborative service delivery improvements	Linda
	☐ Identify new resources and solutions for hard-to-serve populations	
	☐ Study feasibility of cross-partner universal assessment tool	