

**Phase I**  
**Strengths, Weaknesses Opportunities and Threats**  
**Local Workforce System in LWIA 07**

<b>Strengths</b>	<b>Opportunities</b>
<ol style="list-style-type: none"> <li>1) One Stop concept</li> <li>2) Ability to consolidate ideas and strategies from all partners – the partnership concept</li> <li>3) Ability to react to market demands</li> <li>4) Support and guidance from TDLWD</li> <li>5) Implementing the Baldrige criteria</li> <li>6) Current use of the Opinionmeter – a customer feedback process that determines the level and quality of service received by customers.</li> <li>7) The Resource Sharing Agreement development process allows partners to gain and maintain a better understanding of the cost of operating career centers and affiliates.</li> <li>8) Partners have created more cooperative processes, such as Integrated Resource Teams (IRT’s) for assisting individuals with disabilities.</li> <li>9) Being designated as an Employment Network by the Social Security Administration for the Ticket to Work Program.</li> </ol>	<ol style="list-style-type: none"> <li>1) Although the process of developing and refining a collective report that will identify the most important or critical indicators of performance for each partner has begun, there remains significant opportunity to continue and improve this process.</li> <li>2) We currently utilize a customer routing slip to refer customers that one partner may be unable to assist (due to program restraints or funding) to other partners that may be able to assist the customer. Significant opportunity remains to improve this process.</li> <li>3) Have a process that allows the Consortium to participate in the selection and recognition of all employee reward and recognition efforts. We have the opportunity to improve the process by offering gift or monetary incentives, days off of work with pay, etc.</li> <li>4) Our current partner meetings to discuss improving efficiency of services can make us more aware to look at a service or process more analytically and therefore foster continuous improvement.</li> <li>5) Opportunity to diminish “turfism” by having frequent partner meetings.</li> </ol>

### **Weaknesses**

- 1) Lack of a process to regularly review data linkage, performance measures, and results analysis for the Career Center as a whole.
- 2) Lack of a process to identify and track key measures such as financial, market, customers, human resources, and organizational effectiveness.
- 3) Partners may feel that the partnership or “team” concept will give them less time to complete their required duties.

### **Threats**

- 1) If all partners do not act in true collaboration within the partnership, this may signal the beginning of the end for co-location and the One Stop concept.
- 2) Existing programs cannot meet service demands with declining funds.
- 3) If we do not take full advantage of implementing the Baldrige principles, our efficiency and usefulness to our area will diminish.
- 4) If we do not maintain our effectiveness in serving the citizens and employers of our area, we risk losing value to our customers.

- During the past year, we have made significant progress in a number of areas. The use of the OpinionMeter has moved the process of measuring the level and quality of service from being an “opportunity” to having become one of our “strengths”.
- The practice of recognizing an “Employee of the Month” has improved morale as well as partner relations.
- We have also created a team process to move toward achieving the commitment level award in the Baldrige process.
- LWIA 7 has applied and has been designated as an Employment Network by the Social Security Administration for the Ticket to Work program.
- LWIA 7 has exceeded our goal for the Career Readiness Certificate program and improved and strengthened our relationships with employers as well as our career center partners through this initiative.
- The presence of the Title V Older Workers Program in our career centers had significantly increased services for older workers.