

Phase I
Strengths, Weaknesses Opportunities and Threats
Local Workforce System in LWIA 07
2010

Strengths	Opportunities
<ol style="list-style-type: none"> 1) One Stop concept 2) Ability to consolidate ideas and strategies from all partners – the partnership concept 3) Ability to react to market demands 4) Support and guidance from TDLWD 5) Implementing the Baldrige Criteria for Performance Excellence. We have received a Level 2 Commitment Award. 6) Current use of the Opinionmeter – a customer feedback process that determines the level and quality of service received by customers 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. 8) Partners have created more cooperative processes, such as Integrated Resource Teams (IRT's) for assisting individuals with disabilities. 9) Being designated as an Employment Network by the Social Security Administration for the Ticket to Work Program 	<ol style="list-style-type: none"> 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. 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. 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. 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. 5) Opportunity to diminish “turfism” by having frequent partner meetings 6) Using the Tennessee Center for Performance Excellence Feedback Report

Weaknesses

- 1) Process to regularly review data linkage, performance measures, and results analysis for the Career Center as a whole **needs continuous improvement.**
- 2) Process to identify and track key measures such as financial, market, customers, human resources, and organizational effectiveness **needs continuous improvement.**
- 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 continue to 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.**

Tennessee Career Center Consortium Meeting
December 08, 2009
1:00 p.m.

Partners in attendance:

Pat Callahan, Chairman, LWIA 7 Director
Kaye Maples, Adult Education Supervisor
Cecilia Fraser, TDLWD Area Manager
Melinda Reagan, TDLWD District Manager
Charles West - Title V/Older Workers Program Manager
Johnnie Wheeler, Tennessee Career Center at Cookeville Coordinator

Others in attendance:

Kim Cobble, LWIA 7 Administrative Assistant