

Bluegrass Workforce Investment Board

Community Forum Summary Report

April 15-29, 2011

Facilitation Services Provided by the Facilitation Center at ECU

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Background

During April 2011, the Bluegrass Workforce Investment Board hosted six community forums throughout the service region. Forum sites were selected based on Career Center locations within the region. The forums were an opportunity for stakeholders to share their knowledge and insights about the current workforce environment in their county and region.

A total of 55 professionals participated in the community forums, representing colleges, social service organizations, community groups, not-for-profit organizations and a variety of industries, including healthcare, automotive and manufacturing. This diverse group of employers and community partners shared multiple perspectives and depth of knowledge, as well as, demonstrated a willingness to collaborate on creating and developing workforce opportunities in this region. What emerged has provided a solid foundation for making important decisions that will help shape the region's future.

Professional staff from the Facilitation Center at Eastern Kentucky University (EKU) facilitated the community forums. The Center also developed a confidential survey to gather additional data from employers and community partners. Both the qualitative insights from the forums and the quantitative data from the survey will be used by the Workforce Investment Board to shape their strategic plan.

Report Description

This report contains a summary of the six community forums, divided by strengths, weaknesses, opportunities and threats, which allows for a broader regional analysis of these four areas. To further aid the analysis, participant responses have been categorized into topic areas by the facilitator. Determining where to categorize the responses was done by selecting the category that seemed to best capture the intent of the participant's idea. Also included in the report are facilitator observations and qualitative analysis of the ideas shared by participants. The individual forum reports have been provided separately and include a list of participants, observers and in some cases, additional information about the workforce environment and leveraging specific opportunities.

It is important to note the information contained in this summary is qualitative data, and provides rich content and details related to diverse ideas, but the information is not statistically sound and therefore, should be used carefully. For example, because some counties may not have mentioned specific ideas as strengths, weaknesses, opportunities or threats, it does not necessarily mean it is not true for their area. Several factors play into this, including the experiences and backgrounds of attendees, flow of discussion, and the number of participants. For instance, in the case of the Frankfort community forum, only two participants were able to attend and share ideas and only one of them was able to stay and rank the ideas.

Workforce Development Community Forums

Career Center	Date
Danville	April 15, 2011
Georgetown	April 19, 2011
Frankfort	April 20, 2011
Richmond	April 26, 2011
Lexington	April 28, 2011
Winchester	April 29, 2011

Current Regional Workforce Development Strengths

Participants were asked to identify the current workforce development strengths, as well as greatest strengths, within the region. Greatest strengths are noted in bold parenthesis by indicating the number of rankings received. After analysis of data from the six community forums, general observations have been provided.

The top three strengths identified for the Bluegrass Region include:

1. **Education**: Education is clearly the greatest strength in the region as every county not only highlighted education, but 50 percent of the prioritized rankings (greatest strength) were given to education. Specifically cited by all of the counties were state colleges and technical institutions.
2. **Location**: Location was a distant second to education as far as greatest strength of the region; however, it was identified by all counties as a regional strength. Specifically mentioned were significant travel and transportation options with two interstates and a large airport in the region.
3. **Industry**: Industrial growth and diversity were most commonly mentioned as strengths by participants in five of the six counties.

Business Culture

Greatest Strength (3)

- Entrepreneurial spirit and opportunities **(1)**
- Openness to change - step outside boundaries
- Strong history of success **(2)**
- Overall business climate
- Rich history of economic development

Business Incentives

- Bluegrass State Skills Corporation Funding (grants, Workforce Investment Act)
- Incentives - pre/post hire
- Low energy costs - especially electric
- Training incentives for business (grants)

Collaboration

Greatest Strength (4)

- Active workforce development committee **(2)**
 - Locally under the Chamber (business education exchange)
- Collaboration of governments/regionalism
- Collaboration with education (regional school systems) **(1)**
 - Willing to adapt to changing needs (i.e., teacher academy)
- Economic development organizations willing to collaborate beyond county lines
- Open relationships in industrial sector (i.e., industrial council) **(1)**
- Partnerships - private/government

Economic Development

- Economic development
- Relatively large market
- Growth of Richmond/Madison County

Education

Greatest Strength (26)

Colleges & Universities *Greatest Strength (14)*

- Access to higher education
 - Georgetown College, Bluegrass Community & Technical College (BCTC), Kentucky State University (KSU)
- Access to education and training
- Education - numerous colleges, training options, people, technical **(2)**
- Proximity to higher education **(3)**
- Bluegrass Community and Technical College
- Colleges, technical institutions to provide training
- Educational opportunities (EKU, BCTC, Berea, National College, ATC's) **(6)**
- Infrastructure - schools, universities, colleges **(3)**

P-12

Greatest Strength (10)

- Elkhorn Crossing School - "technical based learning" unique model for nation **(1)**
- Good public and private schools K-12 **(2)**
 - Junior achievement in schools
- High school/college technical programs/schools **(3)**
- Quality public school education is sound **(4)**

Community Education *Greatest Strength (2)*

- EKU Continuing Education **(2)**

Hands-on Learning

- Internship/co-op opportunities in variety of industries
- Internship program (high school and college)
- Regional campuses infuse region with hands-on educational opportunities in communities
- A lot of leadership opportunities (representation in civic involvement)
- Lexmark teacher programs
- Toyota/BCTC partnerships for work study opportunities

Employment Opportunities

Greatest Strength (1)

- Have jobs **(1)**
- Low unemployment rate
- Variety of positions (at home, entry level, part-time and full-time)

Industry *Greatest Strength (5)*

- Diversity of employer/industries (i.e., equine, service sector, banking, technology, agriculture, healthcare, technology, call centers, insurance, education) **(5)**
- Diverse small and medium sized industries
- Mix of different size companies
- Industrial growth
- Manufacturing entities
- Tourism (i.e., Natural Bridge)

Location *Greatest Strength (7)*

- Availability and variety of physical space
- Connectivity (geographically, transportations) **(3)**
- Equine, agriculture, green space in the region **(1)**
- Great place to do business (I-64 and I-75, six hours from big cities, international county)
- KY strategically located to a national market **(2)**
- Location - both ways
- Technology based region **(1)**
- Vibrant downtown

Transportation

- Diverse transportation options (airport, two interstates)
- Public transportation, while currently limited, is offered
- Transportation infrastructure
- Transportation in some areas
- Access to I-64, I-75, and airports
- Proximity to interstate highways

Quality of Life

- Cost of living
- Family oriented
- Quality of life- attractive region
- Recognize Lexington as preferred city to live in
- Strong sense of community

Resources *Greatest Strength (1)*

- Assistance programs
- Community organizations
- Diversity of resources
- Good social services network - assistance services

- Non-profit/human service agency support (links to taxes, childcare, housing, etc.)
- Professional associations
- Resources (i.e., grants, consortia, community agencies, school) **(1)**
- STEPS program
- Winchester Area Technology Center

Salaries/Wages

- Higher pay than close rural areas (compared to Fayette County)

Workforce *Greatest Strength (2)*

Availability

- Availability of employees/labor supply/workforce

Diversity & Qualifications

- Diverse age groups working together (multi-generational workforce)
- Diverse manpower and skills **(1)**
- Early retirement population coming back into workforce
- High percent of population with post secondary education

Work Ethic/Attitudes

- Work ethic **(1)**
- Strong work ethic - pockets
- Positive attitude and work ethic
- Positive attributes of available workforce (i.e., willingness to learn and work, loyal, hard-working, good people)
- Great attitude and confidence - people

Workforce Development *Greatest Strength (3)*

Employment Programs/Agencies

- Job employment programs/agencies
- Variety of workforce developmental resources and funding (federal and state)
- Multiple groups - training/development
- One-stop Office of Employment & Training (OET) in county
- Programs/services to help people get trained to meet job requirements **(2)**
- Targeted training (green construction)
- Training center **(1)**

Current Regional Workforce Development Needs/Weaknesses

Participants were asked to identify the current workforce development needs or weaknesses, as well as, the most critical need within the region. Greatest needs are noted in bold parenthesis by indicating the number of rankings received. After analysis of data from the six community forums, general observations have been provided.

The top three needs/weaknesses identified for the Bluegrass Region included:

1. **Workforce:** The regional workforce was identified by all of the participating counties, with 30 percent of participants ranking workforce related issues as the most critical. The most pressing issues surround the lack of skilled/specialty labor and the underdeveloped professional and social skills of the workforce. Other areas of concern included work ethic/attitude, diversity and qualifications of workers and their general wellbeing.
2. **Collaboration:** Collaboration was identified by 17 percent of participants as a critical need; however, it was only identified as a need or weakness by three counties, indicating it may not be a weakness for the entire region. Specific issues related to collaboration spanned from education and the workforce to regional communities.
3. **Education:** Approximately nine percent of respondents indicated education, industry and workforce development were weaknesses within their counties; however education was the only one of these topics identified as a need by all six counties. The one theme that emerged from the diverse education related responses was educational apathy and little value in education, or a lack of emphasis in education in some areas. Other subjects mentioned were low number of high school graduates and the increasing need for remedial education for incoming college freshmen.

Business Culture

Greatest Need (2)

- Much broader base of visionary leadership and entrepreneurship (understanding cycles of occupational increases/decreases) **(2)**
- Entrepreneurism

Business Incentives

- Funding and budget for new businesses (national tax incentive, overall capitalization)

Collaboration

Greatest Need (9)

- Lack of inter-agency collaboration **(2)**
- Lack of collaboration between education and workforce **(1)**
- Lack of communication and collaboration among educators/service providers/employers **(6)**
- Attitude that we bring to problem resolution - failure to collaborate among all stakeholders
- Lack of teamwork/collaboration/creativity
- Regional collaboration
- Regionalism

Education

Greatest Need (5)

- Lack of education (high school, GED, college, etc.) **(1)**
- Gap between high school graduation and four year program (i.e., technical degree, apprentices) **(1)**
- Educational apathy (lack of valuing education, can be generational)
- Lack of access to and/or participation in education (not everyone can go to Elkhorn) **(1)**
- Kentucky State Department of Education **(1)**
 - No dual tract degrees, give community flexibility
 - Too much state control and not enough local control
 - Under emphasis on career options that do not require college degree **(1)**
- Low number of high school graduates - too many drop-outs
- Education of aging population
- Lack of emphasis on education
- Low interest in getting GED
- Preparing high school students for realities in work life
- 65% of Kentucky Community and Technical College System enrollees need remedial education
- Access to pathways beginning in middle school
 - “Map for success: competency based”
 - Credit bearing education for credentials - credit for prior knowledge

Industry

Greatest Need (5)

- “Extremely top heavy” in automotive industry, 42% of jobs related to manufacturing - mostly automotive
- Lack of diversity in industry **(5)**
- Negative impact by equine industry decline
- Market closure - large and small

Location

Greatest Need (2)

- Broadband infrastructure (people working from home offices)

Transportation

- Transportation (region wide network, cross county) **(2)**
- Lack of regional transportation
- Public transportation issues - getting to and from work
- Transportation outside Fayette

Public Assistance

Greatest Need (4)

- Over dependency on public assistance
- Too easy to stay on unemployment - how to break cycle **(3)**
- Unemployment **(1)**
- Public assistance

Quality of Life

- Lack of family support

Diversity

- Lack of appreciation of diversity
- Ethnic silos
- Provincial ideas (dismiss those with diverse cultures/backgrounds)
 - Difficult to keep minorities

Salaries/Wages

- Low salaries
- No living wage for entry level workers

Special Populations

Greatest Need (2)

- Lack of opportunities for special population **(2)**
 - People with criminal history, non-custodial fathers, disabilities, refugees
- Younger graduates go to bigger more active/attractive places

Ex-offenders

- Employment of ex-offenders
- Population with criminal backgrounds have limited opportunities
- Jobs for ex-offenders

Substance Abuse

Greatest Need (3)

- Drug use (prescription and street) **(1)**
- Substance abuse **(1)**
- Drug and alcohol abuse and addictions (20% of population and growing) **(1)**
- High rate of substance abuse
- Drug/Substance abuse/alcohol abuse/addiction (when it hurts employment)

Workforce

Greatest Need (16)

Diversity & Qualifications

- Lack of diverse population applying for workforce
- Lack of diverse and educated workforce
- Lack of college degrees in available workforce that are necessary for today's companies **(1)**

Professional & Social Skills

- Trained workforce missing soft skills (show up for work, pass drug test) - generational **(1)**
- Skills gap - basic (communication, life skills, etc.) and specialty (on-job skills, i.e., welding) **(2)**
- Soft skills - very lacking (needs personal development courses and training) **(2)**
 - Bad work ethics (especially hourly workforce)
 - Lack of life skills (work ethic, professionalism, personal responsibility)
- Effects of overuse of technology (decrease of face-to-face socialization skills)
- Lack of professionalism (dress/appearance)
- Poor interview/resume skills
- Communication skills (written and oral)
- Lack of financial literacy

Skilled/Specialty Labor

- Lack of specialty skilled labor (tool and die, mid welding, manufacturing, elder care, family care, childcare, healthcare) **(1)**
- Lack of technology skills **(1)**
- Training **(4)**
 - Skilled and technical, value of knowledge, math and science, advanced degrees

Wellbeing

- Population not health conscious
 - High obesity rate = high health cost to employers and lower performance
 - High heart disease, cancers, smoking, and diabetes
- Low self-esteem
- Generational stagnation - nothing recreational for young people to do, nothing keeping them here

Work Ethic/Attitudes

- Apathy - lack of drive
- Lack of work ethic
- Work ethic/attitude lacking **(2)**
- Lack of work ethic in younger generation
- Historical abundance of easily accessed jobs discourages students from pursuing education and higher level job/careers **(1)**

Workforce Development *Greatest Need (5)*

- Workforce development resources scattered among too many organizations and they're uncoordinated (too centralized at home office and don't come out into the region) **(1)**
- Businesses do not view workforce development as their responsibility
- No "go to" point of contact for workforce development at the state level
- Better visibility of funding - where to get help or to provide help
- Not enough support for employment barriers
- Is there a systematic development plan in place **(1)**
- Communication: business needs to educators
- Communication: funding opportunities to businesses
- Communication: using new technology
- Access to jobs
- Outlook on funding
- Outreach/communication
- Integration of opportunities (resources, training, funding)
- Lack of leadership in middle management
- Gap between service level and high level positions

Disconnect Between Education and Jobs

- Disconnect between education and job relevance **(3)**
- Disconnect between trained workforce and opportunities
- Disconnect between entities that create jobs and those who provide job training
- Supplies and demand not in sync
- Finding skilled labor for manufacturing (nationally and regionally)

Employment Programs/Agencies

- Lack of knowledge on community programs
- Placement programs in the community
- Training opportunities to the community
- Programs for unemployed

Current Regional Workforce Development Opportunities

Participants were asked to identify the current workforce development opportunities, as well as, the opportunity with the most potential within the region. Opportunities with the greatest potential are noted in bold parenthesis by indicating the number of rankings received. After analysis of data from the six community forums, general observations have been provided.

The top three opportunities identified for the Bluegrass Region included:

1 & 2: Education & Collaboration: Education was seen by representatives from five different counties as the greatest opportunity in their region, with 22 percent of the ranked responses. Specifically, opportunities related to education emphasis and collaboration were identified. Collaboration with businesses and counties within the region were also mentioned as significant opportunities, which relates back to the educational collaboration possibilities. The end result appears that the greatest opportunity for the region lies in collaboration, specifically within education.

3. Technology: Technology also received 22 percent of the ranked responses for greatest opportunity; however, it was only mentioned by three of the six counties. Specifics opportunities within technology were very diverse.

Business Culture

Greatest Potential (1)

- Create common workforce goals **(1)**
- Lack of complacency (want more!)
- Small business incubator
- Entrepreneurism and small business growth

Business Incentives

Greatest Potential (1)

- Start-up business opportunities in the region
- Venture capital possibilities for new idea development (entrepreneurships)
- Tax incentives for expansion/growth
 - Lower the threshold to make it an even greater opportunity
- Areas of lower taxes
- Funding/grants as a region
- Anti-union push/area
- Knowledge based work can be done anywhere
 - Health and wellness - business incentive to improve partnerships with others (hospitals, state chamber, business, etc.) **(1)**

Collaboration *Greatest Potential (10)*

- Spirit of regionalism **(3)**
- Collaboration of large companies/employers **(3)**
 - Collaborative programming
- Sharing costs
- Cooperation (unduplicated services)
- Developing partnerships **(4)**
- Generation task force
- Share best practices
- Bluegrass South and Chambers - collaboration on workforce issues

Education *Greatest Potential (11)*

- Education in Madison County **(1)**
- Funding still exists
- Colleges and universities
- Opportunities for youth (1st generation college students)

Emphasis/Focus

- Land grant program with variety of products/focuses at various universities
- National focus on college and career readiness **(2)**
- Demand for post-secondary education growing at Bluegrass Community & Technical College (BCTC) **(8)**

Collaboration

- Partnership with EKU and BCTC for 2 + 2
 - 2 + 2 = Education provided by technical college in years one & two, provided by state university in years three & four
- School systems willing to seek new approaches and collaboration
- Education collaboration (P-12 and college, leverage creativity)
- “Communiversality” in Athens, GA (Featherbone Communiversality)
- Advisory councils between education and employers to fill gaps

Industry *Greatest Potential (7)*

- Global business trends (i.e., tap into national support group for youth) **(1)**

Healthcare

- Health care reform (high number of providers and wellness)

Environmental

- Green movement (sustainability)
- Aquaculture program at KSU **(1)**
- Alternate energy sources
 - Biofuel Industry **(1)**
- Bio-technology/Biotech (Alltech) **(2)**
- Government regulation - green energy

Tourism

- Tourism **(2)**
 - Horse Park and Bourbon Trail, cultural exchange, summer camps for wealthy out-of-country youth, could provide revenue)

Location *Greatest Potential (8)*

- Danville-Boyle County Airport as resource to growth
- Infrastructure - interstate and rail
- Geography of area to draw business **(8)**
- Global, major companies

Public Assistance

- No unemployment without training (policy issue)

Quality of Life

- Cost of living
- Lower wages but still good living in this area
- More cultural activities

Technology *Greatest Potential (11)*

- Social media/networking (connects better, but lack of face-to-face)
- Bring new technology/industry (Environmental growth for jobs) **(6)**
 - Connect region through technology
- Technology advances (green energy, electric vehicles) **(5)**
- Technology and trainings
- Use of technology

Workforce

- Demographic shifts (innovation/technology driven, aging population, smaller workforce)
- Growing/increased population
- Organic resource utilization needs to increase (i.e., senior citizens can provide training, multiple languages skills)
- Available jobs
- Deferred retirement/job sharing
- Migrant labor population
- Injured workers - volunteer
- Retirement of Baby Boomers
- Large available workforce partnered to educational institutions
- Existing employees can be trained for higher level skills needed

Workforce Development

Greatest Potential (1)

- Restructure workforce/develop service delivery
- Marketing opportunities **(1)**

Employment Programs/Agencies

- Career fairs
- Career training
- KY Works - welfare to work

Training

- Developing training mentorships
- National Career Readiness Certificate
- Retrain people who have lost manufacturing/other blue collar workers
- GI Bill for skills training

Current Regional Workforce Development Threats

Participants were asked to identify the current workforce development threats, as well as, the greatest threat within the region. Greatest threats are noted in bold parenthesis by indicating the number of rankings received. After analysis of data from the six community forums, general observations have been provided.

Threats within the region were more diverse and more county specific than the strengths, weaknesses and opportunities. Few threats were mentioned by four or more counties. However, the top two threats that emerged for the larger Bluegrass Region included:

1. **Government:** All six counties confirmed government related issues were a threat to their community. Also, 20 percent of participants felt the greatest threat in their area was government related. The specific issues of most concern were related to regulations.
2. **Economy:** Economy also received 20 percent of the rankings as the greatest threat; however, this was limited to four counties.

Business Culture

- Union

Economy

Greatest Threat (9)

- World economy
- Market closures
- Economy
- State funding re-allocations and their affects
- Lack of funding **(2)**
- Economic downturn/budget cuts **(1)**

Expenses/Costs

- Material cost
- Environmental: high energy costs, gas prices, natural resources, fuel, and availability **(6)**

Education

Greatest Threat (7)

- Funding
- High education costs
- Less funding support
- Losing education population
- Funding not available for capital growth in post-secondary education (BCTC Expansion) **(7)**
- Funding for educational/retraining programs - retraining

Global/Regional Competition *Greatest Threat (1)*

- Global competition/markets (higher skills and lower wages **(1)**)
- Competition (global/regional)
 - Outsourcing, off shoring

Government *Greatest Threat (9)*

- Politics/understanding politics
- Social safety net, decline in government resources
 - Social security
- State furloughs
- Lack of futurist planning in government **(2)**

Regulations

- Additional regulations hinder global competitiveness
- Unequal tax structure **(1)**
- Government regulation **(5)**
- Unfunded government mandates (i.e., ADA compliance)
- Healthcare reform/costs **(1)**

Industry *Greatest Threat (1)*

- Loss of automotive pipeline
- Demise of automotive or regional foundation industry
- Industrial diversity **(1)**
- Healthcare (unstable)
- Equine industry

Location *Greatest Threat (6)*

- Perception the Bluegrass area is not attractive
- KY behind national curve (health, employment, technology) **(3)**

Transportation

- Energy costs limit willingness/ability to commute to Danville-Boyle County
- Gas prices **(2)**
- Cost of transportation **(1)**

Natural Disasters *Greatest Threat (1)*

- Natural disasters **(1)**

Quality of Life *Greatest Threat (2)*

- Early childhood development
- Break down in family units, lack of family and community support **(2)**
- Over population
- Health and wellness - stress, health costs, low productivity

Salaries/Wages

- Reliance on low wage jobs
- Higher pay in Fayette County

Substance Abuse *Greatest Threat (5)*

- Drugs/Substance Abuse **(5)**

Technology *Greatest Threat (2)*

- Technology can create a decrease in workforce
- Lack of technology
- Technological advances (hurts other industries - moving quickly, changing industries)
- Technology (reduction in the number or jobs for workers) **(2)**

Workforce

- Lack of knowledge-base/required skills not available
- Social media - improper posts
- Technology (loss of soft skills)
- Brain Drain

Workforce Development *Greatest Threat (2)*

- Different/diverse employment opportunities in Fayette County **(1)**
- Lack of resources **(1)**

How does the Bluegrass WIB become the known voice for workforce development in the region?

Community Outreach

- Annual meetings of this type
- Attend Community Expo in October in Frankfort
- Broaden apparent focus beyond Lexington and surrounding counties
- Chamber of Commerce and local groups, clubs, organizations, etc.
- Continue to gather insight from providers and let that guide funding, work, and programming
- Continuous and persistent community and employer outreach/communication
- Correspond with community beyond human resources departments
- Decentralize meetings and programs away from Lexington and agency focus (to business focus)
- Follow up with the community - get voice out to the masses
 - Get out in the other counties that WIB serves
- Hold forums/follow ups
- Host Chamber events
- Increase community outreach
- Need more “grassroots” informational training, I didn’t know who they were before today
- Speak at civic group meetings

Marketing

- Add link to Chamber website
- Be more vocal about who you are and what you do. I didn’t know anything about the WIB before today’s meeting
- Be visible and get out there
- Become more visible in the community, market benefits that workforce can offer
- Better employer/employee/provider awareness
- Build on success
 - Communicate through all possible resources socially and professionally
 - Conference calls, online meetings, etc.
- Have marketing manager access help through EKU’s marketing class
- Make improvements in communications with surrounding areas
- Market who you are, what you do and your relationship to other groups
- Other voices, word-of-mouth
- Outreach marketing
- Promote more to community
- Promote organization
- Promotion - advertising, TV campaign through local channels, email
- Through better communication efforts
- Visibility and relevance

Branding/Messaging

- Better understanding and knowledge of WIB and what they do for the general public
- Brand themselves
- Brand WIB with a common goal for Kentucky workforce development
- Educate community about Bluegrass Area Development District
- Education - who they are?
- Folks have to know that WIB speaks for real growth and change
- Help communicate to businesses what resources are available to them
- How can they help us on an individual basis?
- What is their value versus other entities?
- Why does WIB exist?

Organizational Structure

- Change Bluegrass WIB fiscal agency from Bluegrass Area Development District to Kentucky Community & Technical College System
- For WIB board members, it would be a benefit to have technological capabilities for meetings

Partnerships

- Attend inter-agency meetings
- Build better partnerships so we can better educate the community/employers of our services
- Build on relationships with the private sector, not government
- Develop partnerships with key organizations
- Need to collaborate more with community partners
- Partner with businesses, training and universities, to educate about WIB
- Pool resources to compete for funding
- Reach out to more training providers
- Reach out to other providers and forge new partnerships
- Strategy partnerships versus competing with other groups. Needs to be responsible to community/industry/long term needs and trends
- WIB needs to be a collaborator/communicator
- Work closer with partners

Programs & Services

- Become one-stop place to find local jobs, employers must post all types of jobs with WIB, not just minimum wage jobs
- Integrate resources (training, funding), communicate opportunities
- Research articles to talk about and get dialogue going