



Local Integrated Service Delivery Framework

High Country Area

A framework for integrating service delivery across the workforce system.

Mission:

The High Country Workforce Development *system* helps employers meet their workforce needs, helps individuals build careers, strengthens the local economy, and meets the challenges of global competition.

Vision:

The High Country Workforce Development system seeks to deliver world-class services to job seekers and employers, through our One-Stop centers and through enhanced technology.

Background:

The integration of the former Employment Security Commission and the former Division of Workforce Development has created the new Division of Workforce Solutions. Realignment of services will be implemented at the state level as well as the local workforce areas. This merger involves every aspect of our service delivery system including the following:

- Staff roles and responsibilities;
- Management and oversight of the One-Stop centers;
- Location and number of One-Stop centers;
- Processes and customer flow within the One-Stop centers;
- Major technology upgrade (customer portal and internal tools); and
- New brand, outreach strategies, and marketing materials.

Rationale:**Integration will achieve the following:**

- Increase the value and quality of services offered, thereby enhancing the image of the High Country Workforce Development system;
- Unify staff with a focus on common goals and a unified mission;
- Implement seamless delivery of services by organizing the staff by function, making the funding streams invisible to the customers;
- Provide an employer-driven, skill-based structure that will assess and improve the job skills our customers need to succeed in obtaining employment in high demand sectors; and
- Remove the walls between programs allowing for staff to focus **on** the needs of the customer first.

Integration will create efficiencies:

- Allowing additional, uniform, quality services to be offered at all career centers;
- Expanding the use of technology to reach more customers, streamline staff workflow, and increase communication;
- Increasing the number of customers receiving individualized services; and
- Permitting increased one-on-one staff involvement with each customer upon their first visit to the Center.

Integration will provide impetus for change:

- Standardizing operational procedures by consolidating program policies and eliminating the “business-as-usual” mentality;
- Increasing skill advancement opportunities designed to meet the needs of our regional employers;
- Transforming our workforce, satisfying the needs of our employers, and making the region competitive for economic growth; and
- Increasing the appropriate usage of technology.

Implement Lean Processes and Streamline Service Delivery by Removing Bureaucratic Barriers and Waste:

In order to better serve customers, reserve staff time for value-added service delivery, and make integrated services a reality, the High Country Workforce Development system will actively work to streamline requirements and alleviate bureaucratic barriers to support the delivery of customer-focused quality service. The HCWDS will remove unneeded paperwork, reduce unnecessary documentation and reporting, change outdated policies that inhibit integrated and efficient service delivery and support modern technology that will accommodate the integrated service delivery approach. The HCWDS will focus its monitoring on quality service delivery and with “compliance” as a necessary responsibility, but not as an end in itself.

Redesign and Re-Purpose Employer Services:

Services to employers must move beyond listing jobs and referring job candidates. All HCWS staff should closely align and coordinate with state and local economic development partners to ensure a system of workforce services that will help North Carolina employers reach their full potential. Local staff must be aware of the current business climate and the human resource needs of employers. Emphasis must be placed on assisting existing North Carolina employers with access to workforce services including matching employers with Career Center customers that have the skills they require and helping them access other options available, such as work-based learning, pre-employment skill development, and apprenticeship programs.

A renewed emphasis will be placed on developing sector strategies that target high-growth industries, such as green industries, healthcare, life sciences, emerging technology, and advanced manufacturing.

Integrated Service Delivery Principles:

All High Country Workforce System customers will benefit:

- Have access to the same services within the region;
- Be shared within a common flow;
- Receive prompt and courteous service; and
- Have the opportunity to be successful:
 - Know their skills;
 - Understand their skills;
 - Increase their skills; and
 - Find employment based on their skills.

All High Country Workforce System Services will be focused:

- Delivered uniformly throughout the region;
- Concentrate on skill shortages identified by employers; and
- Based on occupational demands within the region.

All High Country Workforce System Staff will be prepared:

- Organized by function;
- Participate in meeting performance measures by meeting the needs of customers;
- Provided extensive training to assist them in success within their function; and
- Supported with meaningful training that strengthens their functional roles.