

## **General Program Policies No. GP - 102**

**Subject: Vision, Mission and Objectives**

**Effective: PY04 – 12/13/2004**

### **Vision**

A strong economic environment, growing industries, highly competitive and profitable businesses, skilled and productive workers and growing, thriving communities.

### **Mission**

To deliver value-added workforce and human resource services that contribute to an economic environment in which Central Area industries are growing, businesses are highly competitive and profitable, workers are skilled and productive, and communities are growing and thriving.

### **Objectives**

Deliver value-added workforce and human resource services by:

1. Establishing industry groups and/or active working relationships with existing industry groups for the purpose of developing value-added workforce and human resources services, including training and other customized services, including process for the referral of qualified job applicants;
2. Providing basic human resource services to all businesses in the Central Area;
3. Providing customized services to industries designated an economic priority;
4. Training individuals to industry standards and employer-based certifications;
5. Providing designated Account Representative to businesses in each priority area;
6. Providing single point of contact for businesses;
7. Providing dedicated phone line for businesses;
8. Packaging services to meet the expressed requirements of the business community;
9. Eliminating duplicate business contacts; and
10. Providing value-added services, i.e., services that are relevant, valuable, reliable, customized, responsive, flexibly delivered, accessible and meet expectations.