

**Vision:** The nation’s best and most future-ready workforce with opportunities for all. **Mission:** We provide our communities with inclusive workforce solutions that promote economic resilience and prosperity.

**Values:** Collaboration | Diversity, equity, inclusion | Innovation | Integrity | Investing in our people | Service with kindness

## Our Goal: A diverse, equitable, and inclusive culture.

**PRIORITIES:** What is most important?

**OBJECTIVES:** How will we measure success?

**STRATEGIES:** How will we succeed?

### Employee Engagement



*In a culture where all people feel respected and included...*

Increase staff who feel they have an opportunity to give input on decisions affecting their work by 5% in each group of Black or African American, Pacific Islander, Asian and Hispanic/Latino employees (Owner: Michaela Doelman).

Increase and retain diverse staff in supervisor positions by 5% (Owner: Michaela Doelman).

- Include the voices of diverse staff in decision making.
- Provide equity and cultural humility training to all ESD employees with targeted training for: leaders, hiring managers, front-line staff, and executives.
- Apply an equity lens to recruitment and hiring processes.

### Organizational Excellence



*...we make the best use of our resources and we work together...*

Increase staff who understand how we measure success by 14% (Owner: Beth Marchand)

Increase projects in our agency portfolio that directly improve equity or accessibility by 8%. (Owner: Beth Marchand)

- Measure strategic plan objectives and key performance indicators, and share results with all staff at least quarterly.
- Focus first on increasing awareness for employees who identify as LGBTQ+, disabled, or Middle-Eastern/North African.
- Prioritize how we use our time and money in efforts that will increase equity and accessibility for our customers.

### Customer Satisfaction



*...to better serve customers with easy and equitable access to services.*

Decrease customers who experience obstacles or delays with their benefits by 5%. (Owner: Julie Lord)

Complete 100% of major milestones for Long-Term Services & Supports project by each milestone due date. (Owner: Lisa Kissler)

Identify and target inequities in service delivery and access. (Owner: Jairus Rice)

- Partner across divisions to continuously improve our culture, methods, tools, and processes with a focus on improving the customer experience.
- Build on the approach from Paid Family & Medical Leave to implement Long Term Services & Supports.
- In collaboration with our partner organizations, develop a plan to establish re-employment and training demographics baselines.