

CWP Policy and Procedure Manual

Program: CWP Introduction to Policy and Procedures	Section: 1-40
Subject: CWP Guiding Principles for Service Delivery	Effective Date: July 1, 2018

Guiding Principles

CWP oversees and coordinates a demand-driven workforce development system that responds to the workforce needs of businesses and contributes to a strong, growing economy in the North Central CT region.

Our system is governed by these guiding principles:

- A. Provide programs and services designed to develop a qualified workforce with the career and occupational competencies needed by regional businesses.
- B. Ensure that the One-Stop American Job Centers (AJCs) are the hub of CWP's workforce system; programs and services for jobseekers and employers are connected through the AJCs.
- C. Partner with regional, state and local workforce development entities to ensure that systems are aligned to coordinate services to jobseekers and employers throughout the region.
- D. Maximize opportunities for success for all individual adult and youth jobseekers and workers in the region's talent pool.
- E. Design and implement workforce development programs and strategies to train jobseekers to learn critical skills and earn credentials that will enable them to prosper and advance in careers that pay well and allow them to support their families.
- F. Develop career pathways strategies as an integral feature of industry partnerships and sector-based initiatives leading to employer-valued/validated credentials and certifications.
- G. Ensure that all job seekers have equal access to and opportunity within our system, and that service delivery is designed to maximize the physical and programmatic accessibility for all jobseekers.
- H. Prioritize services to veterans, the long-term unemployed, and individuals with barriers to employment, including public assistance recipients, individuals with disabilities, former offenders, homeless individuals, out-of-school and out-of-work youth, and low-skilled adults, including those with limited English proficiency.
- I. Collaborate regionally with partner organizations and employers to meet the needs of jobseekers and businesses by aligning programs and cultivating sector partnerships for in-demand industries.
- J. Promote innovation, effective coordination, resource alignment and integrated service delivery to advance the employability and career prospects for the broadest possible range of jobseekers and workers.
- K. Commitment to continuous capacity building throughout its system.
- L. Measure and report on programs and services to ensure transparency and accountability, to track performance, and to identify opportunities for continuous improvement.