

## SUSTAINABILITY

Strong financial foundations are vital to ensuring that ESCLM maintains meaningful purpose for our membership and community.

- ◇ Efficacy of ESCLM operations
- ◇ Demonstrated strength of membership benefits
- ◇ High quality, sector-based training
- ◇ Valuable fee-based events, services and products
- ◇ Provision of ESCLM expertise to partner communities
- ◇ Expansion of social enterprise opportunities

Other stuff ... ?

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Working Together.  
Building Community.

# EMPLOYMENT SECTOR COUNCIL LONDON-MIDDLESEX STRATEGIC PLAN

2013 - 2015



## PURPOSE

ESCLM's Strategic Plan provides:

- ◇ Decision-making guidelines
- ◇ Clarified principles and priorities
- ◇ Promotion of ESCLM objectives and outcomes

## VISION

“A dynamic service delivery system that provides opportunity for all people to meet the changing labour market needs in our community.”

## MISSION

- ◇ Membership support
- ◇ Community engagement
- ◇ Best client experience in service delivery
- ◇ Advocating for the needs of our sector
- ◇ Sharing information

## PRINCIPLES

- ◇ Client-centered
- ◇ Member-driven
- ◇ Proactive and evolving service delivery solutions
- ◇ Building collaboration and partnerships in community
- ◇ Consistency and quality
- ◇ Innovation and excellence
- ◇ Common approaches

## EMPLOYMENT SECTOR LEADERSHIP

ESCLM is the united and independent voice for the London-Middlesex employment sector. We are committed to organizational strength and community membership.

- ◇ Communication across our network and community
- ◇ Provision of expertise
- ◇ Support and solutions for our sector members
- ◇ Cooperative relationships and referrals
- ◇ Political astuteness
- ◇ Advocacy for client supports and services, including new and emerging needs
- ◇ Contributions to community development and partnerships
- ◇ Planning for labour force development
- ◇ Strong relationships with external stakeholders
- ◇ Enhanced links with other networks and groups
- ◇ Visibility and promotion of ESCLM and our members
- ◇ Celebration of our unique and industry leading network model

## LEADING EMPLOYMENT PRACTICES

ESCLM fosters excellence and innovation in employment service delivery. Our membership demonstrates our optimal client service model through its high quality and consistent front-line service training and practices.

- ◇ Service consistency and coordination across membership
- ◇ System level support for client centered values
- ◇ Adherence to OneClient service delivery standards
- ◇ Professional training and support for front-line staff
- ◇ Community-wide use of Common Assessment Process for excellence in employment planning service delivery
- ◇ Rapid Response for effective labour adjustment supports
- ◇ Optimal use of Labour Market Information for employment planning
- ◇ Job Developers Network for streamlined employer-job seeker connections
- ◇ Proactive identification of service gaps and resolution through optimal practices
- ◇ A role model for our partner communities