

Tab 4

FY 2024 Strategic Placemat Update

Coordinating Board for Higher Education
September 13, 2023

BACKGROUND

Beginning in 2019, the department developed an annual “strategic placemat” to drive its work for the calendar year. In 2022, the cycle for the strategic placemat changed from calendar to fiscal year.

The FY 2024 Strategic Placemat focuses on the department’s vision, “Every Missourian empowered with the skills and education needed for success,” and includes 11 initiatives that are guided by four themes:

- Access: Removing barriers to enrollment and employment
- Success: Supporting learners and workers through a holistic lens
- Affordability: Identifying resources and creating opportunities
- Best Place to Work: Continuous improvement in culture and process

CURRENT STATUS

Placemat initiative owners have been developing project charters detailing goals, scope, outcomes, and deliverables for each initiative. The Placemat Steering Committee meets bi-monthly to report on progress, identify and troubleshoot challenges, and celebrate reaching milestones.

The following are highlights of progress made on placemat initiatives.

Access

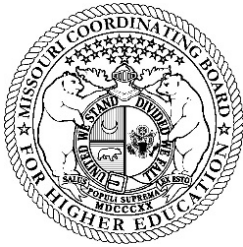
- The Adult Learner Network is collaborating with the Education Strategy Group (ESG)) and the Missouri College & Career Attainment Network (MOCAN) to increase postsecondary education attainment rates for adult learners, especially Black, Hispanic, and rural adults. Per its strategic plan, MDHEWD's larger strategy is to reach 60% postsecondary attainment for the state across the subpopulations listed. The Adult Learner Network is developing a long-term strategic plan to advance adult prosperity in Missouri.

Affordability

- The Financial Aid Office is developing an annual financial aid report to produce a single source for information about state aid programs administered by the department. When developed, the report is designed for legislators, stakeholders, and the public to inform, guide decision making, and evaluate impact.

Success

- The Office of Workforce Development is developing a best-in-class customer experience model for Missouri’s Job Centers. Recent progress includes a redesigned mechanism for gathering customer feedback from job seekers on their interaction with the Job Center to inform decisions about service provided. A team OWD staff and partners will help design and document the



Tab 4

FY 2024 Strategic Placemat Update

Coordinating Board for Higher Education
September 13, 2023

process of connecting the customer with community resources to meet immediate needs and providing employment services that will lead to long-term career opportunities.

NEXT STEPS

Placemat initiative owners continue to refine project charters as they prioritize the goals and tasks ahead. Regular updates will be provided to the board in future meetings.

ATTACHMENTS

- Attachment A: FY 2024 Strategic Placemat