



greaterclevelandworks.org

2025-2029 STRATEGIC PLAN



Mission

Greater Cleveland Works delivers impactful services for people and employers and drives the workforce ecosystem in Cleveland and Cuyahoga County.

Strategic Pillars

OPERATIONAL EXCELLENCE

Achieve operational excellence through expanded reach, effectiveness, and by addressing disparities in our community within the context of work delivered by our partners and by Greater Cleveland Works.

ECONOMIC COMPETITIVENESS

Ensure Greater Cleveland Works and the workforce ecosystem support economic competitiveness with small, medium, and large employers.

ECOSYSTEM CAPACITY & EFFECTIVENESS

Identify, develop and lead efforts that result in increased funding opportunities and capacity to improve the workforce system.

Enablers

- Internal Capabilities & Systems
- A+ Team
- Intentional Innovation

Values

EQUITY

We recognize that a person’s identity—such as race, gender, disability status, and class—shapes how they are treated, with systemic racial injustice disproportionately impacting some. We aim to close racial employment and wage gaps by promoting access to quality jobs and career opportunities for everyone in our community.

INTEGRITY

We are committed to being trustworthy partners through holding ourselves accountable for our actions and their impact, treating all of our customers with dignity and respect, and striving to “earn the right” to drive the workforce ecosystem

ADAPTABILITY

We continuously adapt to meet the needs of our customers and partners, wherever they are. We do this through a commitment to listening, learning and innovation so that we can respond to changing economic and workforce dynamics in Greater Cleveland.



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