

Appendix J

Next Steps Action Planning Tool

Policy Goal What goal will be addressed?	Activities and Tactics How will we do it?	Key Players Who should be involved?	Expected Outcomes What is the result?	Timeline When will we do it?	Questions & Assistance Needed Where do we need assistance?
Communication occurs across one stop partners.	Explore and implement technology tools that will be utilized to promote and share partner and program information.	Partner leadership will refer employees to be involved with the new communication process.	Real-time communications shared with/across/between partners. Partner engaged at the onset. Partners will report that a successful process is in place that ensures all staff are regularly informed of changes/updates/trends in service design, program policies and services to customers.	July 2020 – December 2020	What resource(s) will we use? Is there a cost associated? How do we implement it? Will IT assistance be needed?
Access to Services is timely and coordinated.	Identify and implement a common electronic referral system to be used by partners. Design a shared process to gather feedback from all customers.	Partner leadership will recommend a team that should be involved on the onset of this process improvement plan and there after.	Referral process improvements. Increased job center customer traffic from partners. Increased shared customers among partners. Partner engaged at the onset. Shared system to tract customers.	July 2020 – December 2020	N/A

			Customers – job seekers, workers, businesses – describe their access to services as timely and coordinated whether on-site, through technology, at a partner site, and other appropriate accessible community services.		
Service Delivered by Function.	<p>Develop a standard format to chart out all partner services, customers, and customer flow.</p> <p>Create a functional organizational structure and customer flow.</p> <p>Identify shared functions by partner.</p> <p>Cross trainings continue and archived.</p>	Partner leadership will lead the project/s and disseminate the information there after.	<p>Increase career services delivered jointly. Each partner owns their program services and activities.</p> <p>Shared measurements and goals. Shared ways to track customers and outcomes.</p> <p>Core agencies create an functional organizational structure to share information, data, and resources to achieve common goals and mutually agreed upon outcomes</p>	July 2020 – December 2020	Need assistance and input from all partners at the front line and leadership for design and implementation.
Service Devlvered by Business Services.	<p>Expand current business service team – capacity and partners.</p> <p>Expand Business U Training.</p>	Workforce System’s Business Service Teams.	Increased customer satisfaction – business and job seeker. Increased business engagement.	July 2020 – December 2020	Greater coordination across all workforce partner’s business service teams.

	Explore shared database. Expand on-site hiring and job fairs throughout the County.		Unified business engagement practices. More partners engaged at the onset of developing and implementing strategies.		
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