

## Appendix J

### Next Steps Action Planning Tool

SMARTGOAL 1 <sup>1</sup> Policy Goal Being Addressed: **Customer Input used to design and deliver services.**

<b>Strategies</b> <i>What specific tactics will we use to address the goal?</i>	<b>Key Players</b> <i>Who is responsible? Who else should be involved?</i>	<b>Expected Outcomes</b> <i>What will be the result of these strategies?</i>	<b>Timeline</b> <i>What is the due date of each expected outcome?</i>	<b>Questions and Assistance Needed</b>
Continue to collect and analyze WCWC customer satisfaction data	One Stop Operator and Core Partner Management Staff	Continue to use customer feedback to offer new/different services and to stop offering services that are no longer useful to customers.	Ongoing	Review survey questions to be sure they are capturing desired feedback.
Continue to share feedback from customer surveys. Share G*Stars report on services customers utilize and request	-Provided by One-Stop-Operator to all partners. -Partner Management to share info collected by them	Better understanding of what customers need and/or want	Quarterly	N/A Already being done – just needs to be more consistent
Continue to use ½ sheet survey reminders strategically placed to encourage feedback and ideas from customers	WCWC Staff One Stop Operator	Services are adjusted and/or created to best meet customer needs and increase utilization of services.	Ongoing	
Establish Job Seeker Services Team comprised of WCWC Front-line Staff	Job Seeker’s Services Team Members  One Stop Operator	Another vehicle to gather feedback and adjust services as needed to better serve customers	Team created by 1/1/2020	Identify Team members and develop their purpose/charge

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

## Appendix J

### Next Steps Action Planning Tool

SMARTGOAL 2 <sup>1</sup> Policy Goal Being Addressed: **Job Expectations Communicated to Staff**

<b>Strategies</b> <i>What specific tactics will we use to address the goal?</i>	<b>Key Players</b> <i>Who is responsible? Who else should be involved?</i>	<b>Expected Outcomes</b> <i>What will be the result of these strategies?</i>	<b>Timeline</b> <i>What is the due date of each expected outcome?</i>	<b>Questions and Assistance Needed</b>
Continue quarterly core partner manager meetings – include managers from all partners twice/year	One Stop Operator Core Partner Managers; Required Partner Managers	All partner managers will communicate to staff who work at WCWC what their job responsibilities are with regard to service integration	Begin October 1, 2019 and ongoing.	N/A
Each Partner to conduct training sessions for their front-line staff	Partner Management and Partner Staff	Increased awareness of programs available and better understanding of services	Start sessions by 1/30/2020 – then ongoing	
Continue to include (and update as needed) Center expectations in WCWC staff Procedures Manual	One-Stop Operator	The manual creates a central resource for all staff and ensures consistent communication of key information to all partners.	Distribute to all new staff within 2 weeks of being scheduled at the Center  Update as needed	
Continue to highlight Center expectations at monthly WCWC meetings	One-Stop Operator	Reinforces desired behaviors for all partners working at the Center	Ongoing	

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

## Appendix J

### Next Steps Action Planning Tool

SMARTGOAL 3 <sup>1</sup> Policy Goal Being Addressed: **Cross Training Provided to Staff**

<b>Strategies</b> <i>What specific tactics will we use to address the goal?</i>	<b>Key Players</b> <i>Who is responsible? Who else should be involved?</i>	<b>Expected Outcomes</b> <i>What will be the result of these strategies?</i>	<b>Timeline</b> <i>What is the due date of each expected outcome?</i>	<b>Questions and Assistance Needed</b>
Continue to cross-train all WCWC staff (on each others' services as well as services external to the WCWC) through monthly WCWC staff meetings.	One Stop Operator Partner Managers	All WCWC staff are fully cross trained in programs and services	Monthly - ongoing	Coordination from all partners, we need to ensure they have qualified staff training on services they offer
Center employees would job shadow other partner agency employees at the Center	One Stop Operator All Managers, Supervisors and Front-Line Staff	All WCWC staff have a better understanding of the services available as well as the customer flow through the Center.	Develop Job Shadow program by 3/1/2020 and implement with partners thereafter	Create a formalized job shadow program including timeline, duties and measurable outcomes to ensure comprehension
Creation of an online training tool with multiple choice questions at the end of each section. This would be required training for all staff and admin. Incorrect answers would simply prompt the staff person to 'try again'	Partner Staff	Creates a central resource for all staff and ensures consistent communication of key information to all partners.	The process can begin now and have a target completion date of Fall 2020.	Technical and financial assistance will be needed- specifically, to create a web-based training.*  *Implementation would be contingent on funding

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

## Appendix J

### Next Steps Action Planning Tool

SMARTGOAL 4 <sup>1</sup> Policy Goal Being Addressed: **Communication Occurs Across One-Stop Partners**

<b>Strategies</b> <i>What specific tactics will we use to address the goal?</i>	<b>Key Players</b> <i>Who is responsible? Who else should be involved?</i>	<b>Expected Outcomes</b> <i>What will be the result of these strategies?</i>	<b>Timeline</b> <i>What is the due date of each expected outcome?</i>	<b>Questions and Assistance Needed</b>
Continue to inform all WCWC staff of new programs/services, information, and sharing of victories/learning/challenges (including WCWC trainings and the sharing of information from training WCWC staff attend) at WCWC monthly staff meetings	One Stop Operator Partner Managers	All WCWC staff are fully cross trained in programs and services	Monthly - ongoing	WCWC Monthly meetings are set out one year in advance. Partners to communicate schedule to their staff assigned to the Center and send representative if unable to make the meeting to ensure ongoing improved communications.
Continue Core Partner Manager meetings to discuss the Center operations, as well as any changes going on with each partner	Core Partner Managers	Improved Communication	Ongoing - Quarterly	Set meeting times in advance for scheduling purposes
Continue to produce Center Newsletter geared to partner staff to announce/remind of program changes, share learnings, success stories, etc	One-Stop-Operator Partner managers	Better grasp of current and/or upcoming service changes and opportunities	Ongoing - quarterly	Ensure all partners are contributing and receiving newsletter which is also sent to stakeholders

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.