

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Goal 1: Customer input used to design and deliver services

Strategies What specific tactics will we use to address the goal?	Key Players Who is responsible? Who else should be involved?	Expected Outcomes What will be the result of these strategies?	Timeline What is the due date of each expected outcome?	Questions and Assistance Needed
Update card handed out at front desk.	Rock Island Tri-County Consortium, One-Stop Operator Mark Lohman	improved staff access to multiple state systems that lack interface, resulting in quicker service for public	10-31-2019	Other partner organizations' managers and staff will be consulted.
Receptionist informs clients of need for identification with photograph.	Rock Island Tri-County Consortium, One-Stop Operator Teresa Cherry	improved confirmed identity of public	10-31-2019	
Coordinated partner organizations' orientations on a regular basis	Rock Island Tri-County Consortium, One-Stop Operator Teresa Cherry	Public will get an introduction to all programs and services offered in our American Job Center [®] ., increasing traffic due to word of mouth. Scheduling completed.	12-31-2019	

¹ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Goal 3: Cross-Training Provided to Staff

Strategies What specific tactics will we use to address the goal?	Key Players Who is responsible? Who else should be involved?	Expected Outcomes What will be the result of these strategies?	Timeline What is the due date of each expected outcome?	Questions and Assistance Needed
Agency Tours Braided with Training Job Shadowing Desktop Resource Guides	All Partners, both Core and Required. Staff Cross-Training Committee will schedule tours and assist in developing Resource Guides	Partners will move from Low Isolation to High Communication on the Service Integration Spectrum. Service Integration Self Assessments will be used as measurement.	All Partner Tours Braided with Training will be scheduled by 12/31/2019. All Partner Tours Braided with Training will be completed by 6/30/2020. Desktop Resource Guide will be completed by 12/31/2019 and we will determine how to keep the guides updated by that time as well.	

¹ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Goal 4: Communication Occurs across One-Stop Partners

Strategies What specific tactics will we use to address the goal?	Key Players Who is responsible? Who else should be involved?	Expected Outcomes What will be the result of these strategies?	Timeline What is the due date of each expected outcome?	Questions and Assistance Needed
<p>Partner website is currently being developed. Joint calendars will be available on the website.</p> <p>Joint Services Committee will be realigned in order to make sure all partners are represented at the Workforce Development Board Meetings. Possibly meet monthly instead of quarterly.</p> <p>Employee Get-togethers:</p> <p>More interaction between Board and Front Line Staff</p>	<p>RITCC in talks with Augustana. All partners responsible for content.</p> <p>Chair of the Joint Services Committee will lead. All partners responsible to provide information that the Chair can pass on to the Board</p> <p>Communication committee, with partner input, will plan strategies to bring front line staff, from all partner agencies, together for interaction.</p> <p>One-Stop Operator to invite board to AJC and schedule. Partners to inform staff of Board meetings and encourage attendance.</p>	<p>Move from Low Isolation to High Communication on the Service Integration Continuum. Service Integration Self-Assessments will be used for measurement.</p>	<p>Website currently in development – hoping by 12/31/19.</p> <p>Regular Joint Service Committee meetings to start monthly in October, 2019.</p> <p>Action plan completed by 12/31/19. Implement plan in 2020.</p> <p>This will begin by 12/31/2019.</p>	

¹ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Goal 8a: Services Delivered by Function: Business Services

Strategies What specific tactics will we use to address the goal?	Key Players Who is responsible? Who else should be involved?	Expected Outcomes What will be the result of these strategies?	Timeline What is the due date of each expected outcome?	Questions and Assistance Needed
Local Workforce Development Board and its business committee will guide strategic plans.	Workforce Development Board Business Committee Christine Gosney	quarterly meetings perhaps monthly meetings	October 2019 and following	Which other partner organizations will need to be involved?
Formation of Business Service Team for tactical implementation.	Business Service Team Tory Davis	Functioning Business Service Team formed.	10-22-2019	Partner organizations not yet represented will need to inform how their managers and staff persons can help.
		Define goals of Business Service Team.	10-22-2019	
		Develop action plan for Business Service Team.	06-30-2020	
		Put Business Service Team action plan into effect.	06-30-2020	
		Move from Low Isolation to Low Coordination.	06-30-2020	
Get information from Community Needs Assessment.	Black Hawk College Catherine Dorathy	better idea of business needs and expectations in the community	06-30-2020	Which other partner organizations will need to be involved?
Get information from Advisory Meetings with businesses.	Black Hawk College Catherine Dorathy	better idea of business needs and expectations in the community	06-30-2020	Which other partner organizations will need to be involved?

¹ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.
