

(Quincy) Appendix J Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal 5, All Staff are valued and respected – Partners will put into place a process that will allow staff to bring forward issues that affect customer service.**_____

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
This will be achieved with the following steps: <ul style="list-style-type: none"> • Partners will conduct regularly scheduled staff meetings with their staff • Staff will be given time during staff meetings to discuss customer service, continuous improvement, service integration and working relationship with each partner • Comments from the agency staff will be reported to the Quincy Partners. Outputs <ol style="list-style-type: none"> a) Meetings held b) Staff provide input at meetings. c) Staff comments delivered to the partner meeting. 	It is the responsibility of each partner to conduct regularly scheduled staff meetings. The One-Stop Operator will be responsible for information reported to the Quincy Partners.	<ol style="list-style-type: none"> 1) All front line staff will have access to management and supervisory staff through regular staff meetings. Staff comments will be part of each agenda. 2) Concerns of front line staff will be relayed to supervisors and agency management. 	<ol style="list-style-type: none"> 1) This will begin with the October 2019 staff meetings and continue throughout the year. 2) Each agency will bring staff comments to each Quincy partner meeting, beginning at the next partner meeting after October 2019 staff meetings. 	

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

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SMART² Policy Goal Being Addressed: **Goal 1, Customer input used to design and deliver services – Improve and increase communication between WIOA partners to increase referrals, co-enrollments, successful outcomes, and customer satisfaction.**_____

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
Mechanisms that collect customer input concerning service design and delivery will be developed. This will be achieved with the following steps: <ul style="list-style-type: none"> • Continue to distribute customer service surveys • Hold focus group meetings with customers from all partners • Follow up phone calls from a third party to inquire about level and satisfaction with services • Secret shopper visits to the one-stop and partner offices. Outputs <ol style="list-style-type: none"> a) Focus group meeting b) Secret shopper visit 	The One-Stop Operator will be responsible for coordinating the activities to implement these strategies.	<ol style="list-style-type: none"> 1) Increase customer survey completion by 5%. 2) Give customers input in service delivery. 3) Better determine level of customer satisfaction. 	<ol style="list-style-type: none"> 1) June 30, 2020 2) March 31, 2020 3) March 31, 2020 	

² SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

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SMART³ Policy Goal Being Addressed: **Goal 3, Cross training provided to staff - Partners will increase staff and leadership knowledge of partner programs and resources.**_____

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>This will be achieved with the following activities:</p> <ul style="list-style-type: none"> • Increase front line staff training to twice each year. • Conduct orientations for new partner staff as they begin employment • Email program updates to all staff each month • Survey all staff to see what program information they need to better serve their customers. <p>Outputs</p> <ol style="list-style-type: none"> a) Front line staff training b) Staff surveys 	<p>Quincy Partner Agencies are responsible for these strategies.</p>	<ol style="list-style-type: none"> 1) Increase program knowledge and confidence of all hired staff. 2) Newly hired staff will receive program information soon after hire. 3) Better trained staff will increase referrals to partners by 5%. 	<ol style="list-style-type: none"> 1) June 30, 2020 2) This will begin with all newly hired employees by November 1, 2019 3) June 30, 2020 	

³ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

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SMART⁴ Policy Goal Being Addressed: **Goal 12, Partners share an understanding of career pathways - Partner staff will begin to coordinate career pathways goals with customers and other partner staff. Staff will begin to career pathways when they discuss careers with individual customers.**_____

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
This will be achieved with the following steps: <ul style="list-style-type: none"> • Share career pathway information and tools with frontline staff • Provide information from WIOA Regional Plan survey and Perkins Needs Assessment to frontline staff Outputs <ul style="list-style-type: none"> a) Staff receive career pathway information b) WIOA Regional Plan survey given to frontline staff. 	The One-Stop Operator will implement the strategies to accomplish this goal.	<ol style="list-style-type: none"> 1) All frontline staff will receive career pathway information. 2) Customers will use career pathway information when considering employment and/or career changes. 	<ol style="list-style-type: none"> 1) March 31, 2020 2) June 30, 2020 	

⁴ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.