

Appendix J Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: GOAL #15 – Board expectations drive One-Stop expectations

Current Level of Integration – Mid – Communication

Desired Level of Integration – Mid - Coordination

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
Create a WIB AD-HOC committee to identify WIB expectations.	WIB members, Operators, and all partners	Clear vision for AJC partners to follow for the year.	Begin Oct/Nov 2019	
AJC Partner Report at WIB meetings- Rotation	All AJC partners	Informed WIB about all services and projects through our system. Also, gets partners engaged to understand WIB purpose and functions of oversight to help guide the system.	Nov. 2019 through June 2020 and beyond.	
Revamp WIB orientations once the AD-HOC committee develops WIB expectations to ensure that both WIB and partner agencies are aware of identified expectations.	WIB Ad-Hoc committee and Staff to the Board.	Better understanding by all parties involved in AJC and WIOA oversight and implementation	Dec 2019 through June 2020	

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

Appendix J Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: GOAL #2 - Job Expectations communicated to Staff

Current Level of Integration – Mid- Communication

Desired Level of Integration – Mid-Collaboration

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
Create PowerPoint and/or video of each partner’s cross training session to provide to any staff unable to attend or newly hired after cross training session. Develop required, clear topics and talking points including eligibility and how that partner fits into WIOA.	All required partner leadership teams to develop script.	Creates opportunity for all staff to be cross trained at all times.	Nov 2019 through June 2020	
Meet quarterly with operational/frontline staff from the resource room to discuss their role and expectations. (Included on Page 20 of MOU)	Core partner leadership to guide discussions with the appropriate staff	Keeps both staff and leadership informed of trends, discuss changes, and establish goals	Nov 2019 through June 2020	

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

Current Level of Integration – Mid – Communication

Desired Level of Integration – High - Coordination

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
Create online survey for all required partner staff to complete no less than annually; OSO will review results and present suggested action items for consideration and implementation.	<ol style="list-style-type: none"> 1. Volunteer to draft initial survey. 2. Combination of frontline and admin staff from partner agencies to complete of survey. 	Creates process for feedback from staff and data and information can be used in the MOU process in early 2020.	Feb. 2020	
Add standing agenda item to all required partners' team meetings to request feedback for improvements; present all suggestions (no filtering) to OSO for consideration.	Leadership of all required partners.	Creates process for feedback.	January 2020	
Ensure the Resource Guide is discussed regularly to ensure that all information included	All partners and all staff	Ensure that all staff is informed and understand where to find important	Nov. 2019 through June 2020	

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SERVICE INTEGRATION SELF-ASSESSMENT GUIDE

Ver 2. 08.19.19

<p>is accurate and up-to date, but also keeps the guide at the forefront and keeps it relevant to remind all partners that this guide can be a valuable tool.</p>		<p>information about services and partner updates</p>		
<p>Add outline for any and all committees and teams (BST and WIB/Committees). Resource Guide is a living document and can be a valuable way to communicate with all partners</p>	<p>All partners and staff</p>	<p>Increase the visibility of team activities and projects</p>	<p>Nov. 2019 through June 2020</p>	

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: GOAL #8a – Services delivered by function: Business Services

Current Level of Integration – Low – Communication

Desired Level of Integration – Low - Collaboration

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
All partners providing business services designate staff who will have primary responsibility for business services and require active participation in Business Services Team (BST). Form should be developed to document assignment.	AJC partners with vested interest in Business Services	BST with comprehensive representation. Initial expectation is to have clear membership on the team with the goal to create a stronger, more cohesive team	Nov/Dec 2019 through June 2020	
Business Services Team (BST) will plan at least one business roundtable event.	BST representatives		June 2020	
Include the Business Services Team description in the LWIA 17 Resource Guide.	Keeper of the Resource Guide along with BST.	Allows for all interested parties to be knowledgeable of BST team activities	Nov/Dec 2019	
Develop a consistent script for all BST members to follow as they visit employers- potentially one for closings and one for ramping up	ALL BST members	A consistent message is being provided to all employers that are meeting with our partners.	Dec. 2019 through June 2020	

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employment and training services.				
Utilize ILJOBLink to assist in tracking employer services and outcomes. Use the follow-up option to ensure employers needs have been met.	IDES management staff to assist with AJC partner access to ILJOBLink.	Eliminate duplication and potential employer confusion. Allows for BST members to “stack” services to provide wrap around services when identified.	Nov 2019 through Feb 2020	