

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Services Goal 1a – 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 |
|---|--|---|---|--|
| Create a workgroup to implement new ideas | Catherine Jones (MCC), Jeff Poynter (MCWNB), Pete Hall (MCWN), Thom Faber (MCWN), Sally Fleming-Soland (DRS) | Workgroup will oversee / implement new ideas. | Workgroup to meet and choose a lead facilitator of group by 9/30/19. Workgroup will report to the One Stop Operator. | |
| Educate Business Resource Team of Partner Services and develop a way to share information | Catherine Jones (MCC), Jeff Poynter (MCWNB), Pete Hall (MCWN), Thom Faber (MCWN), Sally Fleming-Soland (DRS) | Educate the Business Resource Team on all the services available at the One-Stop Center and Partner agencies. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
| Re-evaluate contents of Business Resource Team outreach materials | Catherine Jones (MCC), Jeff Poynter (MCWNB), Pete Hall (MCWN), Thom Faber (MCWN), Sally Fleming-Soland (DRS) | Update / create better outreach materials | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
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¹ SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

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Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Career Pathways Goal

| 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 workgroup to implement new ideas | Julio Capeles (MCC), Sally Fleming-Soland (DRS), Jake Rohn (MCWN), Oliva Surprenant (MCWN) | Workgroup will oversee / implement new ideas. | Workgroup to meet and choose a lead facilitator of group by 9/30/19. Workgroup will report to the One Stop Operator. | |
| Develop common assessment tool for Career Pathways. | Julio Capeles (MCC), Sally Fleming-Soland (DRS), Jake Rohn (MCWN), Oliva Surprenant (MCWN) | Assessment Tool. Get Partners on the same page when talking about Career Pathways. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
| Create a plan for staff / partner training on Career Pathways | Julio Capeles (MCC), Sally Fleming-Soland (DRS), Jake Rohn (MCWN), Oliva Surprenant (MCWN) | Create training to help partners better understand Career Pathways and how Career Pathways materials we already have can be used to help a customer achieve their goal. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
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Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Staff Goal #3 – Communication Across 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 |
|---|---|---|--|--|
| Create a workgroup to implement new ideas | Sue Rose (CSBG), Sandra Meza (DHS), Liz Gelacio (SCSEP), Miriam Varys (IDES), Sangita Patel (MCC) | Workgroup will oversee / implement new ideas. | Workgroup to meet and choose a lead facilitator of group by 9/30/19. Workgroup will report to the One Stop Operator. | |
| Review referral system and develop a feedback process | Sue Rose (CSBG), Sandra Meza (DHS), Liz Gelacio (SCSEP), Miriam Varys (IDES), Sangita Patel (MCC) | Review current referral system and develop a feedback process amongst partners for follow up. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
| Create a detailed handbook for partner services. | Sue Rose (CSBG), Sandra Meza (DHS), Liz Gelacio (SCSEP), Miriam Varys (IDES), Sangita Patel (MCC) | Create a detailed handbook of Partner Agencies and Services | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
| Develop ideas / procedures on how information is shared across agencies. | Sue Rose (CSBG), Sandra Meza (DHS), Liz Gelacio (SCSEP), Miriam Varys (IDES), Sangita Patel (MCC) | Increase awareness of activities amongst partners. Create better communication between partners. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
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Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Staff Goal #2 – Cross Training for 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 |
|--|---|--|---|--|
| Create a workgroup to implement new ideas | Maria Martinez-McKinley (DRS), Melissa Babakhani (DHS), Chris NejdI (MCWN), Nancy Bollman (MCC), Kim Ulbrich (CBSG) | Workgroup will oversee / implement new ideas. | Workgroup to meet and choose lead facilitator of group by 9/30/19. | None at this time |
| Set up Partner Meeting Schedule (Cross Training Schedule) | Maria Martinez-McKinley (DRS), Melissa Babakhani (DHS), Chris NejdI (MCWN), Nancy Bollman (MCC), Kim Ulbrich (CBSG) | To create a better understanding of what each partner agency does. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
| Create onboarding / cross training process for new hires in partner agencies | Maria Martinez-McKinley (DRS), Melissa Babakhani (DHS), Chris NejdI (MCWN), Nancy Bollman (MCC), Kim Ulbrich (CBSG) | Create an onboarding tool for current staff to use as a reference and for new hires to educate them on partner agencies. | Workgroup to create timeline and completion goals. Timeline to be submitted no later than 12/6/19. Goal completion no later than 6/30/20. | None at this time |
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