

Appendix J - Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Job expectations communicated 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
Reassess coordination of OSO and Partner meetings so more people can attend.	LLWA	More engagement and better attendance at meetings, which will help with sharing information and consistent communication.	September 30, 2019.	N/A
Share general front line staff job duties/job descriptions.	All partners.	Organizations can become familiar with what other center staff job descriptions entail.	June 30, 2020.	N/A
New staff must attend center orientations.	All partners.	Helps new staff understand their organization's role and their role in the center.	June 30, 2020.	N/A

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

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SMART¹ Policy Goal Being Addressed: **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
Every other month training for all partners' front line staff.	All partners.	More communication, better understanding of services.	October 31, 2019.	N/A
Hold trainings/meetings at various Partner locations.	All partners.	Allows staff to see how their organization operates and get a tour of the facility.	October 31, 2019	N/A

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

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SMART¹ Policy Goal Being Addressed: **Communication occurs across all 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
Reassess coordination of OSO and Partner meetings so more people can attend.	LLWA	More engagement and better attendance at meetings, which will help with sharing information and consistent communication.	September 30, 2019	N/A
Every other month training for all partners' front line staff.	All Partners	More communication, better understanding of services.	October 31, 2019	N/A
Hold trainings/meetings at various Partner locations.	All Partners	Allows staff to see how their organization operates and get a tour of the facility.	October 31, 2019	N/A
Make sure email list includes all partners and front line staff.	LLWA	Enhanced communication to Partners and front line staff.	September 30, 2019	N/A
Share One Stop Center event calendar with all partners.	LLWA	Enhanced communication to Partners and front line staff.	September 30, 2019	N/A

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