

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: One-stop partner staff will be better educated on career pathways, have a shared philosophy and align education, training and employment opportunities. As a result, there will be an increase in customer career successes.

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
State training on definition of career pathways with partner staff that indicated on the self-assessment that they do not understand the definition and their roles. Provide Career Pathways 101 Training.	Adult Ed Staff will work together to arrange career pathway training that was provided by the State.	Partner staff will have a better understanding of the definition of career pathways and their individual roles. Customer satisfaction surveys should indicate improvement in services provided.	September 30, 2020	The training will need to be in a convenient location so staff will be able to attend.
Mock team sessions with each partner represented on the team develop career pathways with ghost customers.	Adult Ed Staff will work together to arrange mock team sessions training. Career Specialists, Case Managers, Counselors, Frontline Staff and other staff that work directly with customers will attend training.	1) One stop staff should be better prepared to work together with customers to achieve career goals. 2) Customer satisfaction surveys should indicate improvement in services provided.	February 28, 2020	The training will need to be in a convenient location so staff will be able to attend. This can be a regional effort with LWIA 24 in preparation for the regional plan.

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

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Managers and staff will develop tools to ensure that customer information is shared appropriately, resulting in improved communication among partners regarding their shared 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
Review and revamp Customer Satisfaction Survey to include all partner agencies.	One-Stop Operations Committee	<ol style="list-style-type: none"> 1) A revised user-friendly Customer Satisfaction Survey will result 2) Partner agencies will be acknowledged for their performance on the Customer Satisfaction Survey 	February 28, 2020	None
<p>Hire and train a Career Navigator to serve as a liaison between partners and customers</p> <p>Position will be funded through the MOU partner FTEs.</p>	<p>Title 1B management staff will write the job description with input from partners and take it through Madison County's hiring process.</p> <p>County officials involved in the hiring process will also have responsibility.</p>	<p>Ideally, a current staff person with knowledge of the one-stop system will be promoted into the position. If not, we will need to follow the county posting and hiring process.</p> <p>There will be higher ratings on Customer Satisfaction Surveys for all partners.</p>	July 1, 2020	None
Share our Integrated Career Plan (ICP) for customers during referral process.	Each Partner Management staff will implement with their staff.	Integrated partner services will be provided to all customers.	September 30, 2020	None

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

<p>Review and revamp Resource Center Customer Profile and Referral form with release and add customer's ultimate goal.</p> <p>Train all Frontline Staff on the use of the Updated Customer Profile Form and Updated Referral Form.</p>	<p>One-Stop Operations Committee</p> <p>One-Stop Services Coordinator will provide or assign the training and all Frontline staff will be involved.</p>	<p>1) Revised user-friendly Profile and Referral forms</p> <p>2) Higher customer satisfaction on survey for all partners.</p> <p>All Frontline Staff will be using the updated Customer Profile and Referral Forms and reporting outcomes.</p>	<p>Next One-Stop Operations Meeting on November 26, 2019</p> <p>January 31, 2020</p>	<p>None</p> <p>Staff availability</p>

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Continue and deepen staff knowledge of partner programs and processes through increased cross training opportunities. As a result, there will be an increase in referrals with successful outcomes.

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>More cross training with front-line staff, continuing on a cycle thru weekly or monthly staff meetings, quarterly cross training sessions or conference calling. Specific training sessions can include training on common tasks in the one-stop, training on the partner binders with each frontline staff person explaining their partner program, business services protocol, referral form usage, etc.</p>	<p>The One-Stop Coordinator will be the lead trainer and facilitator, starting with the strategy suggestions and polling partner staff and frontline staff for additional suggestions.</p> <p>All frontline staff should be involved in the cross trainings.</p>	<p>Frontline staff will become more knowledgeable on common tasks and partner functions.</p>	<p>Continue current cross training sessions on a monthly basis and be ongoing.</p>	<p>The frontline staff need to be available for training sessions and the training needs to be convenient for the frontline staff to attend.</p>
<p>Mock Training, Scenario Based Training with all partner frontline staff working with a customer scenario</p>	<p>IDES Local Manager will be the lead. Other AJC Partners will assist with cross training ideas.</p> <p>All frontline staff should be involved in the cross trainings.</p>	<p>Frontline staff feedback will indicate they feel more knowledgeable concerning one-stop services and their own roles.</p>	<p>Begin October 1, 2019 and be ongoing.</p>	<p>A designated frontline staff from each partner needs to be available to attend. This session can be repeated so each partner frontline staff person has the opportunity to attend.</p>

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

SERVICE INTEGRATION SELF-ASSESSMENT GUIDE

Ver 2. 08.19.19

<p>Regular cross training of all partners. To cover each process: example: job seeker is referred to IDES-the staff person will do IEP, determine the next step in the job seeker's plan. Possibly refer to attend workshops, critique resume, guidance in IJL on weekly basis and follow up with job seeker. This will include business services.</p>	<p>The One-Stop Coordinator should be the lead, with One-Stop Operations Partners taking turns obtaining a speaker from their entity for the training.</p> <p>Career Specialists, Counselors, Case Managers, and others who directly serve the customer will be involved.</p>	<ol style="list-style-type: none"> 1) Better understanding of partner roles and programs. 2) Partners will be better informed of the services provided, to assist and guide the client. Referrals will be better quality. Staff will better understand their roles and the roles of their partner staff. 	<p>Begin October 1 and be ongoing</p>	<p>Staff and Agency commitment</p>
<p>Bring in one outside speaker per month. This will be done in any location that is most convenient and could also be a conference call.</p>	<p>One-Stop Services Coordinator will obtain the speaker.</p> <p>All AJC partner staff will be invited to attend.</p>	<p>Increase in referrals with successful outcomes.</p>	<p>December 6, 2019 and ongoing</p>	<p>Staff and agency commitment</p>
<p>Bring a frontline staff person to the quarterly One-Stop Operations Meeting.</p>	<p>Each One-Stop Operations Partner brings a Frontline Staff designee. Frontline Staff designee then shares information learned with their agency staff.</p>	<p>Increase in referrals with successful outcomes.</p>	<p>November 26, 2019 and ongoing at each quarterly One-Stop Operations Meeting.</p>	<p>Staff and agency commitment</p>