

Appendix J

Next Steps Action Planning Tool

Policy Goal What goal will be addressed?	Activities and Tactics How will we do it?	Key Players Who should be involved?	Expected Outcomes What is the result?	Timeline When will we do it?	Questions & Assistance Needed Where do we need assistance?
1. Communication on customers input used to design and deliver services (goal 1)	A. Universal intake form B. Navigator C. Automated tracking system – customers and businesses	One Stop partners	1. Actionable data 2. Streamline and improve services 3. Customer focus integration	A. Jan 1, 2020 and ongoing B. PY 20' C. PY 20'	1. Availability of funding 2. Resources and staffing needs 3. Negotiation of MOU agreements
2. Communication occurs One Stop partners (goal 4)	Meet more often with the front line staff and cross training of all partners	One Stop partners	1. More integration of services provided 2. Will see an increase of customers using One Stop	Jan 1, 2020	1. Communicate meeting plans
3. Business Services Team services delivered by function (goal 8a)	Asset mapping Nexus group SWOT Analysis Strategic Planning Contact Protocol Extend partnership group	One Stop partners	1. Better serve our customers (job seekers, businesses) 2. Better promote work based learning opportunities 3. Enhancing region economic development	Jan 1, 2020	1. Research business services certification process? Example: Michigan Works
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