

## Appendix J

### Next Steps Action Planning Tool

SMART<sup>1</sup> Policy Goal Being Addressed: \_\_\_ Goal 3: Cross Training

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Increase number of cross training sessions	One Stop Operator Board Staff One Stop Committee	Quarterly cross training sessions	10/15/19	
Increase number of frontline staff attending trainings	Local office managers State agencies	Road trips to partner staff group offices	1/17/20	
Create online information source for partner services	One Stop Committee Board Staff	Online access to partner services increases referrals	5/15/20	
Create Fillable Online referral form	One Stop Committee Board Staff	Google-based fillable referral for increases cross-agency referrals	2/14/20	

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.



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SMART<sup>1</sup> Policy Goal Being Addressed: \_\_\_ Goal 4: Communication Across Partners

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Work on inclusion of One Stop Partners on Release of Information forms	State Interagency Team local directors	Improve ability to share information between partners	9/30/20	Interagency Team acknowledgement of need & legal assistance
Increase social media and website use	Communications Board staff One Stop Committee	Increase customer usage by making access easier. Link-in account established	9/30/20	
Creation of monthly partner success stories/newsletter	One Stop Committee members Information from frontline staff	Create portal for submission of articles/updates	1/17/20	
Purchase domain for One Stop	One Stop Committee	Make it easier for customers to find the One Stop website. American Job Center South?	12/19/19	
Improve calendar on One Stop site	Board communications staff	Partners can enter events easily, imbed descriptions, easier to view	4/17/20	Google access for partners

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SMART<sup>1</sup> Policy Goal Being Addressed: \_\_\_ Goal 7: Staff collaborate on customer assessment

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Create matrix of assessments currently in use across partners	Kay Fleming Christina Hutcheson Jillian Van Zandt	Improve ability to serve customers and reduce duplication of effort	12/1/19	

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SMART<sup>1</sup> Policy Goal Being Addressed: \_\_\_ Goal 9: Processes are Streamlined & Aligned

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Expand Service Integration at Mt Vernon Access Site	Christina Hutcheson Jillian Van Zandt Michelle Cerutti Van Leeds One Stop Operator	Utilizing One Stop Referral Form in Mt Vernon	3/20/20	
Utilize One Stop referral Process in Mt Vernon		Increased referrals between partners in Mt Vernon	9/30/20	
		Increased number of workshops in Mt Vernon	1/10/20	
		Monthly partner meetings in Mt Vernon	11/19/19	

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