

## Appendix J

### Next Steps Action Planning Tool

Policy Goal Being Addressed: Goal #4-Communication occurs across one-stop partners.

Increase communication to all partners.

<b>Activities and Tactics</b> How will we address the goal?	<b>Key Players</b> Who should be involved?	<b>Expected Outcomes</b> What is the result?	<b>Timeline</b> When will we do it?	<b>Questions and Assistance Needed</b>
Offer relevant staff development for core and required partners.	Operations Management Council (board committee that includes all MOU partners)	Team members will be better trained and able to share consistent information.	Quarterly	
Hold quarterly meetings for on-site and direct linkage partners.	Operations Management Council (board committee that includes all MOU partners)	Partners would better to see value in integrated services.	Quarterly	
Increase career pathway knowledge utilizing common language across partners	Operations Management Council (board committee that includes all MOU partners)	Partners would be more knowledgeable about in-demand career options	Quarterly	


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Policy Goal Being Addressed: Goal #8a. Services are delivered by function: Business Services.

Improve business services across one-stop partners to strengthen the regional business service team.

<b>Activities and Tactics</b> How will we address the goal?	<b>Key Players</b> Who should be involved?	<b>Expected Outcomes</b> What is the result?	<b>Timeline</b> When will we do it?	<b>Questions and Assistance Needed</b>
Bi-monthly unified business service team meetings (included all core and required partners that visit employers)	Employer & Public Engagement Committee  One-Stop Business Service Team	Increased knowledge of the needs of regional employers without multiple touches	Quarterly	Partner participation. Regional CRM to share among partners.
Strengthen sector partnerships by identifying sector champions to lead the way	Employer & Public Engagement Committee  One-Stop Business Service Team	Support industry initiatives related to regional workforce needs	Quarterly	Engaged employers
Increase outreach and engagement with small to midsize employers that require specialized attention	Employer & Public Engagement Committee  One-Stop Business Service Team	Employers will be educated and informed on workforce system resources	Quarterly	


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Policy Goal Being Addressed: Goal #9. Processes are streamlined and aligned.

One-Stop partners will collaborate on developing a customer assessment tool as well as refining the current referral system.

<b>Activities and Tactics</b> How will we address the goal?	<b>Key Players</b> Who should be involved?	<b>Expected Outcomes</b> What is the result?	<b>Timeline</b> When will we do it?	<b>Questions and Assistance Needed</b>
Administer common needs assessment to all customers	Operations Management Council	Customer barriers will be identified, appropriate career goals will be developed and additional referrals may be made.	Begin implementation October 2019	Coordination among partners
Increase collection of partner referral forms	Operations Management Council  Performance and Accountability Committee	Increase in referrals to both core, required and other community agencies.	Quarterly	Partner participation
Develop a cross agency follow-up process	Operations Management Council	Increased collaboration among partners	Quarterly	Partner participation

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