

## Appendix J

### Next Steps Action Planning Tool

<b>Policy Goal</b> What goal will be addressed?	<b>Activities and Tactics</b> How will we do it?	<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 &amp; Assistance Needed</b> Where do we need assistance?
Cross Training provided to staff	Develop training materials on programs (services) and agencies. 1) Agencies present at ALL STAFF meetings on a rotation 2) A repository for currently available agencies information to be created 3) New training materials will be created by each partner to include overview structured as a training resource and may include video 4) An 'Orientation' index will be created to simplify on-boarding of new employees of all partners.	All partners will be contribute to training resource initiative and be responsible for maintaining accuracy and timely updates	All staff will have a resource to support interagency partner/program knowledge. Increased partner knowledge will improve efficiencies in referrals and service to all clients both job seekers and employers. Improve relationships among partner staff through increased awareness of the work they do,	A platform and accessibility options will discussed by partners in October as well as a general outline of materials to be submitted and/or created to populate "Training Resource Library". Target date for launch of Library 1/1/2020, Orientation specific content and index target April 1, 2020	Are there video production options available? What platform can be created that is easily accessible by all partner agency staff? Are there any restrictions on staff/facility images? Other?

<p>Communication across one-stop partners</p>	<p>Newsletter: Program service and agency news to be published in a newsletter; quarterly was suggested. Features to include program changes, agency success stories (creative ways program benefited a client) staff milestones, meeting dates, new partner initiatives</p>	<p>OSO and WDD designee request information from all partners and receive submittals. OSO will create publication for posting and virtual delivery. A rep from each partner will be asked to review structure and content of first publication and submit suggestions to OSO prior to 1<sup>st</sup> publication.</p>	<p>Core agencies and their employees will have additional knowledge about their workforce partners, labor market data, changes in program eligibility WARN announcements and successes of both clients and employees. Increase communication among partners and their staff generated by published information.</p>	<p>Announcement to be made to all partners introducing the general structure, submission requirements and samples by 11/1/2019. If structure is acceptable and content received, 2/1/2020 first edition would be delivered.</p>	<p>If partner agency does not have technical tools to format high resolution images (when desired) are there other options. What 'APPROVALS' are necessary for agencies to submit materials? Other?</p>
<p>Click or tap here to enter text.</p>	<p>Regular Partner Meetings; every other month.</p>	<p>All partners invited</p>	<p>Review progress towards group outcome goals, share ideas and handle any issues that have arisen. Team building.</p>	<p>Request to be sent by WDD to set day/time and months through 2020. Consensus will determine the schedule and a calendar will be published and accessible to all partners.</p>	<p>Is prior day/times still acceptable to partners? If no, Doodle Poll to identify alternative.</p>
<p>Staff collaborate on Customer Assessment</p>	<p>Identify information that can be shared about client among partners and when collaboration may</p>	<p>Agency Managers/Directors and/or experienced front-line staff person</p>	<p>More immediate access to blended services and braided funding. Improved client experience, system</p>	<p>Guidance must be received from State and possibly Federal agencies or departments to</p>	<p>Written guidelines needed to achieve meaningful improvements to</p>

	<p>improve client outcome. Business Services also to collaborate on employer clients and continue to evaluate tools and rules implemented this year. Tools for collaboration of job-seeker clients and expectations need to be developed, Consistent collaboration within the guidelines established will be critical to achieve the desired outcome.</p>	<p>assigned to develop and review collaboration initiative. OSO and agency managers to identify and provide to collaboration group Best Practices shared by peers, publications and professional guidance.</p>	<p>efficiencies and interagency relations.</p>	<p>ensure client confidentiality is not inadvertently violated by staff. This timeline will be driven by outside authority. Limited collaboration may be achieved through referrals without identifying PII (Personally Identifiable Information)</p>	<p>collaboration aka case management.</p>
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SERVICE INTEGRATION SELF-ASSESSMENT GUIDE

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