

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: Goal 4 - Communication occurs across partners

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
Title I, II, III and IV Partners convey to their front-line supervisors the value of attending monthly communication meetings	Front line supervisors for Title I, II, III and IV and The Partnership	Promote value of service integration for customers	June 30, 2020	
Monthly formal invites with agenda will be sent in advance to all Partners' supervisors and cc leadership	Title I, II, III and IV Front line supervisors and Leadership	Partners' supervisors meet on monthly basis to share/discuss information on events, services, shared performance goals, potential collaborations, trends in service design and alignment, and areas for improvement	June 30, 2020	Consistent attendance required of all Partners and need input from all partners at meetings
		Seamless experience for customer		
Continue cross-training quarterly meetings	Front line supervisors for Title I, II, III and IV and The Partnership and other partners	Introduce and inform on each Partner and highlight success stories and areas to improve upon	June 30, 2020	

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

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Appendix J Next Steps Action Planning Tool

SMART² Policy Goal Being Addressed: Goal 8 - Service delivery by function

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 services delivered by function for each Title and highlight areas ripe for collaboration	Front line supervisors for Title I, II, III and IV	Joint ventures will be created	June 30, 2020	Ensure other partners , like TAA, services incorporated
Discuss service delivery areas to improve upon – Ensure focus on Business Services*	Front line supervisors for Title I, II, III and IV	Timely services to customer and Employer and increased level of customer services *Less duplication of services with Employers	June 30, 2020	Customer and Employer feedback should be utilized

² SMART goals are Specific, Measurable, Attainable, Realistic, and Timely.

Appendix J

Next Steps Action Planning Tool

SMART³ Policy Goal Being Addressed: Goal 9 - Processes are streamlined and aligned

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
Create committee to map out services and point out areas that need process streamlined	Partners designate members who report back at monthly meeting	Partners will establish materials and services	June 30, 2020	Team member, customer and Employer feedback should be utilized and shared with all Partners
Investigate other best practices for streamlining processes				

³ SMART goals are Specific, Measurable, Attainable, Realistic, and Timely.

Appendix J

Next Steps Action Planning Tool

SMART⁴ Policy Goal Being Addressed: Goal 11 Access to services is timely and coordinated

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
Redesign customer survey for ongoing process improvement	Front line supervisors for Title I, II, III and IV and other partners	Gather information from customers and implement changes that offer better customer flow and timely access to services	February 29, 2020	

⁴ SMART goals are Specific, Measurable, Attainable, Realistic, and Timely.

