

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: #13 Customer Information is shared

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
Develop a Shared Database or Case management system	State Agencies	Less duplication of information on forms	1/2021	DCEO
Explore use of Career Connect for electronic referral system and events	Chicago Cook workforce Partnership and Mandated Partners	Have an electronic referral system and a calendaring system to track events.	6/2020	
Develop a Universal Release of information form	Mandated Partners at Mid-South AJC	Less duplication of forms. Partners can share information.	6/2020	

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

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