

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
Shared Database	Mandated Partners at Near West AJC	Less duplication of information on forms. Ability to track outcomes. Better customer service.	1/2021	DCEO
Universal Release of information	Mandated Partners at Near West AJC	Less duplication of forms. Partners can share information. Facilitation of the “feedback loop.” Less feeling that the jobseeker/customer “disappeared”.	1/2021	

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

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