

## 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?
Goal 4 – Communications occurs across one stop partners	<ol style="list-style-type: none"> <li>1. One Stop Operator (Titles I-IV) meet monthly.</li> <li>2. All required partners meet quarterly to provide programmatic updates, policy changes, and general information sharing.</li> </ol>	One Stop Operator  All required partners	Reach collaborative level of integration.  All staff are informed and trained on any changes or program updates, program policies and services that may have an impact on customers.	June 30, 2021	Click or tap here to enter text.
Goal 2 – Job expectations communicated to staff	<ol style="list-style-type: none"> <li>1. One stop partner service matrix is updated quarterly.</li> <li>2. Monthly meetings between partners and front line staff to</li> </ol>	One Stop Operator  All required partners	All front line staff will be knowledgeable of all partner services.  Management can make better informed decisions based on front line staff feedback.	June 30, 2020	Click or tap here to enter text.



	concerns on issues such as customer flow, customer services, and related issues for continuous improvement purposes.		improvement of the One Stop Center and services to customers.		
Goal 1 - Customer input used to design and deliver services.	<p>1. Review and modify, if necessary, current customer satisfaction survey.</p> <p>A. Utilize survey to determine services / workshops customers have requested.</p>	<p>One Stop Operator</p> <p>All required partners.</p>	<p>Improve customer service.</p> <p>Quarterly reporting available on needs of customers.</p> <p>Shared in monthly One Stop Operator meetings and quarterly to Consortium and Board.</p>	June 30, 2020	Click or tap here to enter text.
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