

## Appendix J

### Next Steps Action Planning Tool

SMART<sup>1</sup> Policy Goal Being Addressed: Communication occurs across One Stop Partners

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Create Program Service Team (front line staff)	System Partners to designate	Knowledge of service and increase communication along System Partners	Quarterly Meeting	NA
Visit Each Partner Location	System Partners	Increase awareness of opportunities for integration	June 30, 2021	N/A
Share written information. Educate front line staff of NCI Works and NCI Works website	NCI Works Board Staff	Increased knowledge of NCI Works activities and advance on WINTEC continuum	Quarterly Meeting and as needed	N/A
Program Service Team (PST) reports out to OSO and Leadership Team	PST	Accountability for the Board to assure progress is made on the goal	On-going	N/A

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

## Appendix J Next Steps Action Planning Tool

SMART<sup>1</sup> Policy Goal Being Addressed: Staff Collaborate on Customer Assessment

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Shared Database	ICCB, DCEO, IDES, DHS	A statewide Database that can be shared amongst all WIOA partners	Up to the State	Technical assistance money to create the database
In the absence of a Shared Database – ask for money to create one locally	Core & Required Partners	Shared Database		Funding Opportunities
Program Services Team Meetings to share assessment information	Program Services Team from Core & Required Partners	Shared information on assessment	Quarterly Meeting(s)	N/A
What else can be shared – Journey Mapping Process	Program Services Team	Shared information to ensure non-duplication of services as evidenced in case notes	Quarterly Meeting(s)	N/A

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

## Appendix J Next Steps Action Planning Tool

SMART<sup>1</sup> Policy Goal Being Addressed: Processes are streamlined and aligned

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Create uniform policies and procedures on referral and follow-up	Program Services Team with approval of One Stop Operator	Policies and Procedures manual	January 31, 2020.	N/A
Training and Implementation of referral and follow-up policies and procedures	One Stop Operator to all One Stop Partner Staff	Final procedures in place	March 31, 2020	N/A
PST and Leadership Team develop evaluation tool to show effectiveness of referral and follow-up processes and procedures	Leadership Team with input from PST and NCI Works Oversight Committee	Increase in customer satisfaction responses on Customer Satisfaction surveys	June 30, 2020	

<sup>1</sup> SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

## Appendix J Next Steps Action Planning Tool

SMART<sup>1</sup> Policy Goal Being Addressed: Customer Information is Shared

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Create One Stop System Manual (all Partner services)	Program Services Team and System Partners	Manual both in print and electronic	Fall 2020	N/A
Provide Training on policies and procedures to all system Partners	Leadership Team and PST	Delivery of all services will be consistently applied by all partners	Winter 2020	N/A
Internal monitoring of all system partner customer files to verify consistency	Leadership Team	At least 50% of the files will show compliance with policies and procedures in the manual	Spring 2021	N/A

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## Appendix J Next Steps Action Planning Tool

SMART<sup>1</sup> Policy Goal Being Addressed: Board Expectations Drive One-Stop Expectations

<b>Strategies</b> What specific tactics will we use to address the goal?	<b>Key Players</b> Who is responsible? Who else should be involved?	<b>Expected Outcomes</b> What will be the result of these strategies?	<b>Timeline</b> What is the due date of each expected outcome?	<b>Questions and Assistance Needed</b>
Conduct an anonymous assessment/survey of LWIB and Partner Staff	LWIB staff will be responsible for making sure this is done	Gauge working knowledge of current One Stop System	Spring 2020	N/A
WIOA 101	System Partners, All Staff – lead by Self-Assessment Leadership Team	Gain knowledge of vision, board expectations, goals, one stop certification, MOUs, etc. (Things that front line would not normally know)	Summer 2020	N/A
Program Service Team Member invite LWIB Member to Quarterly Meeting	Program Services Team & LWIB	To provide information on services to the Board and for the Board to take part in on-going strategies of the One Stop serving as an Ambassador	Quarterly Meetings	N/A
Repeat anonymous assessment/survey	LWIB staff will be responsible for making sure this is done	75% Increase in Post-assessment/survey responses	Winter 2020	

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