Appendix J
Next Steps Action Planning Tool

SMART[1] Policy Goal Being Addressed: **Staff Goal 2: Cross-Training on Program Information Occurs Amongst Staff**

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
Implement a monthly Cross-Training Series on-site & in person that covers program highlights & other Partner-related information	• The Operator will meet with CST & develop a monthly schedule • All Partners categorized by Title will collaborate on training information & materials • Front-line staff	• Increased knowledge of Partner Programs leading to quicker responses & delivery of services • Increased referrals • Increased communication	Training implemented by November 1, 2019 & ongoing monthly through June 30, 2020	• Technology for webinars & recordings • Securing on-site resources • Driving attendance (inclusion of front-line staff)
Deliver LMI Cross-Training	• Operator • Business Services Team	• Increased knowledge of LMI resources & how to utilize	December 31, 2019	Who from BST will provide training? We need to address the need for training & who is attending?
Deliver Career Pathways Training	• Title II (Adult Ed.)	• Increased knowledge of Career Pathways that can address client needs	March 30, 2020	Who from CST will provide training? We need to address the need for training & who is attending?
Deliver AJC Orientation	• Operator	• Knowledgeable front-line staff • Increased referrals	Training implemented monthly & ongoing through June 30, 2020	Partners to send information on staffing changes/needs

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

Appendix J
Next Steps Action Planning Tool

SMART[2] Policy Goal Being Addressed: **Goal 3: Communication Occurs Across One-Stop 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
Development of a Partner Resource Guide	• Partners • Operator	• Direct & efficient access to Partner Programs (usage with front-line staff)	December 31, 2019	• Input from CST • Information Technology needs
Research the possibility of a website	• Partners • Operator • Kane County IT	• Partner & client facing page that provides comprehensive information & direct access	March 30, 2020	• Can we use Kane WDD site to advertise? • How does DuPage do it?
Coordinated & timely workforce communications (at minimum once/week)	• Operator • Partners	• Informed AJC staff • Consistent & Effective communication	Implemented weekly/monthly & ongoing through June 30, 2020	Need to send out to Partners who is on contact list. Develop monthly check-in with Partners to address staff changes/updates to list.
Monthly communication of Partner Referral Contact List	• Operator	• Knowledge of direct contact for referrals & referral follow-up	Updated monthly & ongoing through June 30, 2020	

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

Appendix J
Next Steps Action Planning Tool

SMART[3] Policy Goal Being Addressed: **Goal 4: Access to Service are Timely & 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
Enhance Referral follow-up procedures • 3-business day follow-up from Partner(s) • Monthly review of referral outcomes • Development of an enhanced referral spreadsheet	• Operator • Referring/Receiving Partner for referral	• Efficient customer response time from referrals • Collaboration on best practices • Evaluation of customer outcomes that drive further services	Implemented by October 31, 2019 & ongoing monthly & quarterly through June 30, 2020	• How do the Partners expect to return results in monthly meetings? • How to compensate for changes to referral Points of Contact(s)
Increased Partner involvement in monthly newsletter	• Partners	• Increased visibility to Partner program & services • Increased traffic to Partner social media pages	Monthly & ongoing through June 30, 2020	Need success stories, photos, etc.
Partner on-site presence at One-Stop Resource Center	• Partners • Operator • IDES staff	• Increased Partner visibility & referral opportunities • On-demand customer access to services	Implemented by October 31, 2019 & ongoing monthly through June 30, 2020	Work with CST to develop a monthly schedule of events
Inventory marketing & social media resources & communicate resources to customers	• Partners • Operator	• Increased Partner visibility & referral opportunities • On-demand customer access to services	Implemented by October 31, 2019 & ongoing monthly through June 30, 2020	Operator to distribute current inventory of marketing resources

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