

Appendix I

Next Steps Action Planning Tool

Policy Goal What goal will be addressed?	Activities and Tactics How will we do it?	Key Players Who should be involved?	Expected Outcomes What is the result?	Timeline When will we do it?	Questions & Assistance Needed Where do we need assistance?
<p>Function 1: Customer-Centered Design</p> <p>Goal 1: Customer input drives service design for job seekers, employers, and system customers.</p> <p>Task 1: Create a FAQ about programs so we partners can answer general questions about one another.</p>	<ol style="list-style-type: none"> 1. Brainstorm with partners involved. 2. Partners need to talk about their programs. 3. Questions could be e-mailed from front line staff and management staff. 	<ol style="list-style-type: none"> 1. Front line staff to find three most FAQ—have partners explain their own programs to front line staff. 2. Let front line staff help construct the FAQs. 	<ol style="list-style-type: none"> 1. Compiled list of partner agency FAQs. 2. Better customer centered design, leading to better partner understanding. 	Done by December 2019	Front line staff are CRITICAL.

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<p>Function 1: Customer-Centered Design</p> <p>Goal 1: Customer input drives service design for job seekers, employers, and system customers.</p> <p>Task 2: Create One-stop customer pledge (Center Expectations)—global One-stop perspective.</p>	<ol style="list-style-type: none"> 1. Need to meet and brainstorm our pledge. Partners need to be involved 2. Partners need to sign off. 3. Need training on the pledge. 4. Post training at one stop and at every agency. 5. Report the pledge to WIB Board. 	<ol style="list-style-type: none"> 1. Partners 2. Front line staff 3. Report to WIB Board 	<ol style="list-style-type: none"> 1. Consistent understanding and implementation of our expectations, values, and commitment to our customers. 	Done by December 2019	To be determined?

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<p>Function 2: Staff</p> <p>Goal 2: Cross-training on program information occurs among staff; and</p> <p>Goal 3: Communication is consistent, comprehensive, and timely.</p> <p>Task 1: Rotate training sites. Ask non-participants to host to encourage engagement among partners.</p> <p>Task 2: Offer more front line staff training.</p>	<ol style="list-style-type: none"> 1. With partner input, develop training site schedule for front line staff. This training would occur quarterly. 2. We should meet 3x/year for One-stop partner meetings. 	<ol style="list-style-type: none"> 1. Front line staff 2. Across all partners 3. Management, if they want to be involved as well 4. One-stop management partners 	<ol style="list-style-type: none"> 1. Better trained, more customer-focused front line 2. More and better collaboration and communication amongst partners 3. Better understanding of partner services 4. More peer to peer networking, which is valuable 	<p>Ongoing, but cross training of front line staff should begin soon. Need to host an orientation training in September 2019.</p>	<p>To be determined.</p>

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<p>Function 3: Intake & Assessment</p> <p>Goal 1: Common intake/information sharing, including outreach</p> <p>Task 1: FAQ list that is staff-focused (already covered above).</p> <p>Task 2: Modify the click-ins to break out by service.</p>	<p>1. Look at sign in sheets and technology to have a better compiled breakdown of services needed by One-stop clients.</p>	<p>1. One-stop operator 2. WIOA Director</p>	<p>1. Have a clearer picture of services required by One-stop visitors, better breakdown, better information for decision making</p>	<p>January 2020 to begin investigating</p>	<p>To be determined. Not at this time.</p>
<p>Function 4: Services</p> <p>Goal 1: Services delivered by function and</p> <p>Goal 4: Timely and coordinated</p>	<p>1. One-stop operator will coordinate a schedule with the partners. 2. Review and modify the client org chart (from Maggie) and</p>	<p>1. One-stop operator 2. Partner agencies 3. (Referral part) Front line staff</p>	<p>1. We will have a consistent, completed schedule and a referral form that more accurately reflects our processes.</p>	<p>Finished schedule in place by January 2020. Referral form revised and completed by June 2020.</p>	<p>Not at this time. May need technical assistance funds to come and help flesh out the org chart on the Business Services side.</p>

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access for customers Task 1: Develop partner schedule for their time at the One-stop to have a coordinated, collaborative strategy. Task 2: Create Business Services and client organization charts by function and reevaluate the referral process (including the form) currently in use.	create a Business Services chart. 3. Confirm that referral process form is accurate; make changes as needed.				

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<p>Function 5: Career Pathways</p> <p>Goal: Strategies drive service delivery and collaboration efforts among partners.</p> <p>Task 1: Share workforce data more frequently with our partners to continue bridge-building between education, workforce, IDES, and DORS.</p>	<ol style="list-style-type: none"> 1. Can accomplish in quarterly staff training and in One-stop managers' and WIB meetings. Board can then share with their own stakeholders. 2. Confirm how stakeholders would like to receive information. 3. Put more info on new web page. 	<ol style="list-style-type: none"> 1. Staff participating in training 2. One-stop Manager 3. WIB Board 4. LaDonna 5. Mary working with John Nieves 	<ol style="list-style-type: none"> 1. More board engagement in this group's daily activities 	Already have the data; can begin this after the first training meeting in September and then data sent out by some form during fourth quarter of calendar 2019	Nothing at this time.
<p>Function 6: Information</p> <p>Goal 1: Sharing information and</p> <p>Goal 2: Current and timely labor market</p>	<ol style="list-style-type: none"> 1. Determine what social media platforms we currently use (FB). If our demographics use something other than FB, then determine 	<ol style="list-style-type: none"> 1. LaDonna checking on Google Ads 2. One-stop Operator 3. Partners 	<ol style="list-style-type: none"> 1. One-stop social media hub 2. One-stop handout 	To begin currently and continue through December 2020.	LaDonna needs technical assistance funds to link us up and to train staff.

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information drives services. Task 1: Comparable social media component for disseminating information for outreach to other demographics and for other partner info. Task 2: Create a single piece for marketing outreach.	what gap exists. WIB Board will research Google Ads since they get them for free. 2. Look into Hootsuite, which lets you cross-post across social media platforms. There's a free and a subscription version. 3. Hire a trainer to teach staff how to do that. 4. Develop mechanism to gather partner information so comprehensive info can be posted across all platforms. 5. For marketing piece, LaDonna	4. Contract with a social media expert 5. Marketing outreach piece, LaDonna to talk to State.			

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	will reach out to the state and say this is a priority for partners.				
<p>Function 7: Evaluation</p> <p>Goal: Local WIB boards drive evaluation towards continuous improvement.</p> <p>Task 1: Modify infographic.</p> <p>Task 2: Strategy to evaluate Business Services. Develop them into our future planning.</p>	<p>1. Infographic is based on work Mary and Dana are doing for How Can I Help You form and how we rethink the referral. Infographic will change based on those other forms (make a reference to where those are in the document above).</p>	<p>1. Mary and Dana and One-stop partner contributions</p>	<p>1. Better collection of data so Board can be better informed.</p> <p>2. Clarifies data so that Board better understands One-stop system and how it serves the community seeking its services.</p>	<p>June 2020</p>	<p>To be determined.</p>