

(Galesburg) Appendix J Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal 4, Communication occurs across one-stop partners – Priority 1, Increase communication between WIOA partners to increase referrals, co-enrollments, successful outcomes, and customer satisfaction.**_____

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
This will be achieved with the following activities: <ul style="list-style-type: none"> • Develop and/or improve customer service survey • Develop inter-agency directory • Develop and/or improve partner program referral form • Partners will meet monthly Outputs: <ol style="list-style-type: none"> a) New customer service survey b) Inter-Agency Directory c) Monthly meetings 	All Galesburg Partners	<ol style="list-style-type: none"> 1) Increase program knowledge and confidence of all staff. 2) Newly hired staff receive program information soon after hire. 3) Better trained staff will increase referrals to partners by 5%. 	<ol style="list-style-type: none"> 1) June 30, 2020 2) December 31, 2019 3) June 30, 2020 	

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

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SMART² Policy Goal Being Addressed: **Goal 12, Partners share an understanding of career pathways - Partner staff will begin to coordinate career pathways goals with customers and other partner staff; all staff will begin to use LMI when they discuss careers with individual customers so they can make informed choices.**_____

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
<p>This will be achieved with the following steps:</p> <ul style="list-style-type: none"> • Begin to use the CIS information with customers • Develop Career Pathway training for front line staff • Dedicate a Friday for several speakers to explain different pieces of career pathways. • Partners will meet monthly <p>Outputs:</p> <ol style="list-style-type: none"> a) Career pathway training b) Outside speaker/trainer c) Regular meetings 	<p>All Galesburg Partners</p>	<ol style="list-style-type: none"> 1) Career Pathway information is presented at all front line staff training. 2) Customers will use LMI when considering employment and/or career changes. 	<ol style="list-style-type: none"> 1) June 30, 2020 2) December 31, 2020 3) Beginning October 2019 	

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² SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

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SMART³ Policy Goal Being Addressed: **Goal 1, Customer input used to design services. To improve customer input for service design; the partners will collect and compile customer service data and use it to design services for the next year. _____**

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
Mechanisms that collect customer input concerning service design and delivery will be developed. This will be achieved with the following steps: <ul style="list-style-type: none"> • Design and develop a uniform customer service survey • Partners will distribute the customer service survey on a pre-determined schedule • Begin to design and deliver programs with data collected from customers Outputs: <ol style="list-style-type: none"> a) Number of surveys distributed and returned. b) List of customer suggestions. 	All Galesburg Partners Management and front line staff from all partners and selected partner program customers.	<ol style="list-style-type: none"> 1) Design customer service survey 2) Increase customer survey completion by 5%. 3) Give customers input in service design. 4) Better determine level of customer satisfaction. 5) Program services designed with customer input. 	<ol style="list-style-type: none"> 1) December 31, 2019 2) June 30, 2020 3) June 30, 2020 4) June 30, 2020 5) June 30, 2020 	

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