

Appendix J

Next Steps Action Planning Tool

Policy Goal Being Addressed: Goal 3 Cross Training provided to Staff

| Activities and Tactics How will we address the goal? | Key Players Who should be involved? | Expected Outcomes What is the result? | Timeline When will we do it? | Questions and Assistance Needed |
|---|--|--|--|--|
| Progress will build on existing initiatives. Frequency and depth of training will be addressed. Innovative approaches to training will be explored including but not limited to: webinars, job shadowing and lunch and learn. | All partners should be given an opportunity to provide input, but the organizational effort will be given to the One-Stop Operator. A committee of partners may be formed. | Coordination Stage Increased knowledge about partner programs so that more appropriate referrals can be made. The MOU will accurately reflect the way in which required partners integrate services. | Starting mid-October and changes implemented by June 30, 2020. | None at this time. |
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Appendix J

Next Steps Action Planning Tool

Policy Goal Being Addressed: Goal 4 Communication occurs across one-stop partners_____

| Activities and Tactics How will we address the goal? | Key Players Who should be involved? | Expected Outcomes What is the result? | Timeline When will we do it? | Questions and Assistance Needed |
|--|--|---|--|--|
| Various approaches will be explored including establishing on-going standard joint meeting times, email communication, telephone communication and update communiques. | All partners should be given an opportunity to provide input, but the organizational effort will be given to the One-Stop Operator. A partner committee may be formed to address this area | Coordination Stage Increased knowledge about partner programs so that more appropriate referrals can be made. Closely related to Goal 3, but focusing on common customers and potential customers. Also includes initiatives, directives, policies and information from the various oversight boards. | Starting mid-October and changes implemented by June 30, 2020. | None at this time. |
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Next Steps Action Planning Tool

Policy Goal Being Addressed: Goal 11-- Access to Service is timely and coordinated

| Activities and Tactics How will we address the goal? | Key Players Who should be involved? | Expected Outcomes What is the result? | Timeline When will we do it? | Questions and Assistance Needed |
|---|--|--|--|--|
| Planning will commence on revising the current website to be more reflective of the partner network. Or alternatively a new website will be developed specifically for the Partner network. As the new Regional/Local Plan and MOU are written, greater emphasis will be placed on aligning those documents with the website and resource and outreach materials. | All partners should be given an opportunity to provide input, but the organizational effort will be given to the One-Stop Operator. A committee may be developed to address these issues | Communication Stage Customers, both job seekers and business will have increased timely and coordinated access to information through both technology and on-site presence. The partner website, resource and outreach materials will be more closely aligned and more closely reflect the local service matrix and narrative in the MOU. The interface with the Business Service Teams will be explored and strengthened. | Starting mid-October and changes implemented by June 30, 2020. | None at this time. |
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