

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal #2 - Job Expectations Communicated to 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
Establish a vision for customer service	Partner Reps. & Front-line Staff	Better quality of service to customers	On-going	
Create a sub-committee to reach out to all Core Partners for more involvement	Sub-committee	Provide increased Partner participation	On-going	
Provide more cross-training of front-line staff	Partner Reps. & Front-line staff	Better quality of service to customers	On-going	

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

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal #5 - All Staff Valued and Respected**

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
Increase Partner Engagement	Partners & Front-Line Staff	Better Communications between within the One-Stop and agencies outside of the One-stop	On-going	
More Cross-Training in the Future	Partners & Front-Line Staff	Provide Better Customer Services	On-going	
Keeping Staff Informed by Sharing Information from the Meetings in a Timely Fashion	Partners & Front-Line Staff	Better Communications and Better Customer Service	On-going	
Listen to Ideas Presented by Other Staff/Partners	Partners & Front Line Staff	Better Communications resulting in Better Customer Service	On-going	

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

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal 8 – Services Delivered by Function**

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
Create Sub-Committee to Oversee Solutions to Partner Participation and confidentiality issues among Partners	Sub-Committee and Front-Line Staff	Better Quality of Customer Service	On-going	
Rotate Meeting Sites	Partners and Front-Line Staff	Increase Turnout of Partner Agencies and to Promote Cross-Training	On-going	

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

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal 8a** – Services Delivered by Function: Business Services

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
Formulate Business Service Team (BST)	BST	Better Service to Employers	On-going	
Track Businesses Contacted by BST by Use of Spreadsheet	BST	Better Connections Between Employer to Employees	On-going	
Email Exchange by BST	BST	Improve Meeting Employer Needs Targeting Sector Partner to Improve Employer Relations	On-going	

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

--	--	--	--	--

Appendix J

Next Steps Action Planning Tool

SMART¹ Policy Goal Being Addressed: **Goal 10:** Service Plans are Living Documents

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
Create Sub-Committee for Creation of Comprehensive Referral Form and Follow-up Process	Sub-Committee	More coordination of referrals between agencies and follow-ups; making a more streamlined process of assisting customers.	On-going	

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

--	--	--	--	--