Appendix J

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?
Goal 4 – Communications occurs across one stop partners	 One Stop Operator (Titles I-IV) meet monthly. All required partners meet quarterly to provide programmatic updates, policy changes, and general information sharing. 	One Stop Operator All required partners	Reach collaborative level of integration. All staff are informed and trained on any changes or program updates, program policies and services that may have an impact on customers.		Click or tap here to enter text.
Goal 2 – Job expectations communicated to staff	 One stop partner service matrix is updated quarterly. Monthly meetings between partners and front line staff to 	One Stop Operator All required partners	All front line staff will be knowledgeable of all partner services. Management can make better informed decisions based on front line staff feedback.	June 30, 2020	Click or tap here to enter text.

	provide updates on processes and procedures and to receive feedback from front line staff.		Additional training provided if necessary or requested by front line staff.		
Goal 13 – Customer information is shared.	Data Sharing agreements. 1. Common referral form is used and also serves as a release of information between partners. 2. Common database with uniform application to enable agencies to track customer progress through integration of all services.	All State partner administration – interagency group	Accountability requirements met. Partners will be able to see what other agencies and services were provided for the customer.	June 30, 2024	Is there a plan of action at State level?
Goal 5 – Staff valued and respected	Monthly meetings for staff of all programs to communicate suggestions and	All partners	All front line staff are working in collaboration with other partners to assist in the design of services and continuous	June 30, 2020	Click or tap here to enter text.

Goal 1 - Customer input used to design and deliver services.	concerns on issues such as customer flow, customer services, and related issues for continuous improvement purposes. 1. Review and modify, if necessary, current customer satisfaction survey. A. Utilize survey to determine services / workshops	One Stop Operator All required partners.	improvement of the One Stop Center and services to customers. Improve customer service. Quarterly reporting available on needs of customers. Shared in monthly One Stop Operator meetings and quarterly to Consortium and Board.	June 30, 2020	Click or tap here to enter text.
	customers have requested.				
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