Appendix J
Next Steps Action Planning Tool

SMART[1] Policy Goal Being Addressed: Goal 1 Customer Input

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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
New Site Location	Title 1, 2, 3 and 4, CMS and The Partnership	Identification of a new site	June 30, 2020	Need the input of all partners
New Site Design	All partners	Rebranding the AJC	June 30, 2020	Additional resources to think through design and customer flow

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

Appendix J
Next Steps Action Planning Tool

SMART[2] Policy Goal Being Addressed: Goal 3 Cross Training _____

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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
Gather Information from Front-line Staff regarding training needs	Front Line staff from core and required partners			
Design training logistics to include all levels of staff (front line, management, etc.)	All Core partners and co-located agencies	Better awareness		
Develop a regular training schedule				
Follow up Trainings				

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

Appendix J
Next Steps Action Planning Tool

SMART[3] Policy Goal Being Addressed: Goal 9 Processes are streamlined and aligned _____

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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
Investigate other best practices for streamlining processes				
Create and implement a universal referral form	Core and required partners	Better tracking and execution of referrals		

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[3] SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.

Appendix J
Next Steps Action Planning Tool

SMART[4] Policy Goal Being Addressed: Goal 1 Customer Input

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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
Redesign Customer Survey	All partners	Gather information from customers	January 31, 2020	

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[4] SMART goals are Specific, Measureable, Attainable, Realistic, and Timely.