

## **Leadership Team –Opportunities for Improvement Action Plan**

### Leadership/Strategic Planning (Category 1 & 2)

<b>Clear Direction (What) Indicator</b>	<b>How Improvement Strategy</b>	<b>Who Process Owner</b>	<b>When Timeline</b>	<b>Measures of Success</b>	<b>Priority</b>
1A. Come up with a viable method (initial and maintenance) of communication and problem solving among management and staff.	Start sharing Opportunities for Improvement with all partners and One-Stop staff at LT meetings (30 mins).	Leadership Team			
2A. Management and staff will be able to articulate the mission, vision, core values, goals and outcomes.		Strategic Planning Team (SPT) A. Baker, R. Keezer, C. Roberds, J. Gidcumb, K. Lee	a. SPT meeting in Mar '04 (partner mgt/line staff/-partners) b. May '04 - Action Plan in place c. Sept '04 - Implementation of Action Plan d. Dec '04 - Begin writing "new" strategic plan		
3A. Develop an Action Plan to implement strategic goals. (Use Merced Adult School model)	a. Provide Clear Direction b. Align mission, vision, goals and outcomes c. Link to Continuous Quality Improvement	Strategic Planning Team	a. ID participants b. Set dates/time/place c. Purpose of meeting - Accountability expectations - Problem solving/action group - Go over charge of certification process for "leadership" and "strategic plan" - ID problem areas/review mission/vision, strategic goals - Obligation of team to represent all partners of organization; i.e, line staff - ID task and timelines - Brainstorm action plan (using Merced Adult School model)		
4A. Analysis of strategic plan and objectives, and outcome analysis.		Strategic Planning Team			

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### Customer and Market Focus (Category 3)

Clear Direction (What) <b>Indicator</b>	How <b>Improvement</b>	Who <b>Process Owner</b>	When <b>Timeline</b>	<b>Measures of Success</b>	<b>Priority</b>	<b>Next Steps</b>
1. Continuous Quality Improvement plan not well-defined.	<ol style="list-style-type: none"> <li>1. Obtain clear, concise data</li> <li>2. Contact other area (6 counties) and compare prior/current data for trends</li> <li>3. Compare customer service needs               <ol style="list-style-type: none"> <li>a. Day Pass remarks</li> <li>b. Comments/complaints to agency staff</li> </ol> </li> <li>4. Staff training               <ol style="list-style-type: none"> <li>a. Certify</li> <li>b. Continuous improvement</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>a. Leadership Team - derives strategic plan/SPT</li> <li>b. Worknet</li> <li>c. Partners</li> </ol>	<ol style="list-style-type: none"> <li>a. Strategic Plan is ongoing</li> <li>b. Feb '04 - LT compile and develop</li> <li>c. Mar '04 - Implement</li> </ol>		High	Meet with LT to review/refine plan to reflect clear information
2. Development of more advanced Continuous Quality Improvement tools.	Research/review what is being used and how.				High	
3. Determine status of Continuous Quality Improvement teams.	Reorganization process in place	<ol style="list-style-type: none"> <li>a. Leadership Team participate in process</li> <li>b. LT members volunteer to participate on CQI teams and Quality Council.</li> </ol>	Feb '04 - Contact EC and find out when CQI teams meet	New teams with LT members and staff	High	
4. What information other than the Day Pass is used for evaluation, planning and process or program management/improvement?	Find other methods to report, gather and compare information.	Worknet staff with support of LT.	<ol style="list-style-type: none"> <li>a. Monthly/Quarterly</li> <li>b. One year comparison of all data/goals</li> </ol>	Clear/concise document with data showing info gathered from Day Pass is used in program planning, evaluation and program improvement.	High - Need to report by next meeting.	Have info compiled/ready for review, and make changes as necessary
5. What is the single point of contact for employers, and how do we meet employers' needs?	<ol style="list-style-type: none"> <li>a. Develop employer packets</li> <li>b. Make presentations to staff, partners and community.</li> <li>c. Develop a system for employer contact and tracking results.</li> </ol>	Business Services Unit LT to support Business Competitiveness Team updates	<ol style="list-style-type: none"> <li>a. Dec '03-Jan '04 Develop brochure and Complete skills testing</li> <li>b. Mar '04 - Have a systematic plan for employer contacts developed</li> </ol>			
6. Develop plan to maintain employer relationships, and ensure employers' needs are met.	This process will coincide with #5.					

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Human Resources (Category 5)

Clear Direction (What) <b>Indicator</b>	How <b>Improvement Strategy</b>	Who <b>Process Owner</b>	When <b>Timeline</b>	<b>Measures of Success</b>	<b>Priority</b>	<b>Next Steps</b>
1. Develop and deploy Workforce Development Professionals Certification to verify One-Stop staff competency.	1.a. Develop, deploy and verify the Workforce Development Professionals 12 Areas of Competency. 1.b. Following resources/research needed: 1) #2&12, PESCO quarterly 2) #7, Merced College 3) #3, EDD 4) #4, Rehab 5) #6, Dept of WI 6) #11, Merced College	Worknet LT Human Resources Team	1. Developed #1, will deploy in Mar and offer quarterly 2. Developed #2, will deploy in Feb and offer monthly 3. Developed #12, will deploy in Feb and offer monthly	Verify By: a. Revise competency indicators and base-line measures b. Develop master calendar c. Tracking d. Curriculum binder		Develop curriculum for 3 areas: #5, #8, #9

Process Management (Category 6)

Clear Direction (What) <b>Indicator</b>	How <b>Improvement Strategy</b>	Who <b>Process Owner</b>	When <b>Timeline</b>	<b>Measures of Success</b>	<b>Priority</b>	<b>Next Steps</b>
1. Clients referral process is inconsistent.	1. Create a step-by-step referral process that will include follow through and client tracking.	Process Mgt Team J. Melin B. Kelleher R. Bungcayao	1. Update draft procedure by 1/16/04 2. Coordinate developing an online form by 1/20/04 3. Implement 2/01/04	Referral form used consistently by all partners	High	Coordinate training with partners and One-Stop staff

Business Results (Category 7)

Clear Direction (What) <b>Indicator</b>	How <b>Improvement Strategy</b>	Who <b>Process Owner</b>	When <b>Timeline</b>	<b>Measures of Success</b>	<b>Priority</b>	<b>Next Steps</b>
1. Marketing Plan does not have tools to evaluate effectiveness.	1.a. Improve Day Pass for jobseekers, and get data to measure by: 1) Incentives/bribes for feedback 2) More staff assistance in completing survey 3) Expand questions to determine how customer heard about Worknet 4) Incorporate methods of evaluation into Marketing Plan	Combination of team members, staff, WIB committees, partners, county/city offices	Immediately/Ongoing	1. Tools/strategies are seen as developed and deployed 2. Amendment to Marketing Plan	High	Set up meetings with LT/WIB cmtes, and provide Marketing Plan
2. Business community is not familiar with all the Worknet services.	2.a. Improve data from employers by: 1) Direct mailings to employers to county/city agencies/offices who have contact with employers 2) Chamber inserts for mailing 3) BSU Marketing Plan/packet follow-up 4) Cultivate media relationships 5) Improve website/further use as a marketing tool, and utilize counters to track usage 6) Utilize countywide employer surveys 7) Use end-of-year report and Speakers Bureau 8) Incorporate methods of evaluation into Marketing Plan	Combination of team members, staff, WIB committees, partners, county/city offices	Immediately/Ongoing	1. Tools/strategies are seen as developed and deployed 2. Amendment to Marketing Plan	High	