

## **Leadership Team –Action Plan- Goals**

### Leadership Team Activity “A” 1-11

<b>What Indicator</b>	<b>How Improvement Strategy</b>	<b>Who Process Owner</b>	<b>By When Timeline</b>	<b>Measures of Success</b>	<b>Date Completed</b>
A.1. Is eligibility determined at the One-Stop?	Verify & Negotiate Matrix	Leadership Team	Beg 10/21/02 End 11/12/02		
A.2. Verify Outreach, Intake, and Orientation to Partner Information & Services	Develop a consistent message	Leadership Team	Beg 11/12/02 End		
A.3. Initial Skills Assessment	Create Partner Tool (Binder), system for accessing services of all Partners 1. Review what is available 2. Update book 3. All staff oriented on book	Leadership Team	Beg 11/12/02 End		
A.4. Job Placement	Verify Matrix Checklist for system staff to evaluate level of information	Leadership Team	Beg 2/03 End		
A.5. Employment Statistical Information	Verify what is currently being done	Ed McLaughlin	Beg 10/21/02 End 12/10/02		
A.6. Provision of Performance Information & Program costs	1. Find out what all Partners collect 2. How to report to customers send by e-mail.	Leadership Team	Beg 11/12/02		
A.7. Provision of information regarding how the local area is performing on the local performance measures.					
A.8. Provision of accurate information relating to the availability of supportive services, including childcare and transportation available in the local area.					
A.9. Information regarding filing claims for unemployment compensation.					
A.10. Assistance in establishing eligibility for welfare-to-work, and programs of financial aid assistance for training and education programs.					
A.11. Follow-up services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment for not less than 12 months. <b>(Defined as applying to WIA only)</b>					

**Leadership Team Activity “B” thru “E”**

What <b>Indicator</b>	How <b>Improvement Strategy</b>	Who <b>Process Owner</b>	By When <b>Timeline</b>	<b>Measures of Success</b>	<b>Date Completed</b>
B. Must provide access to intensive services. Must also provide access to training and serve as a point of access for Individual Training Accounts (ITAs).					
C. Must provide access to all labor exchange services authorized under the Wagner-Peyser Act.					
D. Provide Core Services and access to all workforce programs and activities carried out by mandated One-Stop partners.	1. Identify what is done at Center and the method for all locations.  2. Develop information access plan (written computer printout).  3. Continuous staff training.	Leadership Team  Leadership Team  Leadership Team	Beg 10/21/02 End 11/12/02  Beg 11/12/02 End 12/10/02  Beg 12/10/02 Ongoing		
E.1&2 Additional criteria for all comprehensive One-Stop Centers to be certified include: 1. High speed computer access to Internet-based information system. 2. Access to computers, including printing, access to software programs, which could include word processing, programs for resume development, job application and cover letter preparation.	Develop a Technology Plan	Holly Newlon Jackie Walther-Parnell	Beg 11/12/02 Ongoing		
E.3 Access to telephones and fax for Job Search	Yes/Good		Beg 11/12/02 Ongoing		
E.4 Access to up-to-date career and local community resource information	Yes/Good		Beg 11/12/02 Ongoing		
E.5 Strategies to meet any demand for “nontraditional” hours of operation	Yes/Good		Beg 11/12/02 Ongoing		
E.6 Information desk and/or resource areas are staffed	Yes/Good		Beg 11/12/02 Ongoing		
E.7 There is a presence of mandated partners	Yes/Good		Beg 11/12/02 Ongoing		
E.8 A case management system exists that provides guidance for customers participating in intensive and training services.	Update on Case Mgt		Beg 11/12/02 Ongoing		

**Leadership Team Activity "B" thru "E"**

<b>What Indicator</b>	<b>How Improvement Strategy</b>	<b>Who Process Owner</b>	<b>By When Timeline</b>	<b>Measures of Success</b>	<b>Date Completed</b>
E.9 MOUs or operational agreements are in place between partners for daily operations.					
E.10 Information sharing and customer confidentiality agreements exist.					
E.11 A description of all employer services is included in the business plan, including strategies for making the information available to employers.					
E.12 A customer assessment process exists, including skill, aptitude, interest, and needs assessment.					
E.13 Has an established referral process that is customer focused.					