

Leadership Team –Action Plan- Goals

Leadership Team Activity “A” 1-11

| What Indicator | How Improvement Strategy | Who Process Owner | By When Timeline | Measures of Success | Date Completed |
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| 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. (Defined as applying to WIA only) | | | | | |

Leadership Team Activity “B” thru “E”

| What Indicator | How Improvement Strategy | Who Process Owner | By When Timeline | Measures of Success | Date Completed |
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| 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"

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| 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. | | | | | |