

**WORKNET LEADERSHIP TEAM  
OPPORTUNITIES FOR IMPROVEMENT  
KEY THEMES - WORKGROUPS  
Updated May 24, 2004**

**The most Significant improvement opportunities based on the Certification Criteria have been grouped into categories and are as follows:**

**Category 1 LEADERSHIP / Category 2 STRATEGIC PLANNING  
Clear Direction**

Management and staff do not appear to have knowledge of the strategic plan and what it entails. A system for communicating the strategic plan seems to be lacking.

**Strategic Plan**

Worknet management and staff were not able to articulate the mission, vision, core values, goals and objectives, which demonstrates an approach, but not deployment or integration.

There appears to be a lack of alignment between the organizational vision, mission, goals and outcomes for the organization.

The Strategic Plan does not appear to have an action plan or a strategy to achieve the plan, nor is to be well connected to the Continuous Quality Improvement Plan.

It does not appear that all constituents were involved in developing the Strategic Plan, (i.e.) line staff.

There doesn't appear to be a linkage between the customer assessment and the strategic plan and objectives.

**Team Members: A. Baker, C. Roberds (TL), R. Keezer, B. Callahan-Johnson,  
B. Molmen, E. Snelling**

**Category 3 CUSTOMER AND MARKET FOCUS  
Continuous Quality Improvement Plan and Evaluation**

The CQI plan is not well deployed, nor is it linked well to the strategic plan.

The more advanced CQI tools such as Scatter Graphs and Pareto Diagrams are not used which is consistent with an organization that is in the beginning stages of Continuous Quality Improvement.

Quality Council and CQI teams, while having many past accomplishments for improving services and processes, have not been active for several months. The CQI structure needs to be assessed and re-established.

Other than the Day Pass information and data, it is not evident that data is used routinely for evaluation, planning, and process or program improvement.

### **Single Point of Contact /Employer Services Strategy**

There does not appear to be a single point of contact for the Worknet system for employers to fill their personnel needs. Employers call several of the partner agencies to fill open positions, instead of having a single point of contact.

There is not a systematic way in place to develop and maintain relationships with employers to understand their needs, skill sets required, screening and testing process, etc., to ensure that their needs are addressed.

**Team Members: A. Barajas, B. Brown, R. Ferrario, M. Allison (TL), B. Ingels, H. Dunbar**

### **Category 4 INFORMATION AND ANALYSIS Technology and Client Tracking Systems**

The current information technology system for reporting and case management does not seem sufficient to meet the needs and does not provide for future growth and development.

**Team Members: Worknet Leadership Team**

### **Category 5 HUMAN RESOURCES Worknet Staff Competency**

The Workforce Development Professionals Certification has not been fully developed and deployed to verify One-Stop staff competency.

**Team Members: H. Newlon, P. Farrar (TL), T. Nichols, J. Mounts, E. Perez, M. Allison, Y. Her, L. Melin, D. Ornelas, E. Snelling**

### **Category 6 PROCESS MANAGEMENT Uniform Application of Procedures**

There is inconsistency in the referral process for clients, and how and when the referral form is used which could create issues with follow through and client tracking.

**Team members: Bill Kelleher, Lexie J. Melin, R. Bungcayao**

### **Category 7 BUSINESS RESULTS Customer Awareness**

The Marketing Plan does not have tools to evaluate effectiveness. The business community does not seem to be familiar with all of the Worknet services.

**Team Members: A. Peterson, B. Bittner, K. Weins (TL), E. Craig, B. Castaneda, B. J. Hannah, Frances Lara**