

Strategic Goal: JOB CENTER OPERATIONS	Activities	Milestone Date	Owner	Progress
<p>1) Train staff to listen and guide customers to decisions (professional development).</p> <p><i>Note: aligns with CX initiative</i></p>	<ul style="list-style-type: none"> A. Identify staff training priorities B. Develop staff training plan C. Determine how training will be provided/delivered D. Validate skill acquisition E. Evaluate progress towards goal determine next steps 	March 2024	Rebecca Fletcher	
<p>2) Provide customer experience training (be a resource, understand partner services).</p>	<ul style="list-style-type: none"> A. Include as top priority for training (item #1) B. Determine how to include Job Center Partner staff in training process 	June 2024	Rebecca Fletcher	
<p>3) Build local job center partnership relationships.</p> <p><i>Note: aligns with State Plan</i></p>	<ul style="list-style-type: none"> A. Coordinate/collaborate with OneStop Operators (convene OneStop Operator statewide meeting) B. Confirm access to local partners, or make introductions between local staff and partners when needed C. Schedule deliberate opportunities to communicate and collaborate at the job centers between partners 	December 2023	Yvonne Wright	
<p>4) Review customer experience business process</p>	<ul style="list-style-type: none"> A. Review data from customer satisfaction surveys/current state B. Revisit JCF journey maps to validate current state C. Convene cross functional frontline workgroup to determine future state D. Develop plan to implement future state E. Pilot future state, review, improve, revise F. Statewide rollout 	June 2024	Ronda Anderson	

Strategic Goal: TECHNOLOGY	Activities	Milestone Date	Owner	Progress
1) Ongoing technology assessment committee	<ul style="list-style-type: none"> A. Form work group to determine “blue sky” technology needs. <ul style="list-style-type: none"> 1. From job seeker perspective 2. From employer perspective 3. From job center staff perspective B. Prioritize technology needs C. Evaluate cost/ROI for technology investments D. Identify currently available (inhouse and externally available) technology, compare to priorities, identify gaps E. Determine specifications for new/updated technology 	March 2024	Jerri Bowles	
2) Focus on small business use of MOjobs	<ul style="list-style-type: none"> A. See item #1 	December 2023	Yvonne Wright	
3) Meet customers/job seekers where they are (texting, kiosks)	<ul style="list-style-type: none"> A. See item #1 	December 2023	Jerri Bowles	

Strategic Goal: TRAINING	Activities	Milestone Date	Owner	Progress
1) Develop training partnerships	<ul style="list-style-type: none"> A. Compare in-demand jobs with ETPL (WIOA approved training) B. Identify gaps and providers that are not aligned with in-demand jobs C. Identify new providers and partner with current providers to implement training solutions for job seekers and employers 	December 2023	Rebecca Fletcher	
2) Become a training resource	<ul style="list-style-type: none"> A. Determine benefits to employers of utilizing WIOA/job center training B. Promote WIOA training system to employers based on benefits C. Partner with key employers on career pathway training opportunities D. Create industry partnerships to support 	March 2024	Yvonne Wright	
3) Define employer training needs (entry, mid, advanced)	<ul style="list-style-type: none"> A. Identify in-demand jobs B. Identify entry, mid, and high level skills employer require/need for in-demand jobs C. Determine what skill development the Workforce system can/should support 	June 2024	Yvonne Wright	

Strategic Goal: PUBLIC AWARENESS	Activities	Milestone Date	Owner(s)	Progress
1) Consistent messaging	<ul style="list-style-type: none"> A. Define value proposition of job center network for employers and job seekers B. Develop messaging to support value proposition and promote job center network C. Training staff to ensure consistency of message 	December 2023	Jerri Bowles	
2) Delivery of messaging	<ul style="list-style-type: none"> A. Develop standardized marketing materials B. Identify target audiences C. Determine appropriate medium to reach target audiences D. Plan and implement marketing campaign E. Utilize State Board members to share messaging 	March 2024	Jerri Bowles State Board members	
3) Customer experience	<ul style="list-style-type: none"> A. Create customer experience work group to define improvements to customer experience (employer and job seeker) B. Identify items to improve customer's experience C. Develop plan to implement process and staff training to improve customer experience. 	June 2024	Ronda Anderson	