

OPERATIONALIZING CO-ENROLLMENT: STATE TEAM ACTION PLAN

Vision for Co-enrollment				
We will create an integrated and efficient American Job Center system that maximizes the success potential of our customers.				
WHAT DO WE WANT TO DO? <i>Strategies, approaches, models</i>	HOW WILL WE GET THERE? <i>Specific action steps</i>	HOW LONG WILL IT TAKE? <i>Assign a time</i>	WHO IS RESPONSIBLE? <i>Person or organization accountable</i>	HOW WILL WE KNOW WE ARE SUCCESSFUL? <i>Measure?</i>
<p>Think SMART: <i>Specific</i> (simple, sensible, significant). <i>Measurable</i> (meaningful, outcome-based). <i>Achievable</i> (agreed, attainable, assignable). <i>Relevant</i> (reasonable, realistic and resourced, results-based). <i>Time-bound</i> (time-based, time limited, time/cost limited)</p>				
Create a cross-program vision team for developing a universal service delivery model.	<ol style="list-style-type: none"> 1. Select leaders from all major American Job Center partners who possess the ability to make operational decisions. 2. Appoint one champion who can authorize spending for all partners. 3. Get all programs to agree to a common intake process, customer flow, and co-enrollment strategy. 	One year for service delivery model development	LWD Assistant Commissioner for Workforce	<ol style="list-style-type: none"> 1. Duration of public assistance is decreased (UI and TANF/GA/FS) 2. Earnings of customers (employers and workers) increases. 3. Customer satisfaction improves. 4. Staff better understand their contribution to the system.
Organize and mine longitudinal and cross-agency customer information in order to develop a “big data” solution for outcomes based decision making.	Use all data available to improve outcomes including data contained in individual partner’s databases and external systems such as the New Hires Registry. Big data can reveal what service delivery strategies are most effective for various customer population subsets.	Two-Years	LWD Assistant Commissioner for Workforce	<ol style="list-style-type: none"> 1. Customer flow decision making will improve leading to a virtuous cycle of continuous improvement. 2. Service delivery redundancies will be reduced leading to quality improvements as staff/programs focus on their particular areas of expertise.
Fully implement single sign-on and “workforce connect”.	Allow staff to better manage customer experience and outcomes through knowledge based referrals and follow-up.	Three-Years	LWD Assistant Commissioner for Workforce	<ol style="list-style-type: none"> 1. Duration of public assistance is decreased (UI and TANF/GA/FS) 2. Staff better understand their contribution to the system

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Cost allocated Intake Career Navigators	<ol style="list-style-type: none"> 1. Identify and cross-train “first touch” staff. 2. Work out funding so that staff charge against all partners in proportion to customers served and level of effort. 3. Make sure training standards are developed. 	One-Year	LWD Assistant Commissioner for Workforce	Success is measured when all American Job Centers have a professionalized front desk/intake. Current state is a mix of security guards and 55+ and CWEP participants .
Re-evaluate bureaucratic processes in favor of actions that result in positive employment and wage outcomes.	NJ requires that mandatory customers participate in activities customers consider punitive – designed to dissuade individuals from collecting UI or TANF/GA/FS. All customer activities need to be evaluated as contributing to the vision for co-enrollment.	Six-months	LWD Assistant Commissioner for Workforce	<ol style="list-style-type: none"> 1. Duration of public assistance is decreased (UI and TANF/GA/FS) 2. Staff better understand their contribution to the system 3. Earnings of customers (employers and workers) increases. 4. Customer satisfaction improves.