

2007-2010 Department Action Plan (Due: September 30, 2007)

Planning Sheet – FORM B

Department/Unit Skills to Employment Responsibility: Kim Johnson; Cheryl Tabarella-Redd; Kris Armstrong;

Target Year	Action (Circle One)	Department Improvement Indicator (Write your improvement indicators; identify KFI KPI numbers, i.e. 1.1, 2.1; list key processes for 2007-2008 only)	Measurement Instrument or Data Source (Insert Name of Instrument/Source)	Standard of Comparison (Check One)	Frequency of Progress Monitoring (Circle One)
2007-2008	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort	Partnerships – Workforce Development (3.2) percentage of WIA applications completed that result in enrollment. by completing the following plan-do-study-adjust actions: 1) Study characteristics of applicants selected for enrollment; 2) Adjust recruitment and/outreach to market to these characteristics 3) Identify alternative job search and training resources for applicants not selected for enrollment	Applicant tracking database	<input type="checkbox"/> Internal <input type="checkbox"/> KCC Standard <input type="checkbox"/> External <input type="checkbox"/> Standard <input checked="" type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2008-2009	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort			<input type="checkbox"/> Internal <input type="checkbox"/> KCC Standard <input type="checkbox"/> External <input type="checkbox"/> Standard <input type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2009-2010	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort Maintain Benchmark Trend			<input type="checkbox"/> Internal <input type="checkbox"/> KCC Standard <input type="checkbox"/> External <input type="checkbox"/> Standard <input type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____

07-08 Department/Unit Professional Development Plan

Topic	Knowledge/Skills/Understandings Sought	Training and Development Method/	Scheduled Dates/Times

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2007-2008	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort	Learner Experience- Engagement (2.2) Work participation rates for active PROMISE JOBS participants; based on July TANF data; work participation targets for each case manager; Work participation targets for IWD team by completing the following plan-do-study-adjust actions: 1) review monthly work participation reports 2) recover work participation not credited on report and enter into MIS system 3) identify participants not meeting target performance and engage them in appropriate activities 4) Improve processes for engaging participants and reporting work participation to enhance regional performance	Department of Human Services monthly active TANF case reports; IWORKS work participation data; DHS earnings reports	<input type="checkbox"/> Internal KCC Standard <input checked="" type="checkbox"/> External Standard <input type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2008-2009	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort			<input type="checkbox"/> Internal KCC Standard <input type="checkbox"/> External Standard <input type="checkbox"/> No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2009-2010	Establish Produce Conduct Implement Baseline			<input type="checkbox"/> Internal KCC Standard <input type="checkbox"/> External	Weekly Monthly Quarterly

	Increase Decrease Maintain Benchmark Cohort Maintain Benchmark Trend			Standard ___ No standard identified	Semi-Annually Annually Other _____
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Target Year	Action (Circle One)	Department Improvement Indicator (Write your improvement indicators; identify KFI KPI numbers, i.e. 1.1, 2.1; list key processes for 2007-2008 only)	Measurement Instrument or Data Source (Insert Name of Instrument/Source)	Standard of Comparison (Check One)	Frequency of Progress Monitoring (Circle One)
2007-2008	Establish Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort	Learner Experience- Engagement (2.2) Participant understanding of Workforce Investment Act program expectations and performance outcomes; communication between participant and Consultant by completing the following plan-do-study-adjust actions: <ol style="list-style-type: none"> 1) Study statutory requirements for WIA program orientation 2) Identify additional program expectations participants need to know 3) Create Participant Handbook for Workforce Investment Act participants 4) Create checklists for steps required to complete each available activity 	(Iowa) Workforce Development Center System Handbook; Region 10 Customer Service Plan	___ Internal KCC Standard _X_ External Standard ___ No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other_____
2008-2009	Establish Produce Conduct Implement Baseline Increase Decrease Maintain Benchmark Cohort			___ Internal KCC Standard ___ External Standard ___ No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____
2009-2010	Establish Produce Conduct Implement Baseline Increase Decrease Maintain			___ Internal KCC Standard ___ External Standard ___ No standard identified	Weekly Monthly Quarterly Semi-Annually Annually Other _____

	Benchmark Cohort Maintain Benchmark Trend			
07-08 Department/Unit Professional Development Plan				
Topic	Knowledge/Skills/Understandings Sought	Training and Development Method/	Scheduled Dates/Times	