

October 30 – November 1, 2018



WIOA Professional Development: **Service Integration**

Service Integration is a State Priority



WIOA Unified Plan Goal: “Every individual seeking help has the opportunity to take advantage of the full range of services for which they are eligible regardless of which partner program sees them first.”

IWIB Strategic Plan Principles:

- “integrate service delivery improving access and opportunity for all populations”
- “Cross-agency collaboration and alignment for developing and/or promoting career pathways and industry-recognized stackable credentials”

IWIB's New Service Integration Policy



- A policy work group formed in August 2017
- Defined service integration: ***“A combination of strategies to align and simplify access to one-stop center services and supports for employers, job-seekers, and system customers with the goal of providing the best experience possible. Service integration may occur across entities delivering specific services or programs; across time as customer needs change; or both.”***

Proposed Policy Outcomes



1. Services are shaped by customer needs and preferences.
2. Staff have access to a range of information that enables them to quickly and accurately identify customer needs.
3. Staff understand individual performance expectations and are equipped with the information and resources to deliver on those expectations.
4. A culture of accountability is created in which every partner agency's representative has ownership in achieving desired results.
5. All customers are provided access to quality integrated services that meet their needs in an efficient and seamless manner.
6. Local service integration efforts are evaluated regularly to identify and implement continuous improvement opportunities.

WINTAC Service Integration Continuum



Burt and Spellman, (2007). Toward Understanding Homelessness: The 2007 National Symposium on Homelessness Research. *Changing Homeless and Mainstream Service Systems: Essential Approaches to Ending Homelessness*. U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

One-stop Frontline Staff and Operators Survey



- Work group sought one-stop staff perspectives on service integration
- A survey on challenges and opportunities sent out through OSOs in July
- 298 responses from all LWIAs, majority from core partners
- Major service integration challenges:
 - Communicating and information sharing
 - Coordinating efforts across programs/agencies
 - Collaborating as teams, particularly sharing customer information (consistent with confidentiality requirements)
- Suggestions to address these challenges focused on strengthening communication, coordination, and collaboration – the WINTAC model

Examples of Staff Suggestions to Improve Customer Service



- Hold regular partner meetings to share and update information
- Streamline intake and referral, minimize overlapping services
- Collaborate on planning and client data to build effective service plans
- Provide staff training and cross-training on all one-stop resources
- Foster a supportive organizational culture – customer focused, respectful, shared ownership in success

How Survey Results Will be Used



Today:

- Help identify and prioritize training needs. Today's focus on assessment (including suitability for training), referrals, and improved customer outcomes all identified as needs in the survey
- Are shaping service integration policy and other related initiatives

Future:

- Will be used to develop a service integration assessment tool for one-stop centers in early 2019
- Provide a basis for breakout sessions at the April 2019 WIOA Summit
- A pool of survey respondents volunteered to stay connected. We'll be drawing on their expertise for future policy and program development.

Service Integration Policy Timeline



- November 14, 2018 (10:00 – 11:30am) - Service Integration Policy Overview
 - IWIB, LWIBs, One-Stop Operators, Core and Required Partners, Other Stakeholders
- December 13, 2018 - Draft policy presented to the IWIB for Approval
- January 1, 2019 –Service Integration Policy Implementation - Capacity Building Phase
 - Early-2019 – Technical Assistance (Assessment Tool Development, Webinars)
 - April 23-24, 2019 – WIOA Summit Focusing on Service Integration
 - Mid-2019 – Service Integration Initial Assessments Completed
- Early-2020 – Service Integration Incorporated into Regional/Local Plans; policy fully implemented

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