



Effective Practices for Integrated Service Delivery



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Discussion Questions

1. Service integration is not new to workforce development. Please share one or two examples of how you've been addressing service integration.
2. Which of the 7 service integration areas represents the greatest challenge to your local area and why?
3. What do you see as the greatest potential benefit of implementing service integration?
4. Which of your service integration practices are you most proud?
5. What support or assistance will you need to make continued progress in service integration over the next year or two?

Service Integration Functions

1. Customer-centered design
2. Staff
3. Intake and assessment
4. Services
5. Career pathways
6. Information
7. Evaluation