

Building a Supportive and Accountable One-Stop Culture

July 10, 2019

WIOA Professional Development

Expectations

- Each agency began with the same expectation of working together. From the beginning, the original MOU was written with input from each of the required partners.

Challenges

DRS Staff

- -Changes in work locations
- -Sharing space
- -Phones/Internet/Copier
- -Private place to meet customers

Increased Partner Participation

- * Weekly Orientation
- *Schools/transition fairs
- *Business Services Team
- *NEXUS
- *Illinois Job Link
- *Urban League – Ready to Work
- *Summer Sizzle-Job Seeker Event
- *Chamber of Commerce Veteran's Outreach Fair

Increased Partner Participation

- * WIOA Partner Meetings
- *Quest for Services-Leadership Belleville Presentation
- *Presentations at FCRC
- *Transition Fairs
- *Homeless Action Council
- *Business Services Team Meeting\
- Quarterly all One Stop staff meetings
- Combined and shared training events

Referrals

Partner Referral Form
Please print the following as completely as possible:

Legal Name _____ Date _____ Date of Birth _____
Address _____ Home Phone _____ Cell Phone _____
City/State/Zip _____ IL. County _____
Email _____

Which of the following best describes your current employment status:

- Never Employed
- Unemployed
- Employed full-time or part-time
- Employed but received notice of termination/military separation
- Self Employed
- Displaced Homemaker

Gender: Male Female

Military Service

- Active Duty Military Yes No
- Prior Military Service Yes No
- Qualified Spouse of Veteran Yes No
- Transitioning Service Member Yes No

Highest Grade Completed (Completed Level of Education) _____

Do you have any disabilities that could limit your job search? Please Explain (Optional) _____

What brings you into the office today? Check all that apply

- Employment Services Training/Education Opportunities Unemployment Benefits Filing Information
- Job Search Assistance Resume Assistance Youth Programs (ages 16 to 24) Veteran Information
- Older Worker Programs (age 55 and up)

Please check the barriers that may prevent you from obtaining employment/training. Check all that apply

- Age Housing Assistance Limited English Job Search Skills Transportation
- Childcare Homelessness Work History Criminal Record Lack HS Diploma/GED
- Drug/Alcohol Abuse Health Restriction Require Special Accommodation

I hereby authorize _____ to disclose the following information about me for the purpose of providing me with service coordination.

Signature of Customer

Date

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Relationships

The biggest part of the whole process that has made our One-Stop culture positive is relationships. Staff throughout our agencies have formed relationships with each other, which has allowed us all to use each other as resources to meet the needs of our customers.

How do we
plan for
things?

- *Regularly scheduled meetings*
- As needed, impromptu meetings and/or phone calls
- Emails, sometimes daily to keep each other informed

Problems

- When we have problems, we address them directly. Staff are not afraid to ask questions and/or talk to each other, other supervisors, etc.
- We try not to have territorial issues, because we all really believe we need to do the best thing for the customers.
- **OTHER PROBLEMS?**

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