

WIOA Service Integration

The Integration Continuum

Workforce Innovation
Technical Assistance Center

(WINTAC)



Agenda

- Welcome and Introductions
- Human Centered Design
- WIOA Vision and Requirements
- Service Integration and Integration Continuum
- Intent and Purpose of Integration Self-Assessment Tool and Pilot
- Who are your partners?
- Snapshot of Assessment Tool
- Examples of Continuum Categories and What do we mean by _____?
- What Comes Next

Human Centered Design

How might we ...

- Improve the customer experience and outcomes for our shared AJC/One-Stop Customers?
- Put employers in the center of our sector strategies and career pathway work?
- Design services and programs for out-of-school youth that will engage them and produce great outcomes?

WIOA Vision and Requirements

Under WIOA, partner programs are jointly responsible to create:

A seamless customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services, including --

- Title I adult, dislocated worker, and youth programs;
- Title II adult education and literacy programs;
- Title III Wagner-Peyser program; and
- Title IV Vocational Rehabilitation program, as well as other required and optional partners identified in WIOA.

What is Service Integration?

Service integration involves:

- A combination of strategies to align and simplify access to client services and supports with the goal of providing the best experience possible.
- Implementation of a distinctive mix of partner agencies, strategies, and processes based on the resources available, the needs of the clients served, and WIOA requirements.
- Inclusion of new practices initiated by WIOA into the Workforce and the Core Partners' service systems, impacting the following:
 - Service delivery policies and procedures
 - Management information systems
 - Performance management systems

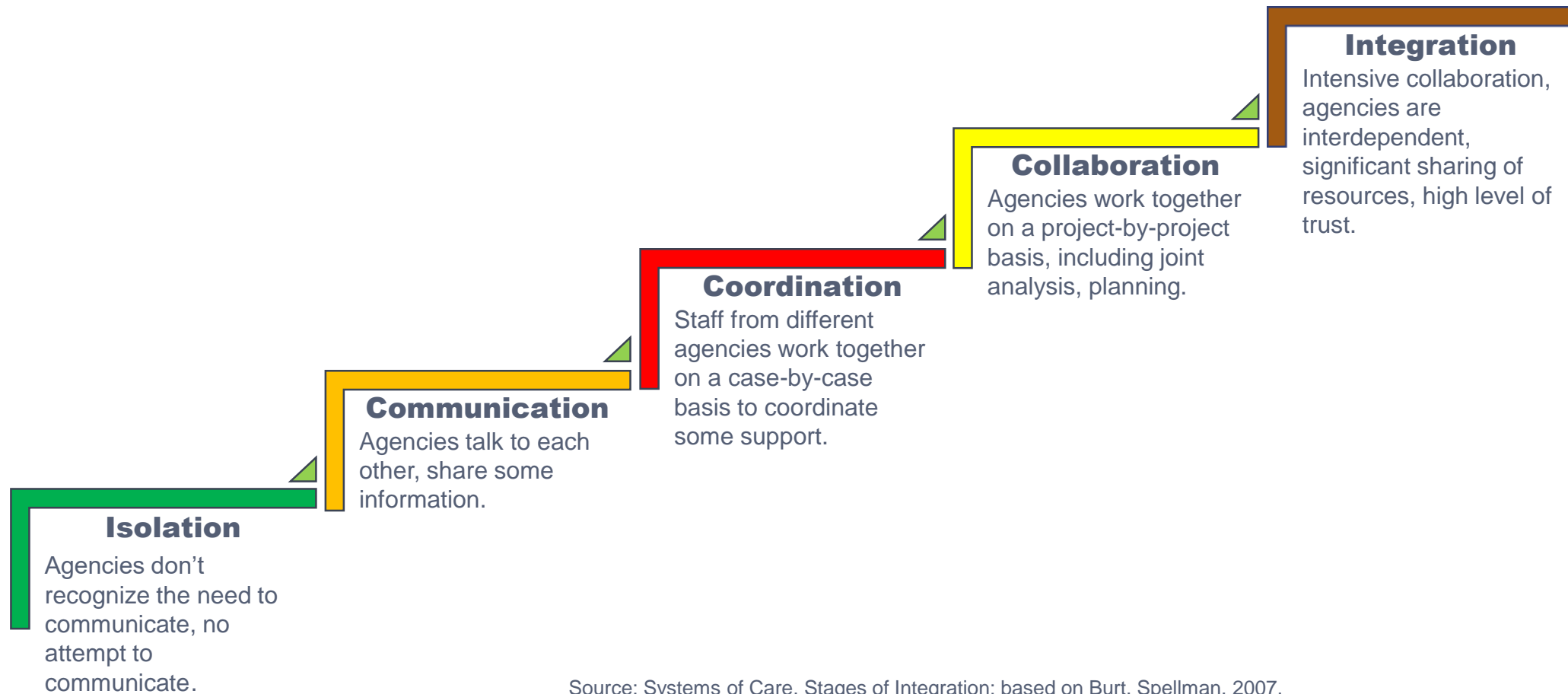
Benefits of Integrated Service Delivery

- **Economize** scarce resources
- **Enhance** job seeker/claimant/customer outcomes
- **Promote** more effective services to employers
- **Boost** data availability
- **Improve** performance accountability

The Concept of Continuum

- Not every system or process can change at the same time.
- Core partners will be at different stages of the continuum at different times.
- It is important to recognize the stages of the interaction between the core partners so you can determine where you are at present, and develop plans to move to the next stage.
- Some plan elements will be easier to implement than others.
- Core partners may not be able to move at the same pace.

Are We Collaborating? Levels of Collaboration



Source: Systems of Care, Stages of Integration; based on Burt, Spellman, 2007.

Isolation

- Each agency and program has its own separate career service options.
- Agencies and programs do not regularly inform partners of those services.
- Each separate agency and program promote services separately to community.

Communication

- Core agencies talk to each other, but they have no planned or required contact.
- Contact is intermittent. Some information is shared, but no formal information or data sharing plan exists.

Coordination

- Core partners work together at all levels (from management to direct service) to align services, but there is no formal structure to their interaction.
- It is done on a case-by-case basis.

Collaboration

- Core agencies agree to work together for mutual benefit.
- The relationship is based on consistent communication and coordination.
- Partners agree they can best achieve goals by working together and using the strengths and expertise of each partner to accomplish common goals.

Integration

- Core agencies agree to work together to achieve common goals and create an organizational structure to share information, data and resources to accomplish mutually agreed upon outcomes as an integrated system.

Consider ...

**You can't get where you are going
until you know where you are!**

Self-Assessment

How does self-assessment help us?

- Provides an environmental scan
- Identifies which partnerships might be strategically strengthened
- Meets agency operational objectives
- Meets customer objectives
- Establishes a basis for evaluating agency progress

Intent and Purpose

Integration Self-Assessment Tool

Pilot

Ask ...

Who are your partners?

Let's take a look at the survey!

So What Comes Next?

Next Steps

Take the assessment...

Onsite Visit – What we will cover, What is shared, How it will be used...

Next Steps – What do you want to see happen in Illinois?
Areas of opportunity, Things to consider, Ideas to bring forward for next steps...

WINTAC Resources to support IL's identified interests...

Questions/Comments