

October 17, 2018



WIOA Regional Workshops: Service Integration

Agenda:



- Overview of WIOA Regional Workshops: Service Integration
- Assembling Your WIOA Regional Workshop Team
- Questions and Discussion

Overview



Workshops are designed to assist LWIA teams in understanding the foundation of service integration and begin the collaborative discussions paramount to implementing effective service integration strategies.

WIOA Summit



SAVE THE DATE:

April 23 & 24, 2019

Sheraton Lisle Naperville Hotel

3000 Warrenville Road

Lisle, IL 60532

When and Where



All sessions are 10:00 a.m. – 3:30 p.m.
Registration starting at 9:15 a.m.

Southern Region

John A. Logan College, Carterville - October 30, 2018

Central Region

Radisson Hotel and Conference Center, Normal - October 31,

Northern Region

Arturo Velasquez Westside Technical Institute, Chicago – November 1, 2018

Goals of the Workshop



- To provide the foundation for understanding the concepts of service integration.
- To provide local teams an opportunity to meet and begin development of a plan to address effective service delivery practices.

Regional Workshop Agenda



10:00 AM	Welcome
10:15 AM	Introduction to the Service Integration Framework Diana Robinson, NIU
10:30 AM	Exploring Assessment: <i>highlighting relationships and how to put a positive spin on asking the tough questions</i> Jodi Sue Kelly, Cygnet Associates
12:00 PM	Working Lunch – Case Noting Demonstration
1:00 PM	Breakout Sessions I <ul style="list-style-type: none">• Making Effective Referrals• Suitability for Training
1:45 PM	Breakout Session II
2:30 PM	Team Time: How to Improve Customer Outcomes through Service Integration
3:30 PM	Adjournment

Suitability Training Session



This session will share best practices on training suitability that evolved from the implementation of targeted population projects in both urban and rural settings.

Learn how to apply these best practices as a way to:

- Open discussion about training and career choices that involve more than just skills and competencies;
- Identify special accommodations or support services that may require a referral; and
- Identify strengths, areas for improvement, and ways their career planner/family can help them reach their career goals.

Making Effective Referrals Session



- 10 steps to Consider to Ensure a Successful Referral Process
- Steps for Documentation
- How to Utilize Technology
- Assessing Immediate Needs



WIOA

Professional Development

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Assembling Your WIOA Regional Workshop Team

Who Should be Included



- One Stop Operator
- Representatives of each of the WIOA core partners
- Other required one-stop partners as identified by the One-Stop Operator

Additional Details



LWIA's attend as a team.

Teams are limited to 15 people, and are to be organized by the One-Stop Operator.

If your team cannot attend the session closest to your region you may elect to attend one of the other sessions

Factors to Consider



- Overall benefit to improved service integration
- Current customer volume
- Improving the quantity and quality of cross-program referrals
- Establishing or solidifying relationships with required partners
- Desire to attend
- Their criteria relevant to your Illinois workNet Center

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Questions and Discussion

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Thank you.

WIOA Professional Development Planning Committee



WIOA Final Rules



- § 678.620 What is the one-stop operator's role?
- (a) At a minimum, the one-stop operator must coordinate the service delivery of required one-stop partners and service providers. Local WDBs may establish additional roles of one-stop operator, including, but not limited to: Coordinating service providers across the one-stop delivery system, being the primary provider of services within the center, providing some of the services within the center, or coordinating service delivery in a multi-center area, which may include affiliated sites. The competition for a one-stop operator must clearly articulate the role of the one-stop operator.
- (b)
- (1) Subject to paragraph (b)(2) of this section, a one-stop operator may not perform the following functions: Convene system stakeholders to assist in the development of the local plan; prepare and submit local plans (as required under sec. 107 of WIOA); be responsible for oversight of itself; manage or significantly participate in the competitive selection process for one-stop operators; select or terminate one-stop operators, career services, and youth providers; negotiate local performance accountability measures; or develop and submit budget for activities of the Local WDB in the local area.
- (2) An entity serving as a one-stop operator, that also serves a different role within the one-stop delivery system, may perform some or all of these functions when it is acting in its other role, if it has established sufficient firewalls and conflict of interest policies and procedures. The policies and procedures must conform to the specifications in § 679.430 of this chapter for demonstrating internal controls and preventing conflict of interest.

Within the context of the Act and Final Rules, this could include such things as:



- Managing daily operations in coordination with WIOA fiscal agent for the lease, utilities and other activities to support the center
- Managing partner responsibilities defined in the Memorandum of Understanding (MOU) among partners
- Managing hours of operation
- Managing services for individuals and businesses
- Ensure that basic services such are available (orientations, labor market information, resource room)
- Implementing of Local Workforce Development Board Policy
- Adhering to all federal and state regulations and policies
- Reporting to Local Workforce Development Board on operations, performance and continuous improvement recommendations