**Facilitator’s Guide for Local Service Integration Assessment Process[[1]](#footnote-1)**

**Introduction**

This *Facilitator’s Guide* is designed to be used by those facilitating the process of completing the local service integration self-assessment. It is a companion piece to the *WIOA Service Integration Overview and Self-Assessment Guide (“Self-Assessment Guide’)* and WINTACs “Service Integration Self-Assessment Facilitator’s Training” PowerPoint presentation, both of which are available on the Illinois workNet website on the Service Integration Self-Assessment webpage under “Guidance and Forms”. This guide provides step-by-step advice for using both of these resources as you guide your team of WIOA partner organizations and agencies in a process of increasing levels of service integration.

**Overall Process**

The actual self-assessment process consists of six activities:

1. Advance planning to familiarize the facilitator with the overall process.
2. Preparing the facilitators and setting the stage.
3. Introducing the service integration continuum.
4. Developing an average score for the current level of integration for all 15 service integration goals and identifying the top 3 – 5 service integration priorities that the LWIA will focus on in their WIOA plan. ***It is important to emphasize that while all 15 goals will be discussed as part of this process, only 3-5 goals will be used for action planning.***
5. Beginning work on the service integration action plan that will focus on the top priorities identified in the previous step.
6. Reviewing the final submission requirements

These activities may occur in one all-day meeting or be broken into two sessions. The planning committee should decide whether to have one or two meetings. This guide presents the steps recommended for successful completion of the process and may be modified to meet local needs and preferences.

Activity 1: Advance Planning

Materials needed: *Self-Assessment Guide*, Appendices B, D, E, F and G

1. Be familiar with pages 3-8 of the *Self-Assessment Guide.*
2. A planning team will be needed to design and support the self-assessment process. Likely candidates are key partners or colleagues who have the interest and skills to help with planning, facilitation, and coordination of next steps. Members of the planning team should be identified and recruited in consultation with your local workforce innovation board and/or the one-stop operator.
3. Once a planning team is in place, refer to the suggested steps on pages 8-9 of the *Self-Assessment Guide* for guidance. Main tasks for this team include:
   1. Developing an invitation list of participants for the local self-assessment meeting(s). The Partner List (Appendix D) may help identify organizations or agencies to invite.
   2. Addressing the various logistical needs associated with the meeting(s).
   3. Deciding what background material to send to the participants and when that should occur. This information could include:
      1. The “Pre-Meeting Participant Information” (Appendix E) with the date, location and time of the meeting entered in the fillable spaces.
      2. A meeting agenda (see Appendix F for a suggested template with fillable spaces for date, time, and location).
      3. The “Illinois Service Integration Self-Assessment Guidelines” (Appendix B).
      4. The “Small Group Participation Form” (Appendix G). ***Ideally this would be completed in advance of the meeting for all 15 goals by each partner organization or agency and brought to the meeting.***

Activity 2: Preparing the Facilitator and Setting the Stage

Materials needed: *Self-Assessment Guide*; Appendices F, G, and H; and the “WINTAC Service Integration Continuum” (page 6).

1. Review the information and steps on page 9 of the *Self-Assessment Guide* for suggestions on room layout.
2. Bring enough copies of the following (or your own forms) for the meeting:
3. Agenda (Appendix F)
4. “Small Group Participant Form” (Appendix G)
5. “Small Group Facilitator Form” (Appendix H)
6. The WINTAC Service Integration Continuum (page 6).
7. Arrive early and ensure the planning team facilitators have their assignments for small groups.
8. Check lighting and the temperature in the meeting room(s).
9. Test technology ***before*** the participants arrive
10. Be energetic!
11. Make good eye contact and move around the room.
12. Greet and engage people as they come in; thank them for coming.
13. Place Post-it notes on the tables for questions participants might think of.
14. Encourage participants to interact by posing a small or large group ice-breaker question.
15. Remain in control as facilitator by dealing with participants who dominate the discussion. For example:

* “That’s an interesting thought; maybe we can talk about that after we wrap up this discussion?” or
* “Could you send me an email so I can follow up with you at a later date?”

Activity 3: Meeting Kick-off - Introducing the Service Integration Continuum

Materials: WINTAC PowerPoint, copies of the agenda (Appendix F), *Self-Assessment Guide,* copies of WINTAC’s Service Integration Continuum (page 6 of the *Self-Assessment Guide*)

1. Welcome participants
2. Offer an Icebreaker. One example is to ask participants to pair up. Have them each tell the other one their name (if appropriate) and one thing they want to learn today. Then have them introduce the other to the group and share what the other person hopes to learn today.
3. Go over the agenda for the meeting with the group
4. Use the information on page 10 of the *Self-Assessment Guide* to help frame the day’s conversation.
5. Use slide 6 of the WINTAC PowerPoint to introduce service integration.
6. Slides 7 and 9 show participants how self-assessment can benefit service delivery and the local workforce system.
7. Hand out the WINTAC Service Integration Continuum (page 6 of the *Self-Assessment Guide*). Use slide 8 of the Powerpoint to provide an overview of the continuum model and slides 10-15 to explain the model more in-depth.

Activity 4: Scoring and Prioritizing Service Integration Goals

Materials: Each participant should have their completed Small Group Participation Form to use in this activity. All participants also should receive a blank copy to use in this activity (Appendix G). In addition, provide the small group facilitators with a copy of the “Small Group Facilitator Form” (Appendix H) and the “Summary of Service Integration Partner Self-Assessments” (Appendix I).

1. Using Slides 16-18 of the WINTAC PowerPoint, review the expectations of this activity. Use the information at the bottom of page 10 of the *Self-Assessment Guide* divide participants into small groups. One facilitator should work with each group. Use slides 20-37 of the WINTAC PowerPoint for further explanation.
2. Use the bullets on the top of page 11 to explain the steps involved in discussing and calculating an average for each area in the “Small Group Participation Form”. Facilitators should be familiar with these bullets to help guide the activity and record the results on the “Small Group Facilitator Form” (Appendix H).
3. After all groups have completed the “Small Group Facilitator Form”, use the bullets on page 11 to explain how service integration goals will be prioritized.
4. Ask the small groups to select someone to report out their results to the larger group. As they report out, the facilitator should ask the group to share any ideas, suggestions, or possible opportunities they discussed for improving integration. The facilitator records the group’s priority ratings, calculates an average, and records the information on the “Small Group Facilitator Form” (Appendix G). The “Summary of Service Integration Partner Self-Assessments” (Appendix I) is available for the facilitator to use in summarizing the results of the ratings by all partners.

Activity 5: Action Planning

Materials: *Self Assessment Guide* “Next Steps Action Planning Tool” (Appendix J)

The next-to-last activity of the day is to begin identifying how the LWIA will address each of the 3-5 priority goals identified in the preceding steps. Appendix J provides a suggested framework for doing that. Each policy priority should be on a separate blank template. The facilitator should emphasize that this is a first pass at an action plan and that other partners and stakeholders will have an opportunity to review and comment on the draft.

Beginning with the first service integration policy priority, work through the template from left to right beginning by identifying the major activities that will be undertaken to “move the needle” on that particular goal. Each major activity should be on a separate row so that the key players, expected outcomes, timeline, and questions/assistance needed all relate to that activity. There is no prescribed number of activities and tactics. The group should consider activities that are already under way and could be expanded, discontinuing practices that are not effective, and new models or practices that hold promise. Conducting research to identify promising practices is an acceptable and often essential activity.

Activity 6: Final Self-Assessment Submission

Materials: *Self-Assessment Guide*

After the group has identified the key information for the “Next Steps Action Planning Tool,” the final steps needed to prepare the self-assessment submission should be discussed. Remaining tasks should be identified, responsible parties assigned, and due dates identified so that the September 30th deadline is met. Pages 11-12 of the *Self-Assessment Guide* describe what is needed for this submission. Be sure to include time for review by the LWIB and any other key stakeholders and partners.

**Wrap-Up**

Have volunteers share the single most important thing they learned today and whether it was what they wanted to learn from the icebreaker.

1. This guide was adapted from material developed by the Workforce Innovation Technical Assistance Center (WINTAC) with funding from the U.S. Department of Education (ED) under project #H264G15005. The information contained in this adaptation of WINTAC materials does not necessarily reflect the position or policy of the ED nor those of WINTAC. [↑](#footnote-ref-1)