



Service Integration Self-Assessment

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Purpose

- The purpose of today's webinar is to:
 - Provide a synopsis of changes to the Service Integration Self-Assessment since presented at the WIOA Summit.
 - Follow through with the commitment to provide additional on-going technical assistance.
 - Detail the 7 functions and 15 goals of the service integration policy.
 - Outline the self-assessment process.
 - Discuss submission procedures.
 - Talk about the opportunity to become a pilot.
 - Obtain your feedback on key questions.



Developments Since the Summit

- Changes in the self-assessment process were needed because Illinois' self-assessment framework (7 functions and 15 goals) is more complex than WINTAC's (6 functions). Illinois also agreed on a two-phase process compared to WINTAC's single partners' meeting.
- The Integrated Business Services Team suggested refinements to align the self-assessment with their framework.
- The final document will be released; however, the appendices will be made into fillable PDFs forms and provided at a later date once completed.

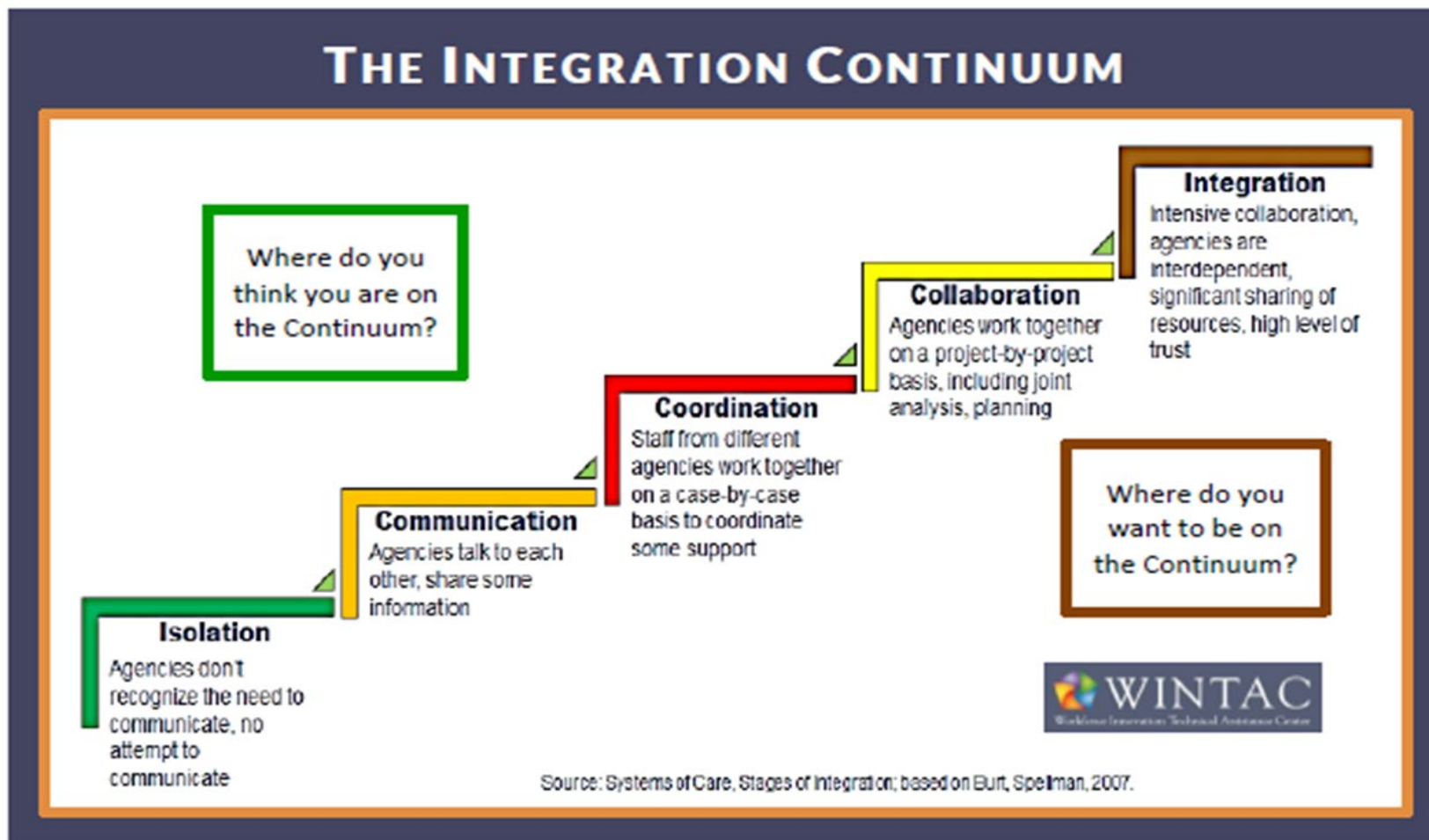
Self-Assessment Guide Changes

- Included an Overview of the Self-Assessment Process
- Adjusted *Services function, goal 1 – Services Delivered by Function* in the Guidelines (Appendix B) to align the self-assessment with the IWIB's business services framework.
- Added a Schedule of Planning Events for Service Integration Self-Assessment (Appendix C).
- Revised the Small Group Participant Forms (Appendix G) to list the goals for each function.
- Replaced the Small Group Facilitator Form (Appendix H) with the Summary of Service Integration Partner Self-Assessments.

Important Considerations

- The self-assessment is a work in progress.
- This is a guide, not a set of rigid requirements. Do what works for you and report how it worked.
- The IWIB will revisit the policy and self-assessment guide at the end of the cycle to determine what worked well and what didn't and make appropriate changes.
- The State partners are committed to ensuring that the needs of the local areas are addressed. Let us know how we can help.

Continuum





Implementation Activity to Date

Polling Question 1: Have you begun the service integration process?

Polling Question 2: Who is taking the lead on the self assessment process in your LWIA?

Polling Question 3: If you have begun the self assessment process, what activities have you undertaken?



Functions, Goals, and Outcomes

| Goal | Outcome |
|---|--|
| <p>Customer-Centered Design Goal. One-stop partners collect and use customer input to design and deliver integrated services to all job seeker, employer, and system customers</p> | <p>One-stop services are shaped by customer needs and preferences.</p> |
| <p>Staff Goals.</p> <ul style="list-style-type: none"> a. Core job competencies, organizational values, and performance expectations related to service integration are communicated to all center staff. b. Cross-training and program information resources addressing the role, services, and eligibility requirements of all WIOA partner programs are provided for all one-stop staff, including information and encouragement to acquire professional credentials. c. Communication across one-stop partners is consistent, comprehensive, and timely. d. All one-stop staff are treated as valued and respected team members. | <p>A culture of accountability is created in which every partner agency's representative has ownership in achieving desired results.</p> |
| <p>Intake and Assessment Goals.</p> <ul style="list-style-type: none"> a. Customers provide basic information once through a common intake form or information-sharing across programs. b. Center staff collaborate in providing a holistic assessment of customer needs that serves as the basis for their service plan. | <p>One-stop customer needs are quickly and accurately identified.</p> |



Functions, Goals, and Outcomes

| Goal | Outcome |
|--|--|
| <p>Service Goals.</p> <ul style="list-style-type: none"> a. Services for all one-stop customers are delivered by function rather than by individual programs. b. Processes through which customers experience the system, including referral and follow-up, are streamlined and aligned. c. Individual service plans for job seeker and employer customers are living documents used to provide and coordinate services and follow-up and are updated over time to respond to changing customer needs. d. Customers receive timely and coordinated access to all WIOA employer and job seeker services whether on-site, through technology, at a partner site, or by other appropriate and accessible community services. | <p>All customers are provided access to quality integrated services that meet their needs in an efficient and seamless manner.</p> |
| <p>Career Pathways. A shared philosophy among education, workforce development, and economic development regarding college and career pathways aims to enable Illinois residents to progressively build toward college and career success through aligned education, training, and employment opportunities over their lifetimes.</p> | <p>One-stop services are shaped through the lens of career pathways.</p> |
| <p>Information Goals.</p> <ul style="list-style-type: none"> a. Managers and staff share information, as appropriate and feasible, on all one-stop partner programs and services an individual has received subject to confidentiality requirements. b. Current and timely labor market information informs career planning and sector-based initiatives. | <p>One-stop staff have access to a range of information that enables them to provide excellent customer service</p> |
| <p>Evaluation Goal. State and local workforce board expectations drive the evaluation of one-stop performance, operations, and compliance for service integration.</p> | <p>Local service integration efforts are evaluated regularly to identify and implement continuous improvement opportunities.</p> |



Planning Events

| Event | June | July | August | September |
|---|---|--|---|---|
| Overall Process (LWIBs and One-Stop Operators) | <ul style="list-style-type: none"> a. Message out to all participants re: self-assessment process b. Invitation out to all agencies/stakeholders to participate c. June 12 webinar on self-assessment d. June 26 webinar on effective practices | <p>July 10 – Building and Supporting an Accountable One-Stop Culture webinar</p> <p>July 17 – One-Stop Certification webinar</p> <p>July 31 – Strategies to Implement Successful Collaboration webinar</p> | | <p>Sept. 11-27 – Draft plans circulated to LWIB members and one-stop partners for review and comment</p> <p>Sept. 30 – Final action plans due to IWIB</p> |
| WIOA Partner Planning | <p>Participating agencies/stakeholders identify leadership, management, front line staff to participate</p> | <p>July 1 – Meeting info sent to partners for self-assessment</p> <p>July 29 - Aug. 2 – Partner self-assessments held</p> | <p>Aug. 2 – Due date for self-assessment reports; results sent to LWIB/one-stop coordinator</p> | |
| LWA System-Level Planning | <ul style="list-style-type: none"> a. LWA planning teams formed b. Logistics for LWIA event determined <ul style="list-style-type: none"> • Select facilitator/coordinator • Set date, time, location • Identify participants • Determine any needed material, refreshments, equipment | <p>July 1 - “Save the date” sent to LWIBs/OSOs for distribution to partners</p> | <p>Aug. 6 – Prep material sent out for LWIA priority setting and action planning</p> <p>Aug. 20 - Sept. 6 – LWIA service integration planning meetings held</p> | <p>Sept. 11 – Draft service integration plans due for local circulation and finalization</p> <p>Sept. 28 – Final changes made and report sent to LWIB</p> |



Self-Assessment Participants

- Core and required partners as well as any other stakeholders that the board thinks should be in the process.
- Employer engagement
 - Since employers are hardest stakeholder to engage, it will be up to each LWIB to determine when and how to involve employers.
 - Employer perspective will also be solicited with the regional planning efforts.

Polling question 4: Are you planning to engage employers in your self-assessment process?

Process Overview

- **Step 1:** Each participating partner at the LWIA level will conduct the service integration self-assessment to:
 - Identify where they fall on the continuum for the 15 service integration goals; and
 - Agree on the priority actions needed to move the needle on the most strategically important service integration goals.
- Each partner team should have leadership, mid-management, and front-line staff participants. The LWIB and other community stakeholders, such as employers, may also wish to field a team. These conversations could occur locally with skilled facilitators, or partner teams may be invited to a large regional venue for group facilitation.

Process Overview

- **Step 2:** Each partner team will select a representative to carry their priorities to the next step: a meeting of all the LWIA partners and stakeholders to identify priorities and begin action planning. Meeting objectives are to:
 - Agree where the LWIA falls on the service integration continuum for the 15 service integration goals;
 - Develop consensus around which goals and activities should be priorities for the LWIA; and
 - Form teams to develop action plans for priority goals and address how the LWIA will advance on the service integration continuum.
- The result of this second activity will be used in local and regional WIOA planning.
- As with the first step, facilitators may work with the LWIA teams locally or the teams may travel to a regional group facilitation.
- ***Polling Question 5: Would you like facilitation assistance from WINTAC?***
- ***Polling Question 6: Would you be interested in a group facilitation held at a regional venue?***

Submission

- The following documentation must be submitted electronically to Mark.A.Burgess@illinois.gov at the Illinois Department of Commerce and Economic Opportunity Office of Employment and Training, on behalf of the IWIB, by 5:00 p.m. on September 30, 2019.
 - The completed *Service Integration Self-Assessment Identifying Information* form (*Appendix J*).
 - A copy of any report on the process and results to the LWIB.
 - Copies of the completed *Small Group Participant Form (Appendix G)* for each participating agency. The names of the completers may be redacted as long as the partner or program affiliation is indicated.
 - Completed *Summary of Service Integration Self-Assessments (Appendix H)*.
 - Completed *Next Steps Action Planning Tool (Appendix I)*.
 - Recommendations to the IWIB for improving the self-assessment process.

Pilots

- We are offering LWIBs the opportunity to be a self-assessment pilot.
- Pilots will be able to:
 - Complete the process sooner and with assistance;
 - Have access to state agency and WINTAC resources; and
 - Help shape the process and the next round of service integration policy changes.
- In exchange, pilot sites will complete the process sooner to help flag potential difficulties and identify improvement opportunities.
- Two LWIAs have volunteered. Other interested LWIAs should notify us by the end of this week. We'll pick a small representative set of LWIAs.

Polling Question 7: Is your LWIA interested in participating as a pilot site?

Frequently Asked Questions

- Links to Frequently Asked Questions for the self-assessment and this archived webinar will be on the WIOA Implementation Resources page in Illinois workNet.
 - <https://www.illinoisworknet.com/WIOA/Resources/Pages/WIOA-Implementation.aspx>
- The FAQ will be listed under the subcategory of Service Integration Self-Assessment.
- ***Polling Question 8: How comfortable are you proceeding with the self-assessment?***

Your Questions??

