

November 14, 2018



## IWIB Service Integration Policy Draft Overview

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# Purpose of Today's Webinar



1. Preview the IWIB's draft policy on service integration
  - Purpose, context, content, implementation approach
2. Clarify intent, respond to questions
3. Solicit feedback, improvement opportunities

***To be presented to IWIB on December 13, 2018***

# Housekeeping



But first, some housekeeping!

# Service Integration is a Federal and State Priority



**Federal Legislation:** WIOA requires local employment and training services to be coordinated and complementary among the partners.

**WIOA Unified Plan Goal:** “Every individual seeking help has the opportunity to take advantage of the full range of services for which they are eligible regardless of which partner program sees them first.”

## **IWIB Strategic Plan Principles:**

- “integrate service delivery improving access and opportunity for all populations”
- “Cross-agency collaboration and alignment for developing and/or promoting career pathways and industry-recognized stackable credentials”

# Why Service Integration is Important



- All one-stop centers must:
  - Deliver six core programs
  - Provide access to another 12 partner programs
- Local boards may include additional partners
  - Other federal employment and training programs
  - Local employers
  - Community-based, faith-based , or not-for-profit programs

***Coordination is essential to providing excellent customer service to job-seekers and employers***

# Work Group Members



- IWIB Service Integration Policy Work Group formed in August 2017
- 28 members representing:
  - 6 IWIB members and employers
  - 5 local workforce areas
  - 2 community based organizations
  - 4 core state agency partners
  - 1 university
- Also input from 298 frontline workers through an online survey

# What the Policy Establishes



- A definition of service integration
- Service integration requirements (goals and outcomes) all Illinois one-stop centers must address to be certified
- The process by which LWIBs pursue and document progress toward service integration
  - Self-assessment (to be built on an integration continuum model)
  - One-stop certification process
  - Training and technical assistance

# Definition of Service Integration



“A combination of strategies to align and simplify access to one-stop center services and supports for employers, job-seekers, and system customers with the goal of providing the best experience possible. Service integration may occur across entities delivering specific services or programs; across time as customer needs change; or both.”



# Service Integration Requirements



## **Address goals and outcomes in six areas:**

1. Customer-centered design
2. Staff
3. Intake and assessment
4. Services
5. Information
6. Evaluation

# Customer-Centered Design



- **Goal:** Partners use customer input to design and deliver integrated services to all customers
- **Outcome:** one-stop services are shaped by customer needs and preferences

# Staff



## Goals:

- Competencies, values, performance expectations communicated to staff
- Cross-training and program resources made available
- Communication occurs across partners
- Staff treated as valued and respected team members

**Outcome:** A culture of accountability is created

# Intake and Assessment



## Goals:

- Customers provide basic information once
- Staff collaborate in holistic customer assessments

**Outcome:** Customer needs are quickly and accurately identified

# Services



## Goals:

1. Delivered by function rather than program
2. Processes are streamlined and aligned
3. Service plans are “living documents”
4. Customers receive timely and coordinated access to services

## Outcome:

All customers are provided access to quality integrated services that meet their needs efficiently and seamlessly

# Information



## Goals:

- Managers and staff share information on programs and services a customer has received subject to confidentiality requirements
- Current and timely labor market information informs career planning and sector initiatives

## Outcome:

- Staff have access to a range of information enabling them to provide excellent customer service

# Evaluation



**Goal:** State and local workforce board expectations drive evaluation of one-stop service integration.

**Outcome:** Local service integration efforts are evaluated regularly to identify continuous improvement opportunities.

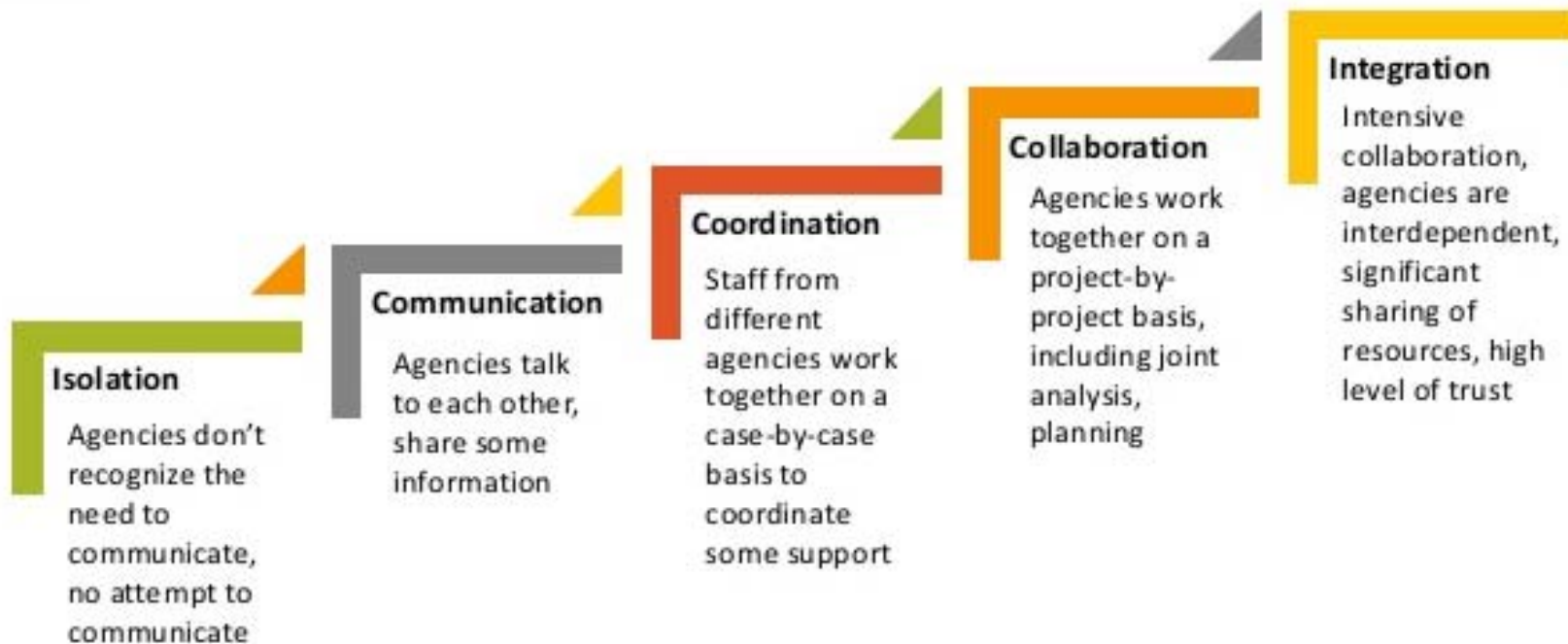
# One-stop Certification and Service Integration



- These goals and outcomes to be incorporated into the one-stop certification process.
  - Service integration goals/outcomes already compared to existing certification requirements
    - 15 new and five modified service integration measures identified
    - Application to be modified to reflect service integration goals and outcomes.
- Self-assessment tool to be developed
  - Establish a baseline in all 6 areas
  - Help identify improvement opportunities
- LWIBs responsible for implementation – self-assessment, certification, continuous improvement



# WINTAC Service Integration Continuum



Burt and Spellman, (2007). Toward Understanding Homelessness: The 2007 National Symposium on Homelessness Research. *Changing Homeless and Mainstream Service Systems: Essential Approaches to Ending Homelessness*. U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation

# Implementation Milestones



- Service integration policy takes effect January 1, 2019, but is a long-term undertaking
- A calendar of needed service integration training and technical assistance to be developed by February 15, 2019
- The IWIB will revise the one-stop certification process, design a self-assessment by March 21, 2019
- WIOA Summit on Service Integration – April 23-24, 2019
- Baseline one-stop self-assessment completed – September 30, 2019
- Service integration priorities in regional/local plans – March 1, 2020

Questions? Comments?

# Thank you!



Please provide comments on the proposed policy by 5:00 p.m. Friday, November 16, 2018 to:

- Mark Burgess, [Mark.A.Burgess@Illinois.gov](mailto:Mark.A.Burgess@Illinois.gov) or
- Diana Robinson, [drobinson@niu.edu](mailto:d robinson@niu.edu)

If you would like to participate in developing the service integration self-assessment, please notify Mark or Diana by 5:00 p.m. Friday, November 30, 2018