

Meeting Summary
IWIB Project Team on Service integration and One-Stop Certification
Wednesday, January 23, 2019 – 1:00 – 4:00 p.m.

Attendees:

Jamie Brown, LWA 6 (DuPage County)
Mark Burgess, IWIB
Mike Conley, IWIB - Chair
Lora Dhom, DCEO
Chuck Dooley, DCEO
Susan Flessner, LWA 10 (Will County)

Pam Furlan, LWA 4 (Bureau, Carroll, Jo Daviess, La Salle, Lee, Ogle, Putnam, and Whiteside Counties)
Bevan Gibson, SIU
Lisa Jones, DCEO
John Marchioro, DHS/Rehabilitation Services
Gabriel Murcia, LWA 7 (Cook County)
Lavon Nelson, ICCB

Chair Mike Conley welcomed everyone and expressed his interest in the ideas of the project team members on this topic.

1. The first order of business was to discuss the scope of the project team's charge. It was agreed that the team would **focus on improvement opportunities for both the one-stop certification application and the overall certification process**. An important objective will be to balance the methodological objectivity and consistency of the application itself with adequate flexibility to accommodate differences among Illinois' one-stop centers.
2. Timing of any changes in the current one-stop process was discussed after it was noted that neither affiliate nor specialized one-stop centers were included in the original certification cycle. The IWIB's one-stop certification policy did not require that affiliate or specialized centers be designated until 2019 and the LWIBs had until June of 2020 to certify all of their centers. While we don't know how many additional centers there will be, it was agreed that **they should be subject to the same certification criteria and process as the original comprehensive centers**. The intervening time may be used to identify and recommend specific changes to the one-stop certification application and process and provide information and technical assistance to the field. Any changes to one-stop certification wouldn't take effect until July 1, 2020.
3. Two **important differences between one-stop certification and the service integration self-assessment** that is the subject of another project team are that (a) one-stop certification occurs once every three years and is focused on a specific center, and (b) the self-assessment should be done annually to gauge improvement and focuses on the entire local workforce system.
4. **Potential process improvement areas** include:
 - a. Establishing minimum membership for the review teams (e.g., a local board member and a business representative),
 - b. Requiring documentation of how each criterion was assessed,
 - c. Training reviewers or review teams to promote a more standardized evaluation process across disparate workforce areas, and
 - d. Establishing a process for following up on commitments to improve or complete specific certification requirements.

5. Given the project team's recommendation that revisions to the one-stop certification process not take effect until 2020, the short turn-around was questioned. Products from the three service integration project teams will be needed for the WIOA summit to be held on April 23-24. The intent is to have a policy track that will explore what's working and not working in service integration and one-stop certification. if we wanted to use the summit as an opportunity to have open and honest discussions with the field, we would need to ensure that a good cross-section of LWIB members attended. This would require a thoughtful structuring of the agenda so that these board members wouldn't be expected to spend two days at the summit. Another reason for quick action by the project teams is that as LWIBs begin their planning for 2020 they will need to incorporate their ideas for strengthening service integration. We'll miss an entire planning cycle if we delay our work on one-stop certification. **The original due date of early March stands as an appropriate deadline for our recommendations.**
6. It will be essential that **all of the stakeholders represented in the initial Service Integration Work Group have an opportunity to review the proposed changes.** We will build that review and comment/discussion opportunity into the timeline.
7. One of the tasks of this project team is **to incorporate the service integration elements from the IWIB's policy into the one-stop certification application.** We will also review DOL's vision of service integration to ensure that we **are including those elements into the application.**
8. Several of the goals in the one-stop certification application are going to be very challenging to attain. For example, using a uniform intake form and sharing client information is virtually impossible. It was agreed that while some of these barriers to service integration will require State-level action and may take years to attain, **they need to remain as an aspirational goal.** Some of these important and challenging service integration resources will need to be brought to the IWIB and/or the Governor's Office. Other states have figured this out – Illinois can as well. At a minimum we can make small advances toward these goals and **acknowledge the challenges that LWAs face in implementing these service integration goals.**
9. **Minutes from the other service integration project teams will be shared** to keep everyone updated on progress and current thinking.
10. Lavon and Diana will **incorporate the proposed changes in the crosswalk document** so it's easier to see what is being proposed. This document will be circulated tomorrow so it may be reviewed prior to the meeting on Friday, January 25th, at 1:00 p.m.