Service integration policy workgroup NOTES

Date: January 17th, 2022

Time: 1:00-2:00pm

Location: Zoom

**Chair:** Becky Raymond

**Members Present:** Justin Arnold, Janice Taylor Brown, Lora Dhom, Courtney Geiger, Sarah Goldammer, Aime’e Julian, Marisa Lewis, Todd Lowery, Kathy Olesen-Tracey, Rahnee Patrick, Brian Richard, Natasha Telger, Carrie Thomas, Stacey Kregel

**Members Absent:** Rena Bryson, Lisa Jones, Tony D. Stephens, Kit White,

**Workgroup Support:** Sarah Blalock and Molly Cook

**Guests:** Nidia Mejia, Megan McGinty, Tara Driver, Ema Mailhot-Beutel, Drew Thomason

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| Time | Item | Owner |
| 1:04pm | Welcome, Agenda, and Roll Call | Becky Raymond |
| 1:10pm | Overview of November Meeting and Workplan ReviewBecky Raymond provided a November meeting overview, including a review of One-Stop Operator focus groups, a review of MOU research and a discussion of goals.In the interim in December, 18 local plans were compiled and categorized, 8 service integration action plans were compiled and categorized, 3 OSO Focus groups were conducted and feedback was conducted. | Becky Raymond |
| 1:12pm | Research OverviewDuring December, 18 local plans (chapter 4) were reviewed. Plans were pulled that represented each area of the state. Intial findings included: a lack of consistency in formatting, examples within plans are useful, plan modifcations noted reopening strategies/COVID impacts, and a question is how can we make local planning more useful for the entire system? | Sarah Blalock |
| 1:12pm | Focus Group OverviewBecky Raymond provided a focus group overview. Three focus groups were held in December with 15 participants (7-central LWIAs and 8-Northern LWIAs). 11 were part of a Consortium model (10-Title I and 1-Title III). 4 were single entity representatives.Kathy Olesen-Tracey asked if the 15 participants were from Title I or Title III. Becky Raymond said that yes, unless it was single entity. Kathy noted that Title II and Title IV were not present.Becky noted that we did hear from one Title II consortium member. Justin Arnold explained that it is typical of the work that gets done in local workforce areas; Title I is present and responsive, and it is hard to get others involved.Kathy Olesen-Tracey said that we need all partners present and at the table.Courtney Geiger asked, How were individuals invited? Was it an open invite or targeted?Lora Dhom noted that the One Stop Operator policy require that Consortium model entities supply a plan that shows how the Consortium model works towards the goals of the OSO.Janice Taylor-Brown suggested sharing any emails with workgroup members so that they can help with recruitment. | Becky Raymond |
| 1:20 pm | Focus Group: Workgroup Feedback and DiscussionBecky Raymond described the areas of the focus groups, including customer-centered design, intake and assessment, and service goals.Justin Arnold noted that the workgroup should consider the challenges in involving the partners.Becky Raymond explained that that common feedback for Customer-Centered design was that local areas are still building back their capacity to gather customer feedback and find that rebuilding this function is challenging when partners are in various stages of reopening.Within the intake and assessment goal, common feedback included that local areas have been creative in developing tools to provide integrated services, but note that a state-wide tool whould be helpful in addressing the need.Within service goals, common feedback themes include that local areas have been creative in developing tools to provide integrated services but note that a state-wide tool would be helpful in addressing this need. | ALL |
| 1:30 pm | Referral Conversation and DiscussionStacey Kregel shared the LWIA 7 referral solution they have been working on. LWIA 7 took a human centered design perspective in their working groups. LWIA 7 is seeking a uniform referral process for 10 American Job Centers. The Project Working Groups consisted of volunteers across all partners in the AJC network and are an integral part of the OSO network.The goals of the referral working group include:* Coordination
* Standardized process
* Improved customer experience
* Includes follow-up requirements and reporting
* On-going training and support & continuous evaluation improvement

Stacey Kregel shared the participating partners and the process. The group is planning to have a final recommendation by March to present to the IWIB.Stacey shared the referral platforms that are being explored, including Illinois workNet, Career Connect, Unite Us/Now Pow, Google Forms, Illinois Joblink, RiseKit, myOneFlow, IRIS, @Work Solutions, ATLAS.Courtney Geiger asked in the chat: “Do all the platforms you checked into meet the FIPS PII guidelines, or will you be leaving out PII for the purpose of the referrals?” Stacey said all of them claim that they are under secure networks.Stacey described referral features required by partners. Must haves are accessible for all partners, email notifications for activity, reporting functionality or dashboard, internal message system/outcome sharing, ability to schedule appointments, common inteake and release of info, file upload.Nice to have: customer can start process, ability to text/e-blast, system/center calendar, resource newsletter, refer/connect to jobs. Other things to consider: Costs (buildout and yearly maintenance), timeline, adapatable to future OSO goals.Referral Systems Survey: Partners were invited to review referral project slides and Referral System Demonstrations before providing their recommendations for the Universal Referral System.12 partners from across the network shared their preferred referral system and their reasoning via the Referral Systems Survey.Referral System Survey Results: A majority of respondents chose Illinois workNet as their preferred system (8/12). The cost was a barrier to maintain on an annual basis.A majority of respondents (7/12) chose ATLAS or @Workforce Solutions as their second choice.Kathy Olesen-Tracey noted that a must have is meeting PII requirements. Stacey invited anyone to join a leadership meeting.Partners ranked having all wishlist features as the most important. The second most important was mobile availability.Courtney Geiger asked if workNet has texting capability?Carrie Thomas asked about the survey. Were there 12 responses? Stacey said yes. Carrie asked about identifying respondents by Title. Stacey said yes, they can do that. Carrie also asked if the idea is to pick a referral system and then it will become the mandatory system? Will it be part of the MOU?Lora Dhom noted in the chat that workNet has a referral system built in for JTED.Janice Taylor-Brown asked when they could expect an invitation to a leadership meeting? Stacey explained that those went out earlier this year. Courtney Geiger noted that it will be really cool to see where this goes and they are excited to see the results.Aime’e Julian asked about scalability. Stacey explained that they are having a meeting with Julio to discuss.Natasha Telger explained that workNet does have a referral system. Natasha noted that it is take existing tools and putting it in a space to be used by partners.Kathy Olesen-Tracey noted that conversations at the State level will also be looking at referral outcomes and how those are tracked. Stacey noted that referral outcomes are a must have feature and all platforms have that capability. Kathy explained that documentation is also needed if someone is denied.Courtney Geiger asked if all four Titles work in Illinois workNet?Carrie Thomas asked if focus group results could be shared over email after the meeting? Molly Cook shared that this meeting PowerPoint will be sent via email.  | Stacey Kregel |
| 2:56pm | Next Steps:* Policy Writing Subgroup Invite
* Kathy Olesen-Tracey asked if we’re ready to write policy because we’re not ready for that step?
* Carrie Thomas and Lora Dhom noted that they have the same reaction.
* Becky Raymond noted that we can ask about the policy writing subgroup next time.
* Kathy Olesen-Tracey asked if there is something we need to do to ensure that all Titles are at the table?
* Becky Raymond noted that she will look back at who from Title II received an invitation, and Kathy Olesen-Tracey will connect with Becky Raymond offline.
 | Becky Raymond |
| 2:01 pm | Adjournment: Thank you  | Becky Raymond |

**Charge:**  WIOA empowers State and local elected officials and private sector‐led workforce boards with the responsibility of developing a strategic, integrated plan that supports economic growth and labor force needs intended to grow the capacity and performance of the workforce system.  To that end, the Illinois Workforce Innovation Board (IWIB) is forming a service integration policy work group to convey State‐level expectations of local workforce areas as they address this critically important feature of their one‐stop centers.

**Priorities:**

* 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

* Review the 2019 self-assessment process for relevance in a post-COVID environment

**Workgroup Topics and Considerations include:**

* USDOL Guidance on the One Workforce Vision DOL Notice TEN 13-20
* USDOL Training and Employment Guidance Letter 4-15
* USDOL Training and Employment Guidance Letter 16-16
* USDOL Training and Employment Guidance Letter 3-14
* The 2019 Service Integration Self-Assessment
* IWIB Equity Task Force Recommendations
* Workforce Commission Recommendations
* Best practices