



Service Integration Workgroup DRAFT Recommendations

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:

1. Integrate service delivery improving access and opportunity for all populations
2. Cross-agency collaboration and alignment for developing and/or promoting career pathways and industry recognized stackable credentials
3. Review the 2019 self-assessment process for relevance in a post-COVID environment

Workgroup Topics and Considerations:

- 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

Service Integration Draft Recommendations:

As part of the policy process, the Service Integration Workgroup held focus groups between December of 2022 and January of 2023. Nine Focus Group Rooms were hosted, all Local Workforce Innovation Areas were represented, Titles I, II, III, and IV were all represented, and there were 110 registrants. These focus groups yielded numerous feedback, which were categorized into the themes listed below. Items in italics were recurring themes from previous system documentation, such as the 2019 Self-Assessment and feedback from the Commission on Workforce Equity and Access.

- *Unified Data System*
- *Training/Cross-Training*
- *PD/TA*
- *Vision*
- *Assessments and Intake*
- *Customer-Centered Design*
- *Referrals*
- *Customer Satisfaction Tool*
- *Partner Communication*
- Tools
- Accountability
- Community Involvement
- Confidentiality
- Eligibility
- Follow-Up
- Service Delivery
- System Structure

The Service Integration Workgroup met in person on March 13, 2023, to review all focus group feedback and begin incorporating it into policy revisions. Following the March policy writing day, the workgroup began meeting bi-weekly in April and May of 2023 to edit the policy and continue incorporating feedback. Due to the robust feedback received, some of the themes that emerged will involve ongoing work and system coordination. The Service Integration Workgroup is suggesting the following recommendations for ongoing Service Integration implementation.

The following recommendations are to support the Service Integration policy revisions.

Phase 1: Recommendation Review

Core Partner Leadership will review all proposed recommendations to review potential implications and determine which entity (IWIB committee, etc.) will address each recommendation and create a timeline for implementation.

Create workgroups or add charges to current committees or workgroups to address/create the following:

- Best Practice Framework
 - Highlight likely attributes of a best possible experience for customers
 - Noted Potential Attributes from Workgroup: Both welcoming and worthwhile (i.e., the customers' needs are met. The customer gets what they came for and maybe even more than what initially brought them in.)
- Self-Assessment Update and One Stop Certification
- Review the policy revisions to determine how each affects current WIOA compliance documents to determine if/how each will need to be revised.
- Create/examine the creation of a system-wide policy distribution process and platform.
- Further research/evaluation needed to understand the prevalence of barriers that have emerged from implementation of suitability policies throughout the state.

Phase 2: Self-Assessment Update *(Must occur prior to the issuance of the policy)*

- Create a Self-Assessment timeline. The timeline must be updated before the policy can be issued.
- Form a team to update the Self-Assessment
- Determine if/how often the Self-Assessment/One-Stop Certification will be reviewed and updated.

Recommendations while updating the Self-Assessment:

- The Self-Assessment should echo the revised service integration policy.
- Examine the addition of co-enrollment data to the self-assessment.
- The Self-Assessment should shift from "feeling" to assessing application points.
- Consider One Stop Operator Certification; can the Self-Assessment and One Stop Operator Certification be one document?
- Consider adding a companion piece to the Self-Assessment that incorporates each of the sections of the Service Integration policy to measure where progress is being made in each section (for example: how far have we gotten on evaluation or career pathways goals).
- Review and update local one-stop operator agreements during this process.
- Reference 678.630 and TEGL 16-16



Phase 2b: Glossary Creation *(Must occur prior to the issuance of the policy)*

Glossary Attachment for key terms/ideas

- Collaborative Intake Process
- WIOA Law
- Quality Integrated services: Use Self-Assessment
- Referral, Referral Outcomes, Referral lifecycle
- Follow-up
- Equity Lens/Equity Tool
- Streamlined Workforce:
 - Streamlined: processes and procedures that will not create additional barriers for the customer or extend the timeline for customers to receive services.
 - A streamline approach to access services will create an inclusive and equitable experience. Service integration will occur across entities delivering specific services or programs based on the needs of the customers.
- Those we serve
 - Clients, participants, students, etc.
- Basic Information/Common Intake Information
- Self-Assessment
- Suitability:
 - Suitability - Determining an individual's suitability and "need" for services requires one-on-one assistance with partner staff. The information must be obtained in order to identify if services are appropriate for the individual. A review of individual barriers, work history, existing skills, interests, expectations, and the availability of appropriate services are factors which shall be reviewed in order to determine if the individual should be enrolled
- Confidentiality/PII

Phase 2c: Policy Resources and Attachment Development/Linkage

Attachments and Resources:

- Federal Guidance (Including TEN 13-20)
- Evaluation Toolkit PD: <https://www.youtube.com/watch?v=xFVe2i5-Q4c&t=1s>
- Self-Assessment (When Completed)
- Eligibility matrix (When Completed)

Add HyperLinks to the policy:

- WIOA Law
- Equity Lens/Equity Tool
- Self-Assessment
- Look into potential links to separate document/resources of the information that is referenced in this section (Service Goal 4)

Phase 3: Create Tools to Assist Service Integration

Suggested Tools Include:

- Development of a Statewide Unified Data System
 - Cross-program outcome analytics options

- Common intake/referral form/process/program
 - Ensure simplicity and encompass holistic views of the customer
- One interface for customers
- Referral and co-enrollment information/tool/measurement method
- Follow-up/Referral outcome information/tool/process/program
- Examine best practices and create a statewide Customer Satisfaction Tool
- Examine best practices and create a statewide accessible combined communication platform/tool among and between platforms
- Eligibility Matrix
 - Reference old attachment to TEGL 16-16 (2015)
- Suitability Communication/Follow-Up Process

Phase 4: Training and Professional Development

- Mandatory orientation
 - Efficient and timely training for all partners, including training for frontline staff to effectively serve all customers, including target populations, based on their individualized needs and abilities.

Professional Development/Technical Assistance Topics:

- PD on how to serve various populations
- Assess Professional Development that has already been created and applies to the topics below. Share with the system as a refresher.
- An overview of the Equity Lens and how to apply it with instruction on how to use any equity tools developed by the IWIB.
- An overview of roles and responsibilities of frontline staff/One Stop Operators /Local Workforce Innovation Boards/Core Partners
- How to communicate suitability and eligibility
- Appeal Rights
- The importance of confidentiality
- Effective community engagement strategies
- Tips on best practices from the field, including:
 - Monthly meetings
 - Reviewing customer satisfaction data during partner meetings
 - Reviewing referral data during partner meetings
 - Best practices of community engagement throughout the state
- Use of IWIB Evaluation Toolkit, including how to use results to evaluate current service delivery
- Information on providing, gathering, and sharing timely labor market information
- Information on career pathways as new industries emerge and the economy changes at both the State and Local levels.
- TA on collaborative intake/dialogue.
- Co-enrollment TA
- Eligibility and Suitability

Phase 5: Share and Examine Policy and Assessments

- Examine the possibility of all assessments conducted through Title II

- Ensure shared understanding of assessments.

Phase 6: Continuous Improvement

- An IWIB appointed group will actively continue to monitor Service Integration efforts in the local areas and revise and continuously improve the system.
- Establish a process for all local WIOA policies to be made public and be reviewed utilizing an equity lens.
- Program partners on the Interagency Technical Assistance Team should bring issues regarding Service Integration that arise in the field, for discussion. This process is highlighted.

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