

The Workforce Innovation and Opportunity Act

Integrated Service Delivery (ISD) Resources

Grouped by Key ISD Features

As more resources are identified and developed, they will be added to inform the ISD Feature...

Please see the [\(Integrated Service Delivery Vision\)](#) for topic descriptions.

1. CO-ENROLLMENT:

- a. [Integrated Education and Training: A Career Pathways Policy and Practice](#)
The report summarizes results of a national survey of adult education providers on Integrated Education and Training (IET) models, funding mechanisms, and partnerships across the country. Providers and partners can utilize the report to review their own career pathways policy and practice for improvement.
- b. [Coordinating TANF and WIOA Employment Services – Strategies](#) **
Brief: https://ion.workforcegps.org/-/media/Communities/ion/Files/Integrated-Service-Delivery/Coordinating_employment_services_with_TANF_Issue_Brief.ashx
Full Report: https://ion.workforcegps.org/media/Communities/ion/Files/Integrated-ServiceDelivery/Coordinating_employment_services_across_the_tanf_and_workforce.ashx
- c. This study details how coordination across TANF and WIA programs can improve efficiency in service delivery and increase the effectiveness of provided services and provides strategies for coordination.
- d. [Linkages Between TAA, One-Stop Career Center Partners, and Economic Development Agencies](#)
This report describes connections that the Trade Adjustment Assistance (TAA) program has established with other workforce system partners and economic development agencies. These connections allow for effective "wrap-around" services for the participants resulting in higher performance outcomes.
- e. [The Second Year of Accelerating Opportunity: Implementation Findings from the States and Colleges](#)
This report provides findings from the second-year implementation study of an initiative focused on assisting low-skill individuals with attaining credentials and job skills through co-enrollment and career pathways strategies.
- f. [Hallmarks of Program Integration: Resource Leveraging and Co-enrollment Strategies](#)
A collection of resources covering co-enrollment and integrated service strategies. Also relevant to Integrated Intake and Integrated Policies.

2. CO-LOCATION:

- a. [Sample MOU and Infrastructure Costs Toolkit](#)
This Sample Memorandum of Understanding (MOU) and accompanying Cost Allocation Analyses for hypothetical local areas may be used as a reference guide or toolkit when



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developing your own MOU, including your One-Stop operating budget, Infrastructure Funding Agreement (IFA), and cost allocation methodologies.

- b. [WIOA Wednesday - Implementing Comprehensive, Affiliate, and Co-location Requirements Under WIOA](#)
This webinar highlights key Workforce Innovation and Opportunity Act (WIOA) provisions for operating comprehensive, affiliate, and specialized sites in the American Job Center network. It also discusses the new co-location requirements contained in WIOA. Presenters share State and local experiences on the approaches and strategies they use to overcome barriers and embrace opportunities for building integrated service delivery models to effectively serve area job seekers and business.
- c. [WIOA Wednesday: Programmatic Changes due to WIOA](#)
This session, aimed at front-line staff, managers, and other intermediary workforce staff and partnering agencies provides a broad understanding of many of the changes in the WIOA provisions that impact system partners.
- d. [Recruitment Targeted Populations: One-Stop Co-Location](#)
This podcast details how co-location at a One-Stop Center can lead to successful recruitment of SCSEP participants.

3. FUNCTIONALLY-ALIGNED STAFF:

- a. [Service Mapping Training](#)
Completion of this training gives a local area a picture of services available for business or job seeker customers, equipping the local area with the information needed to determine how to eliminate duplication and close service gaps. Materials include a PowerPoint presentation, sample agenda, Service Mapping Matrices for business and job seekers customers along with instructions, Agency Description Form, and Identifying Gaps and Duplications worksheets. (Also relevant to Integrated Business Services)
- b. [Enhanced Intake for All American Job Center Customers: A Functionally-Aligned Model](#)
This brief explores the integrated intake model in which all new AJC customers receive up-front staff-assisted services, provided by functionally-aligned staff. This paper describes the rationale for the model, how seven local areas implemented this model in practice, and the challenges they encountered. (Also relevant to Integrated Intake)

4. INTEGRATED BUSINESS SERVICES:

- a. [Changing Roles for Workforce Systems in Carrying Out Sector Strategies](#)
This brief details the varied critical roles that workforce systems can play in carrying out sector strategies; how sector strategies can serve as a critical foundation for regional workforce systems change; and how sector approaches can realign strategy, service delivery, and organizational structure throughout local and regional workforce systems.
- b. [Integrating Sector Strategies and Career Pathways at the Regional Level](#)
Local Workforce Development Boards (WDB) and their partners discuss integrating sector strategies and career pathways at the regional level on this Peer Learning Group call. A



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local WDB that has successfully integrated sector strategies and career pathways discusses key steps and lessons learned from their efforts.

c. [State Sector Strategies: Engaging Public Partners](#)

This module within the Sector Strategies Toolkit focuses on Engaging Public Partners. Learn how to engage state-level partners in the implementation of sector strategies and why integration is important to strong sector partnerships.

5. INTEGRATED CASE MANAGEMENT SYSTEMS:

a. [Practices from the Field for Improving Case Management and Increasing Workforce System Integration](#)

Report discusses the legislative and regulatory framework for case management in Trade Adjustment Assistance (TAA), identifies attributes of effective case management for TAA customers, and describes strategies, organized in four broad categories, for improving case management services in TAA. These strategies include: 1) improving case managers' skills and knowledge through training, feedback, and improved hiring practices; 2) coordination and system integration with other workforce programs; 3) rethinking case managers' roles and responsibilities; and 4) redesigning management information systems. (Also relevant to Co-enrollment and Integrated policies)

b. [Moving Toward Integrated Job Seeker Services: Collaboration Among American Job Center Programs](#)

Report describes different forms of collaboration between Workforce Investment Act (WIA) Adult and Dislocated Worker Programs and other American Job Center (AJC) partners, such as shared staff responsibilities, collocation of partner staff within the AJC, and the use of shared data systems. This product was developed prior to WIOA; however, many of the concepts and ideas are still valid within the WIOA platform. (Also relevant to Co-location and Co-enrollment)

c. [Legal Guide to Administrative Data Sharing for Economic and Workforce Development](#)

Data sharing involves legal and regulatory context that must be incorporated into each state's effort to share data. This guide, Published by The Center for Regional Economic Competitiveness, identifies practices that support responsible use of administrative data for evidence-based policy making and common issues to consider when negotiating a data sharing agreement.

d. [Advancing State Data Sharing for Better Economic and Workforce Development](#)

The Center for Regional Economic Competitiveness authored this report on ways states can improve data sharing.

6. INTEGRATED INTAKE:

a. [AJC Customer Flow Scenarios](#)

AJC Customer Flow Scenarios, in both English and Spanish, including Youth Scenarios, provide examples of how customers are assisted within a high-quality, integrated One-Stop Center. The scenarios have been successfully used by workforce system practitioners as a resource for AJC customers and as a staff training tool.



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b. [Opening Doors for Everyone with Universal Access and Outstanding Customer Service](#)

The strength of the American Job Center is its basic premise that workforce development services can be integrated in one place for easy access to customers, and delivered as efficiently and as streamlined as an excellent business would. This collection of resources provide insight into developing an integrated approach to service and providing universal access to customers.

7. INTEGRATED POLICIES:

a. [Career Pathways Toolkit: Six Key Elements for Success](#)

This toolkit offers a clear and user-friendly road map for administrators, service providers, practitioners, and policy makers seeking to develop career pathway systems at local regional, and/or state levels.

b. [Integrated Case Management Guide](#)

State and Local supervisors as well as case managers may use this presentation to gain a high-level overview of how to integrate effective case management. Topics include effective case management policies; comprehensive assessment, career planning and individual employment plans; and developing the appropriate combination of services for participants. (Also Relevant to Functionally Aligned Staff)

c. [New Day New Way: Oklahoma Workforce System Certification Toolkit](#)

This Toolkit describes Oklahoma's Workforce System Certification process – a Governor-backed initiative to encourage voluntary collaboration across partners to create a shared vision for local economic needs as well as strategies to meet them. It includes information on: the purpose, background, framework, the six steps in System Building, standards and measures, the review process, a self-assessment tool, certification application, and lessons learned from three pilot areas.

8. STAFF CROSS-TRAINING:

a. [Promising Practices Integrated Resource Team Brief](#)

The Integrated Resource Team (IRT) approach is a promising practice involving a team of representatives from different agencies and service systems (both general workforce and disability-specific) who coordinate services and leverage funding to meet the employment needs of an individual jobseeker with a disability.

b. [DEI Lessons Learned for WIA/WIOA: How Integrated Resource Teams achieved WIA Outcomes](#)

This webinar covers the Integrated Resource Team (IRT) approach and how it assisted WIA program staff in serving and achieving employment outcomes and performance measures for populations that experience multiple challenges to employment. Implications for this practice under WIOA are discussed.

*** This product was developed prior to WIOA; however, many of the concepts and ideas are still valid. ***

