**Opting into Washington Integrated Service Delivery Model**

ISD is a work in progress. Not all components of the model will be fully in place on day one. This document is intended to help WDCs opting into the model figure out their current status, identify which items they need to address to implement the ISD model, and set timelines for implementation. This document can be useful for WDCs to revisit over the course of their implementation. The status of each component may vary from site to site.

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| --- | --- | --- | --- |
| **Key components of model** | **Current Status** | **Next steps** | **Completion date** |
| * Customer experience engineered so that every customer accessing WorkSource has a value added interaction during their first visit
 | \_\_\_planning \_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |
| * Co-enrollment of all new job seekers accessing Worksource into Title III Wagner-Peyser and Title 1 Adult programs
 | \_\_\_planning\_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |
| * Organization of staff and services around functions/customer needs rather than programs or agencies
 | \_\_\_planning\_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |
| * Functional supervision/leadership in place to support functional teams as needed
 | \_\_\_planning\_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |
| * Robust menu of services relevant to the local/regional economy available including screening, assessment, skill development, work-readiness, and certification.
 | \_\_\_planning\_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |
| * Customer (job seeker and business) input and data used to continuously improve services.
 | \_\_\_planning\_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |
| * Staff development to fulfill new roles and responsibilities and support continuous improvement
 | \_\_\_planning\_\_\_ready to launch \_\_\_launched\_\_\_evaluating/improving |  |  |

***What ESD will do…***

* Provide the mechanism and policy guidance to support co-enrollment of job seekers.
* Support the functional supervision/leadership
* Support the engagement and development of staff to fulfill their roles and responsibilities in an integrated environment.
* Convene those implementing ISD to identify issues, best practices and create opportunities for joint problem solving

***What WTECB will do…***

* Adopt enabling policy, where needed
* Renegotiate (as needed)/negotiate performance goals for areas implementing ISD

***What ESD, WTECB and WDCs integrating ISD agree to do…***

* Communicate both successes and challenges
* Jointly identify issues and solutions

***Identify which Centers/Affiliated Sites will participate in ISD:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Identify which programs will be engaged in the ISD pilot for the local area:***

* WIOA Title I Adult
* WIOA Title III (Wagner Peyser)
* Dislocated Worker
* Trade Adjustment Assistance
* RESEA
* Jobs for Veteran’s Service Grant/(LVERs and DVOP),
* WorkFirst will work through the technical issues across these programs in order to develop model for integrated services.
* Other core and required WorkSource partners, including WIOA Title II Adult Education and Literacy, and Title IV Vocational Rehabilitation will be invited to participate once the initial programs and partners have address the key barriers to implementation.
* Other funded employment training programs in the area