



# Integrated Service Delivery: Pieces of the Puzzle

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**COMMUNITY AND  
TECHNICAL COLLEGES**  
*Washington State Board*



# Your Facilitator

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  - Policy Associate, SBCTC, (2014 – 2020)
  - Instructor, Clark College, (2008-2014)



# Integrated Service Delivery (ISD)

- In our publicly-funded system we already have all the pieces needed for how to successfully serve students in ICAPS!
- But it is up to us to bring these different pieces together to make our programs work for students.
- Thankfully, there is help!





## ISD – what is needed?

- Let's brainstorm a list of some of the different puzzle pieces: services students need.
- What services do students need to be successful in ICAPS?  
(From beginning to end!)



## ISD – what is working?

- Share successes related to integrating service delivery!
- What innovations, initiatives, and strategies have worked for you? These could be related to things like:
  - Service Integration
  - Referrals or conversation starters for the referral process
  - Braiding resources for student support and success
  - Work-based learning



## ISD – ongoing challenges

- What puzzle pieces are you missing?
- What do you need to research to integrate service delivery?
- What do you need to initiate?
- How can we learn from each other?
- How can we build relationships with our partners?

# Thank you for what you do for students!

## Questions?

### Contact Info

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