Service Integration: What It Means for Career and Technical and Adult Education

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Diana Robinson
Director, NIU Center for Governmental Studies
drobinson@niu.edu, (815) 753-0912

Bevan Gibson
Director, SIPDC
bgibson@siue.edu, (618) 650-2254
How Much Do You Know?

- Have you heard of service integration?
- Are you involved in local service integration or self-assessment discussions?
- Are you aware that these discussions are taking place?
What We’ll Cover

- What service integration is
- Why service integration is important
- How service integration is relevant for CTE and Adult education
- Ways that service integration can strengthen learner outcomes and success
- Any questions or comments you may have
Background

• The Workforce Innovation and Opportunity Act (WIOA) requires services offered by the 18 One-Stop Center partners be coordinated.

• In Illinois, service integration is defined as:

  ✓ “a combination of strategies to align and simplify access to one-stop center services and supports for employers, job-seekers, and system customers with the goal of providing the best experience possible.”
Service Integration Functions

- Seven one-stop functions are at the core of service integration and **all are relevant** to CTE and adult education:
  - ✔ Customer-Centered Design
  - ✔ Staffing
  - ✔ Intake and assessment
  - ✔ Services
  - ✔ Career pathways
  - ✔ Information
  - ✔ Evaluation
Customer-Centered Design

**Goal:** Partners use customer input to design and deliver integrated services to all customers

**Outcome:** one-stop services are shaped by customer needs and preferences
Staffing

Goals:

• Competencies, values, performance expectations communicated to staff
• Cross-training and program resources made available
• Communication occurs across partners
• Staff treated as valued and respected team members

Outcome: A culture of accountability is created
Intake and Assessment

Goals:
• Customers provide basic information once
• Staff collaborate in holistic customer assessments

Outcome:
Customer needs are quickly and accurately identified
Services

Goals:
• Delivered by function rather than program
• Processes are streamlined and aligned
• Service plans are “living documents”
• Customers receive timely and coordinated access to services

Outcome:
All customers are provided access to quality integrated services that meet their needs efficiently and seamlessly
Career Pathways

Goal:
Learners progressively build toward college and career success through aligned education, training, and employment opportunities over their lifetimes.

Outcome:
Careers pursued by Illinois workers are aligned with the current skill needs of employers.
Information

Goals:

• Managers and staff share information on programs and services a customer has received subject to confidentiality requirements
• Current and timely labor market information informs career planning and sector initiatives

Outcome:

• Staff have access to a range of information enabling them to provide excellent customer service
Evaluation

Goal:
State and local workforce board expectations drive evaluation of one-stop service integration.

Outcome:
Local service integration efforts are evaluated annually to identify continuous improvement opportunities.
Service Integration Self-Assessment

- All local workforce areas are participating in a service integration self-assessment process.
- All one-stop partners should be invited to participate, including adult education and CTE.
- The result will be action plans addressing 3-5 priority service integration goals the LWA will work on over the next year. Will be incorporated into local WIOA plans.
- Self-assessments due to the IWIB on 9/30/2019 – ask for a copy from your LWIB and identify ways that service integration can better meet the needs of CTE and adult ed!
Career Pathways Lead to Economic Success

- Building systems to support them takes a whole community.
- Consistent policies and enough resources are needed
- Together, practitioners from adult and postsecondary education, human services, workforce development, housing, and other systems can invest, align, evaluate, and evolve their shared work. They must first agree on what the work is.
- State leaders are using the Illinois Career Pathways definition to guide grant making and cross-agency projects including apprenticeships, talent pipeline management, innovation, career pathways for youth, and outcome evaluation.
Six Key Elements of Career Pathways

- Build cross-agency partnerships and clarify roles
- Identify industry sectors and engage employers
- Design education and training programs
- Identify funding needs and sources
- Align policies and programs
- Measure system change and performance
CTE and Service Integration Benefits

- Training program for the One-Stops
- One-Stops could serve as possible recruitment for CTE
- Training dollars and referrals from the One-Stops
- Advisory Councils and Business Services Teams at One-Stops could share information for planning purposes
- Partner with Adult Education as a feeder to your programs and for additional support for CTE students through ICAPS/IET programs
Considerations for CTE in Service Integration

- Responsiveness to POS/certificate needs of One-Stop customers
- Length of CTE training programs, consider stackable certificates
- Be present at the table
Adult Education and Service Integration

The Adult Education Strategic Plan’s “Expanding Career Pathway Opportunities in Adult Education” vision is:

“In partnership with other stakeholders, we will create learning opportunities that are aligned with statewide education, training, and employment strategies to ensure all adult learners have access to and success across services that are cohesive, coordinated, and innovative to promote better economic and sustainable career pathways.”
Adult Education and Service Integration Benefits

- Referrals from One-Stops
- Provide employability skills to all
- Basic academic skills
- Bridge programs contextualized to high-demand careers
- Feeder to employment and training to ICAPS, CTE, and One-Stops
Considerations for Adult Education in Service Integration

- Times and locations of courses offered
- Length of courses
- Referrals to ICAPS, CTE and other training provided through One- Stops
- Be present at the table
ICAPS and Service Integration Benefits

- Customer/student needs will be more quickly and accurately identified because a holistic assessment of the customer needs by all partners is being done
- Employer input for program development through Advisory Councils and Business Services Teams
- Labor Market Information to guide program development
- Referrals from One-Stops for training in ICAPS/IET
Considerations for ICAPS and Service Integration

- Working with CTE to develop ICAPS/IET programs
- Stackable credentials
- Length of course
- Location and times

ICAPS Career Navigators should be aware of all services from partner programs (e.g., referral to child care, veterans services, etc.) an individual has received (subject to confidentiality requirements)

- Be present at the table
Service Integration Small Group Discussion:

- What is the direct connection between service integration and your students in terms of Customer-Centered Design, Services and Career Pathways?
- How could this policy affect/strengthen services to your students?
- What are three challenges to achieving greater levels of collaboration?
- Give an idea for addressing each of the challenges.
Questions/Comments