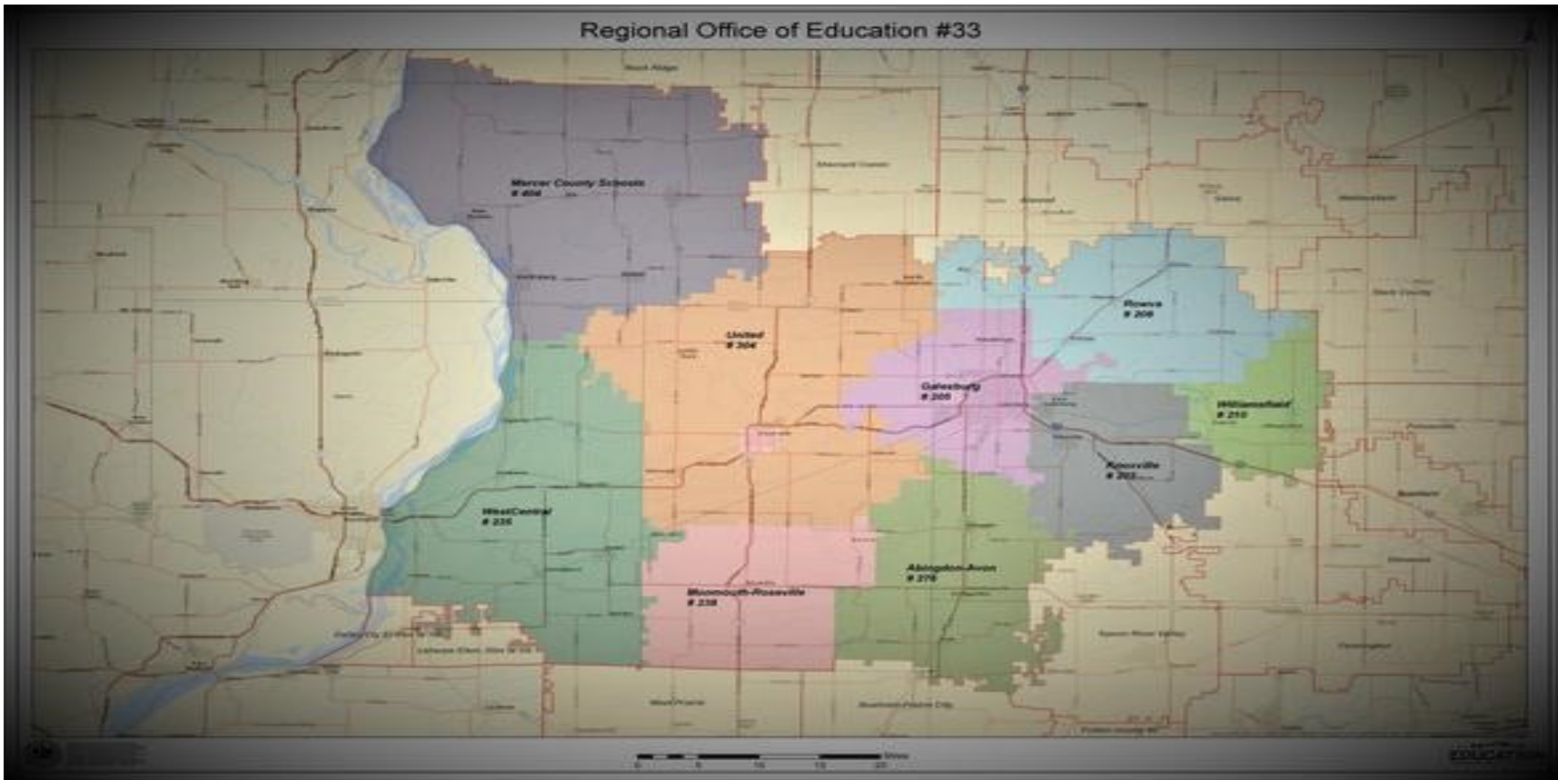


## **"Developing Relationships with Service Providers"**

**WIOA - Carl Sandburg College (CSC) - Il Dept of Human Services (DHS) - Il Dept of Human Resources, Division of Rehabilitative Services (DHS-DRS) - National Able Network (Able) - Western Illinois Regional Council (WIRC-CAA) - Western Illinois Works (WIW) - Il Dept. of Children & Family Services (DCFS)**



Where In the World . . . ?

# We Serve Here:

## **RAES Day High School Diploma Program:**

Located in both Galesburg and Monmouth and serves students from 6th through 12th grade.

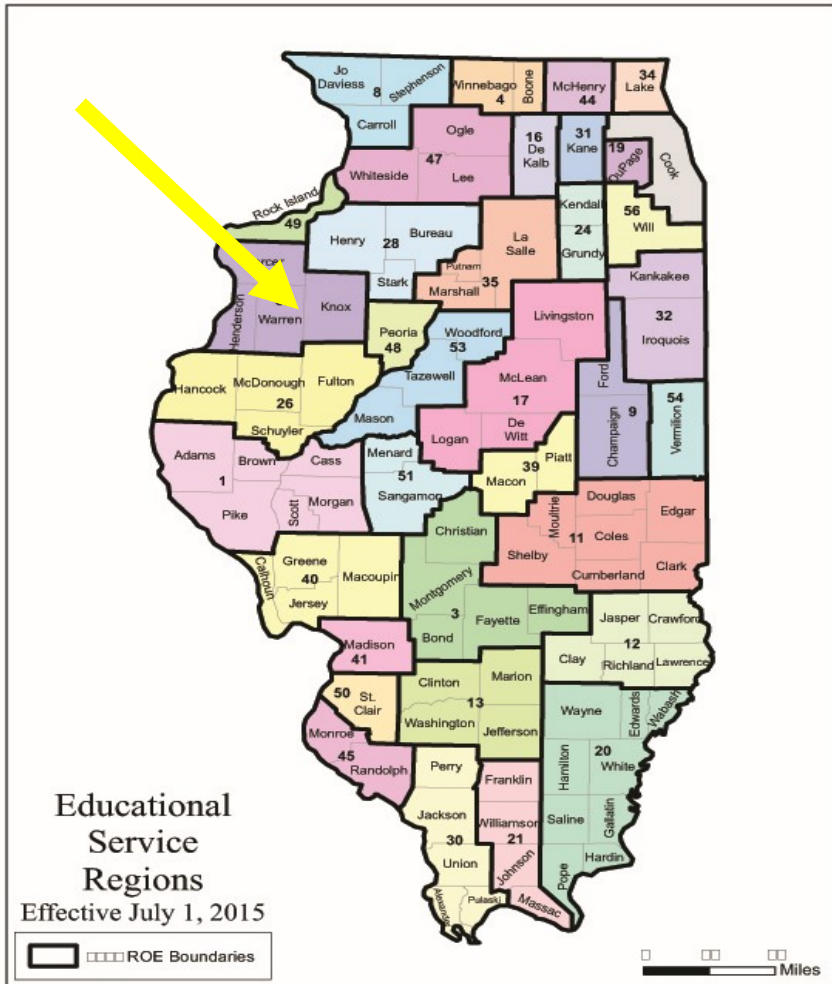
## **ROE #33 Adult Education Program:**

Located in Galesburg, Monmouth and Carthage. Offers evening HiSet/GED courses for individuals 16 years of age and older seeking their GED or High School Equivalency Certificate.

## **ROE #33 Adult ESL Program:**

Located in Galesburg and Monmouth and services students 16 years of age and older.

Offers English as a Second Language courses that are developed to educate non-speaking students how to speak, read and write English.



# Beginning assumptions accessing services for students

**Accessing services from outside agencies can be cumbersome**

**Frequently uncoordinated processes**

**Challenges to Data-sharing**

**Untimely delivery of benefits or services**

**Reduced and restricted services available**

# WIOA for CTE

## The Reach Out

### Actions:

**Deliberate strategic attempts to re-Establish (Re-Tread) relationship**  
**Changed our Front person (Admin), Strategic discussions**

**Demonstrate our commitment to responsive service and communication**  
**Rapid response, Consistent representation**

**Active participation in area partner meetings and trainings**  
**LWIA, APC, KCHSC, YES, ROSC, etc.**

**Research and Inquire about their programs, eligibility, and processes**  
**Conversations with specific program representatives and personnel**

**Help satisfy the partner agency obligations - Creation and Sharing of common referral form**

# WIOA for CTE

## The Reach Out

### Results:

**Greater reception of our programs needs and considerations**

**First person communication lines**

**Increased responsiveness to our students' application process**

**Student referrals discerned from public/ walk ins**

**Asking has turned to Offering**

**WIOA Incentive Grant Program/ Bridge Program and CSC ext.**

**Partnership, (+)**

**Continued development of referral process and data managing**

**Integrating referral tool lead to deeper examination of internal process**

# Childcare & Internal Integration

## The Look Inside

### Actions:

**Searching for alternative options**

**Integrating (your?) ROE #33 Parent Educator service into Transitions**

**Services**

**Outreach to 'Experts'**

**Access to Parent Educator specialties; childcare, public services, resources**

**contacts**

**Referral process integration**

**Re-Establishment of ROE #33 Referral and Processes Committee**

# Childcare/ Internal Integration

## The Look Inside

### Results:

Discovery of secondary and extended resource points

**'At-home' childcare resources, three additional sources of free diapers**

Improved range of services

**Retain improvements when return to normal conditions**

Improved internal service integration, efficiency, and collaboration

**Integration of referral tools and organization-wide coordination**

Incidental alignment; **Transit Committee**



# Transportation

## The Reciprocated Hand

### Actions:

**Collaborate with colleagues with common objectives**

**Met with previous representative of dissolved Transit committee**

**Share networks to contact decision makers**

**Met to discuss background, persons of interest, and share available research**

**Combine resources for the greatest collective voice**

**Negotiate bulk purchase price of bus passes**

**Revisit previous decisions**

**Targeted contact to motivated individual**

# Transportation

## The Reciprocated Hand

### Results:

**Creation of internal partners and identification of shared objectives**

**Systems view practice employed for a specific outcome - Bulk purchase of**

**Bus passes**

**Establishment of the ROE #33 place at the table at civic transit discussions**

**Re-Establishment of ROE #33 Transit Committee**

**Invite Galesburg Transit public discussion**

**Capitalize on customer-oriented pivot of public transportation service**

**Offer of Pilot program of extended service hours**

# COMMLINK CRIB SHEET

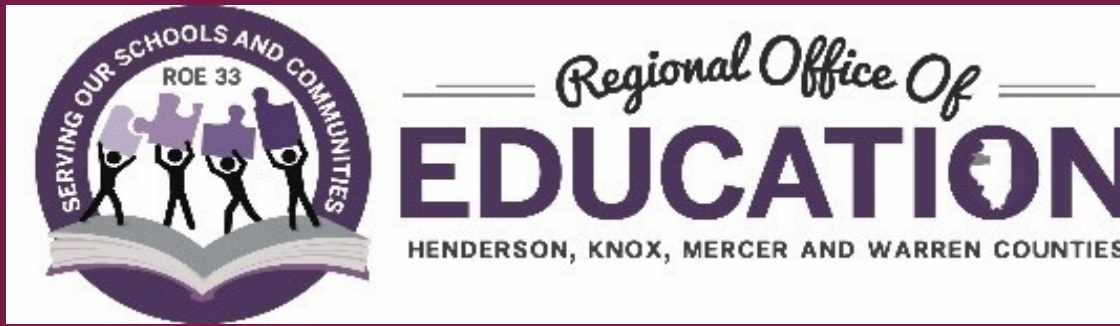
## POSSIBLE TAKEAWAYS FOR YOUR PROGRAMS

### EVERYDAY POINTS:

Reach Out - Be Proactive  
Come With Something In Hand  
Represent Opportunity  
Know your contact's process  
Learn your Contacts Needs  
Seek and Attend (Partner Meetings)  
Be Known and Be Shown

### FOR TIMES OF CHANGE:

Fresh Look at Old Decisions  
Data Distribution Duty  
Utilize Old, New & Novel media  
Feel It through the Phone  
Call out to Change Agents  
Muster Allies in the Struggle!



Lucas Robison

Transitions Specialist

Regional Office of Education #33.

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