



The Art and Science of Service Integration – Cultures that Facilitate Collaboration by IDRS and Local Workforce

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Which partner do you best represent?





Facilitator



- Kraig Kistingner
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Background and Objectives

Background:

Service Integration conversations within IWIB Career Pathways for Targeted Populations Committee (CPTP) between local employers, workforce agencies, and IDRS

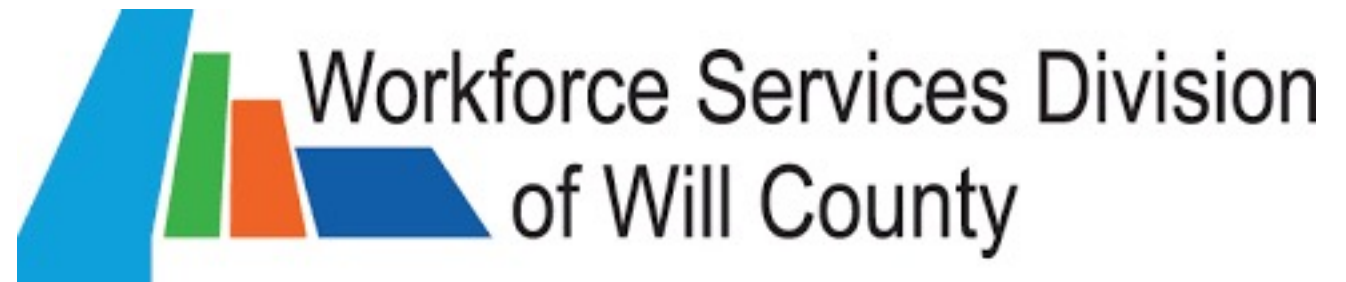
Objectives:

- Show examples of service integration at the local level throughout the State
- Provide best practice models for replicating service integration in regions throughout the State



Panelists

- **Susan Flessner**, Director – Workforce Services Division, Will County
- **Damien McDonald**, Supervisor - Division of Rehabilitation Services, Joliet





Panelists

- **Mark Lohman**, Executive Director, American Job Center, LWIA 13
- **Jenny Miller**, Director of Community Employment Services, The Arc of the Quad Cities
- **Amy Fort**, Supervisor - Division of Rehabilitation Services, Rock Island





Panelists

- **Rick Stubblefield**, Executive Director, American Job Center, LWIA 24
- **Susan Chapman-Schultz**, Assistant Bureau Chief - Division of Rehabilitation Services, Region 5



Question 1

- What does service integration mean to your agency/organization, and why is it important?



Question 2



A checklist icon consisting of a rounded rectangle containing three horizontal lines. To the right of each line is a square checkbox. The top checkbox is checked with a checkmark, while the middle and bottom checkboxes are empty.

- How do effective partnerships lead to adding value to your employer customers? (Buy-in, service integration, education)

Question 3

- How do your partnerships lead to breaking down barriers and driving employment of job seeking customers? (Service integration and customer centered design)

Question 4

- Give us some examples of what has worked and challenges that have been identified.



Questions





Next CPTP Meeting

- Thursday, June 23 – 10-11:30AM
<https://global.gotomeeting.com/join/803490133>