



## WIOA Regional Workshops: Service Integration

Radisson Hotel and Conference Center, Normal IL

October 31, 2018 – White Oak Room

### Agenda

- 10:00 AM Welcome  
John Marchioro and Lavon Nelson, WIOA Professional Development Team
- 10:15 AM Introduction to the Service Integration Framework  
Mark Burgess, Service Integration Team
- 10:30 AM Exploring Assessment: highlighting relationships and how to put a positive spin on asking the tough questions  
Jodi Sue Kelly, Cygnet Associates
- 12:00 PM Working Lunch – Case Noting Demonstration  
Dee Reinhardt, Illinois WorkNet
- 1:00 PM Breakout Sessions I
- Making Effective Referrals – Hickory Grove Room
    - presented by John Marchioro and Lavon Nelson
  - Suitability for Training – Evergreen Room
    - presented by Natasha Telger, WorkNet
- 1:45 PM Breakout Session II (Repeating)
- 2:30 PM Team Time: How to Improve Customer Outcomes through Service Integration
- 3:15 PM Facilitated Report Out
- 3:30 PM Adjournment