

Key Design Elements for Demand-Driven, Skill-Based, Integrated Service Delivery in One-Stop Career Centers

Demand-Driven, Skill-Based, Integrated Service Delivery serves all Center customers seamlessly and:

- ✓ **Uses strategic workforce intelligence to inform all phases of service delivery** and to ensure quality services for Center customers to develop the skills they need to find success and to help employers find the qualified workers they want.
- ✓ Assumes **all Center customers need an opportunity to know their skills, improve their skills, and get the best possible job they can with their skills.**
- ✓ Includes **co-enrollment** across programs and the provision of a **full range of services** staffed by **cross-program, functional teams.**
- ✓ Moves **beyond program partnership and co-location** to true integration of staff, integration of the customer pool, an integrated, standardized, skill-focused customer service flow.

Three Requirements for Integrated Service Delivery:

1. A commitment to and a process for an **integrated customer pool**, so that all center customers (whenever eligibility permits) are registered simultaneously in as many programs as possible, so that customers may be co-owned by all center staff.
2. An **integrated customer flow** clearly defining a service delivery process with a sequence of universal services that does not emphasize program eligibility and program participation.
 - This integrated flow has **three key services** to be offered and provided **to all center customers:**

- (a) An **initial, standardized skill assessment** from which an **initial service plan** is designed and promoted;
 - (b) A **robust menu of demand-driven, skill enhancement products** (including, but not limited to, occupational training);
 - (c) A method for attaching center customers to the labor market by responding to employer qualifications and, whenever possible, **verifying skills prior to the referral of job candidates to employers.**
3. An **integrated staffing chart** to lead and provide services to the integrated customer pool as they are served through the adopted, integrated customer flow.

Centers have a designated and clearly defined manager and functional team leaders. The identified manager and team leaders are named without regard to funding source and coordinates the functional teams in the implementation of the integrated Center customer flow.

Functional teams staff the adopted customer flow and team membership includes staff paid by different funding sources. Staffing organization is by services offered. Affiliation is by team and not by program funding.

Consultation, Training, and Technical Assistance to Reengineer One-Stop Career Centers

- Assistance in **planning, design, and implementation of a proven-to-work integrated, seamless service delivery model** with a focus on a skill-building and workforce improvement
- Presentation of the **rationale, goals, elements, and benchmarks** of “customer-centered, skill-based, integrated service delivery”
- Development of **statewide and local transformation frameworks** with metrics and parameters for integrated service delivery

- **Review of current policies and procedures to ensure alignment** with integrated service delivery principles and streamline requirements to achieve efficiencies
- Facilitation of meetings and training sessions to **build common commitment to and accomplishment of this transformation** at all system levels and prepare for launch of the new design
- Recommendation of **practical staffing patterns, procedures, and protocols for successful implementation** of reengineered service design
- Provision of **post-launch implementation consultation** for continuous improvement and responsiveness

Greg is Ready to Help You implement Integrated Service Delivery

Training and technical assistance is available through onsite delivery, webinars, and/or telephone consultation.

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