

# Delaware Service Alignment Self-Assessment and Planning

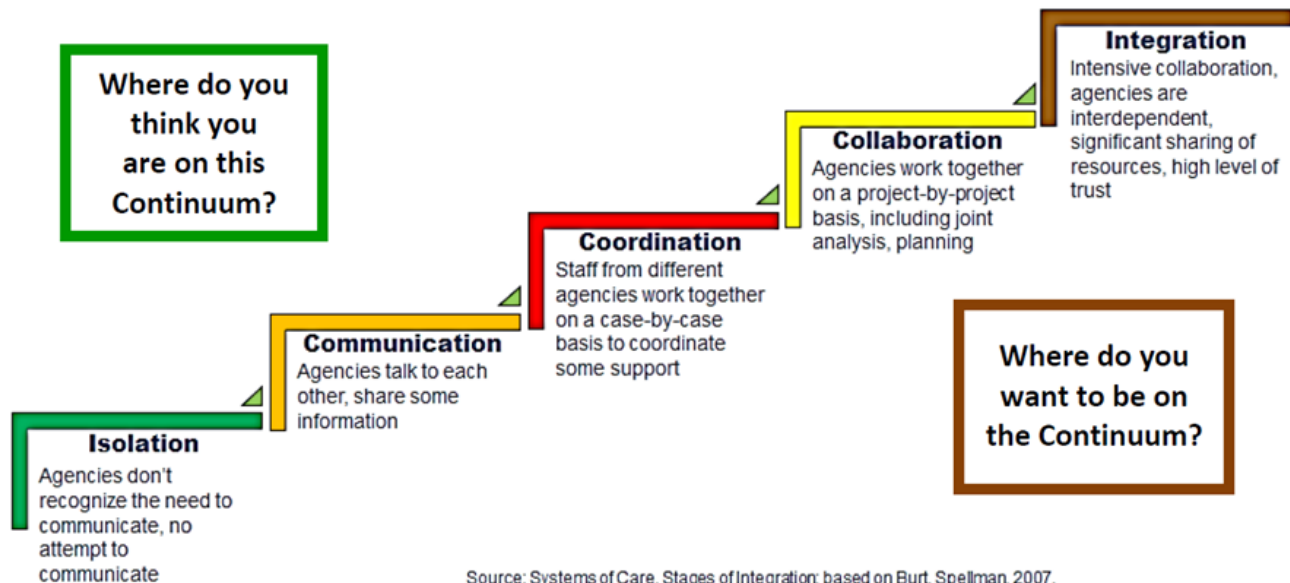
## Highlights

- State-level involvement in the Strategic Service Alignment Self-Assessment and Planning.
- Active Workgroups working to align services across American Job Center partners in:
  - Adult Career Pathways
  - Front End Services
  - Case Management
  - Business Engagement
- Delaware has created a strong, web-based resource page supporting Delaware's WIOA Leadership Implementation Plans:
  - <https://det.delawareworks.com/one-stop-system/Team%20Info.php>

## Description

The Workforce Innovation Technical Assistance Center (WINTAC) meets with the Delaware WIOA Leadership Team to assist them in assessing their level of engagement and connectivity between Core, Required and Other American Job Center (AJC) partners. On January 16, 2019, WINTAC met with representatives at the Buena Vista Conference Center to facilitate the Integration Continuum <sup>Figure 1</sup> process with the partners in order to complete a Self-Assessment of their current level of integration, and to develop an initial plan of action based on a prioritization of desired outcomes.

Figure 1 – Integration Continuum



WINTAC reviewed the WIOA Vision and Requirements related to integrated services with the participants. Stimulus questions and information on the Integration Continuum and major processes examples had been sent to the participants prior to the meeting, and were reviewed in detail prior to each individual's assessment of current levels of alignment. This was followed by group consensus with those from their area. Subsequently, each group identified three (3) priority areas to focus on in the coming year:

- Case Management;
- Business Engagement;
- Front End Services;

And later added a fourth:

- Adult Career Pathways.

### Case Management

CASE MANAGEMENT	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
✓ Level of Integration Current – Desired							✓			→			✓		

### Front End Services (Intake, Assessment, Career Services)

CAREER SERVICES	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION					
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High			
Level of Integration Current – Desired										✓			→			✓		

Assessment	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION					
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High			
Level of Integration Current – Desired										✓			→			✓		

Intake	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION					
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High			
Level of Integration Current – Desired										✓			→			✓		

### Business Engagement

BUSINESS ENGAGEMENT	ISOLATION			COMMUNICATION			COORDINATION			COLLABORATION			INTEGRATION		
	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High	Low	Mid	High
✓ Level of Integration Current – Desired				✓			→			✓					

WINTAC has shared information, examples, resources and consultation on implementing their work plans, and has assisted the teams with short- and long-term planning and the establishment of on-going evaluation for progress made. Each of the above State-Wide Alignment Action Teams have established a ‘Goal Tracker’ to focus the work of the teams and identify measureable outcomes. Surveys of Front Line Staff and Businesses have been created to gather input on the awareness of WIOA, and to guide the teams in identifying gaps and tailoring action steps to close those gaps.

## Impact

The WINTAC Self-Assessment and Planning facilitated process with the Core, Required and Other Partners was adopted by the WIOA State Workforce Board as the priority actions for the State Workforce Strategic Plan. WINTAC continues to provide consultation in several areas of Service Integration implementation. The Delaware State Workforce Board has established five (5) goals, four (4) of which were initiated and are being implemented because of WINTAC’s involvement.

The Division for the Visually Impaired have not only captured ‘room at the table,’ but it has also emerged as a lead partner in the strategic planning and service alignment for the state. System-level work has been coupled with agency-level work.


There have been multiple demonstrations of collaborative partnerships between VR and the Core Partners this past year. This includes the following:



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- a) Participation in ongoing oversight of state-plan implementation;
- b) Updating MOU's;
- c) Shared provision of Career Services in AJC's (evidenced with a plan, budget and funding mechanism);
- d) Participation in collaborative teams to provide business services to meet the needs of business sectors or targets identified by WDB;
- e) Work with partners to address program access for all career centers; and
- f) Establishing Career Pathway models with partners to assure the inclusion of people with disabilities.

They have not yet reassessed their overall level of Service Alignment along the Integration Continuum, but have a schedule for doing so.



TECHNICAL ASSISTANCE FROM MANY WINTAC STAFF HAS BEEN INVALUABLE TO OUR PROGRESS. DELAWARE HAS MANY PARTNERS WHO ARE SERIOUSLY TRYING TO DEVELOP A MORE COORDINATED AND SIMPLER PROCESS FOR PEOPLE WHO HAVE MULTIPLE BARRIERS SO THAT THE PROCESS IS NOT SO CUMBERSOME FOR THEM. DELAWARE IS RECEIVING EXTENSIVE TECHNICAL ASSISTANCE FROM WINTAC AND THIS IS HAVING A VERY POSITIVE IMPACT ON DELAWARE'S PROGRESS AS WE BETTER COORDINATE SUPPORTS AND SERVICES TO ALL CITIZENS IN DELAWARE.

Hope Ellsworth, One Stop Operator and WIOA Leadership Team

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