

## VR-AJC Integrated Services Continuum

### INTRODUCTION:

This roadmap is a guide to use for planning and implementation of the Integrated Service Continuum (ISC) Model within VR agencies, core partner state agencies, community rehabilitation programs and other stakeholders. It provides guidance structure orientation, planning and implementation.

The Roadmap is composed of 4 distinct parts; each part contributes to the complete *roadmap to launching the use of the Integrated Services Continuum model in a state;*

- I. Planning and Preparation for implementation*
- II. Project Design*
- III. Project Implementation and Post-Implementation*
- IV. Evaluation, Expansion and Sustainability*

Internally, TA Staff (including project lead, trainers, other team members) can walk through the below items in advance of the first meeting with VR and agree on a general design and discussion strategy that is in alignment with what the agency hopes to accomplish regarding the implementation of the ISC Model

### **Section I: Planning and Preparation for Implementation**

- A. Provide an overview of WIOA requirements for the Integration of Services in the American Job Centers and the Integrated Services Continuum Model to VR agencies, partners and stakeholders.
- B. Determine the focus of implementation – statewide selected priorities or locally selected priorities
- C. Identify Cross-Agency Pilot Resource Team to support the pilots
- D. Select Pilot locations

### **Section II: Project Design**

- A. Facilitate an AJC self-assessment with Core and other partners of their current levels of service delivery alignment in six common process areas (Outreach/Intake; Assessment; Career Services; Case Management; Career Pathways; Business Services) Should include decision makers at the local level in addition to front-line staff
- B. Guide the partners through a consensus building process which identifies desired levels of service delivery alignment
- C. Facilitate a consensus process to identify 2 – 3 prioritized areas of focus of improved alignment of services



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- D. Provide assistance in the development of a cross-functional action plan to close the gaps between the current level of alignment and desired level of alignment in the prioritized areas of focus with:
  - a. Specific goals, activities, outcome measures and timeline
  - b. Consultation, communication and reporting plan

### Section III: Project Implementation and Post-Implementation

- A. Assist the cross-functional teams in implementing action plans through on-going consultation and technical assistance:
  - a. Identify implementation drivers and best practices
  - b. Sharing of effective approaches taken in other states
  - c. Identify impact measures (increase in co-enrollment, number of events or other demonstrations of collaboration, increased level on the Integration Continuum)
- B. Work with Action Plan teams and Cross-Agency Pilot Resource Team to address issues that require higher level assistance and consultation
- C. Monitor and track progress toward outcomes

### Section IV: Evaluation, Expansion and Sustainability

- A. Track Action Plans effectiveness (goal completion and outputs)
- B. Collect outcome data
- C. Conduct a meeting to review evaluation findings from the pilot and consider “what worked and what did not work”
- D. Discuss improvements or alternative strategies for implementation
- E. Share results with the Cross-Agency Pilot Resource Team and State level leadership
- F. Develop/Revise statewide policies, procedures for implementation as needed
- E. Develop an approach to sustain the local efforts and expand to other locations if desirable

## VR-AJC Integrated Services Continuum Roadmap

### Section V: Graphic Example

