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## Are you ready for Integrated Services with the American Job Centers (AJC)?

A checklist for State VR Agencies

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### **Section I – Preparation and Implementation**

#### Unified/Combined State Plan

- 1.** Has your agency worked with the State Workforce Board to develop the Unified/Combined plan for your state?
- 2.** Does your agency continue to meet with the State Board and other Core Partners to monitor the progress of the State Plan implementation and update the plan as needed?
- 3.** Has your agency begun discussions on jointly modifying your State Plan to meet the requirement for submitting a modified plan every two years (*WIOA Section 102, 103*)?
- 4.** Has your agency worked with the State Board and Core Partners to address the following in the Unified/Combined State Plan:
  - a. Plan to address State objective
  - b. Description and establishment of Career Pathway models
  - c. Description of integrated customer service flows and processes in American Job Centers (AJCs)
  - d. Guidance and support to Regional Boards (*if your state has multiple local regions identified*) in WIOA implementation, including the following:
    - i. Development of local Memorandums of Understanding (MOUs) and Infrastructure Funding Agreements (IFAs) and cost sharing agreements
    - ii. Job Center Certification and Section 188/program access
    - iii. Information and resource sharing in Job Centers
  - e. Section 188 and program access
  - f. Responsibilities for agencies regarding the purchase and use of adaptive or assistive technology and services required or used in services delivery
  - g. Annual reporting
- 5.** Has your agency established a process with the State Board and Core Partners to use Common Performance Measures and other information for use in system impact and improvement of the workforce service system?
- 6.** Has your agency written SMART (*Specific, Measurable, Attainable, Relevant, Timely*) goals for each objective?



### Key Agreements

- 1. Education
- 2. Medicaid/DD/Mental Health
- 3. Data Sharing
- 4. American Indian Agency
- 5. Local WDBs
  - a. MOU
  - b. IFA/Additional Cost Sharing
  - c. Is a Career Pathway model articulated in the local MOU?
- 6. Partnership Plus (Ticket to Work)

### Capacity Building and Staff Preparation/Development

- 1. Does your frontline staff have an understanding of the vision and purpose and functions of the Local Workforce Development Board?
- 2. Can your frontline staff identify the core and required one-stop partners?
- 3. Is there a working understanding of the VR-related Career Services in the American Job Centers? *(Note: This may be particularly important for SVRAs in Order of Selection.)*
- 4. Is there a strategy for partnering with other AJC partners to jointly provide business services through the AJC one-stop delivery system?
- 5. Is staff aware of which business services measures have been jointly selected by the Core Partners in your state to collect for the pilot year?
- 6. Have the Core Partners discussed collecting data for individuals co-enrolled in the core programs?
- 7. What is the strategy for collecting this information?
- 8. Does the state have strategies in place to co-enroll?
- 9. Is there collaborative support to local regions/offices to support their Career Pathway models?

### Career Services in a Local Center

- 1. Have the Core and Required Partners in each region developed an AJC Vision or Mission statement?
- 2. Has there been a review of RSA TAC 17-03 on Infrastructure Funding of the One-Stop Delivery System?
- 3. Is there a working understanding of the Career Services in the AJC?
  - a. Has the agency met with Core and Required Partners in each local region to describe the career services in the center?
  - b. Does the service description in the local MOU match "a" (above)?
  - c. Is there a budget for the Career Services in each region with an established funding mechanism through which partners contribute?
- 4. Have Core and Required Partners created a service flow process map that shows how customers access services in an AJC?



- 5. Have VR and the AJC considered ways in which VR consumers on a wait list (in states where Order of Selection is in place) can have immediate access to career services through the AJC service delivery system while waiting for VR services? (Technical Assistance is available to assist with developing this process, if needed.)
- 6. Have local regions/offices considered enhancements to Career Services that increase the value of participation by targeted populations (e.g., digital literacy, financial literacy, SSA disability benefits planning/advisement)?
- 7. Is there a strategy for partnering with other AJC Partners to jointly provide business services through the AJC one-stop delivery system?

### Section II – Self-Assessment of Integration of Services with AJC

#### Have you completed self-assessments of your current level of the integration of VR services with other partners in the AJC?

- 1. Have you completed the WINTAC Integration Continuum Agency Self-Assessment <http://bit.ly/wintac-tool-1-integration>:
  - a. Assessing your level of connection to Core, Required and other partners in the AJC state-wide and locally?
  - b. Isolating, Communicating, Coordinating, Collaborating, or Integrating?
- 2. Have you completed the WINTAC Integration Continuum Facilitated Collaborative Self-Assessment with your AJC Partners in the following processes at the AJC:
  - c. Outreach/intake
  - d. Assessment
  - e. Career Services
  - f. Case Management
  - g. Follow-along
  - h. Business engagement
- 3. Do you and your AJC partners have a process for establishing goals to reach a specific level on the Integration Continuum Systems Assessment or through another approach to increase integration for each of the processes listed above?
- 4. Do you and your AJC partners have a strategic plan for training, implementation, policy and procedure amendments that includes data collection, timelines and roles/responsibilities?

### Section III – Strategic Continuous Improvement

#### Have you determined how you will adapt and evaluate your Integration strategies and processes over time?

- 1. What measures, in addition to the Integration Continuum, are needed to complete and evaluate (co-enrollments, businesses served, etc.)? Have you determined how you will share responsibility for continuous improvement?
- 2. Do you have the staff resources (e.g. staff time, staff expertise, etc.) necessary to conduct identified evaluations?