

System Integration

Integrated WorkSource Partnerships for Improved Access and Effectiveness

Liz Gallagher

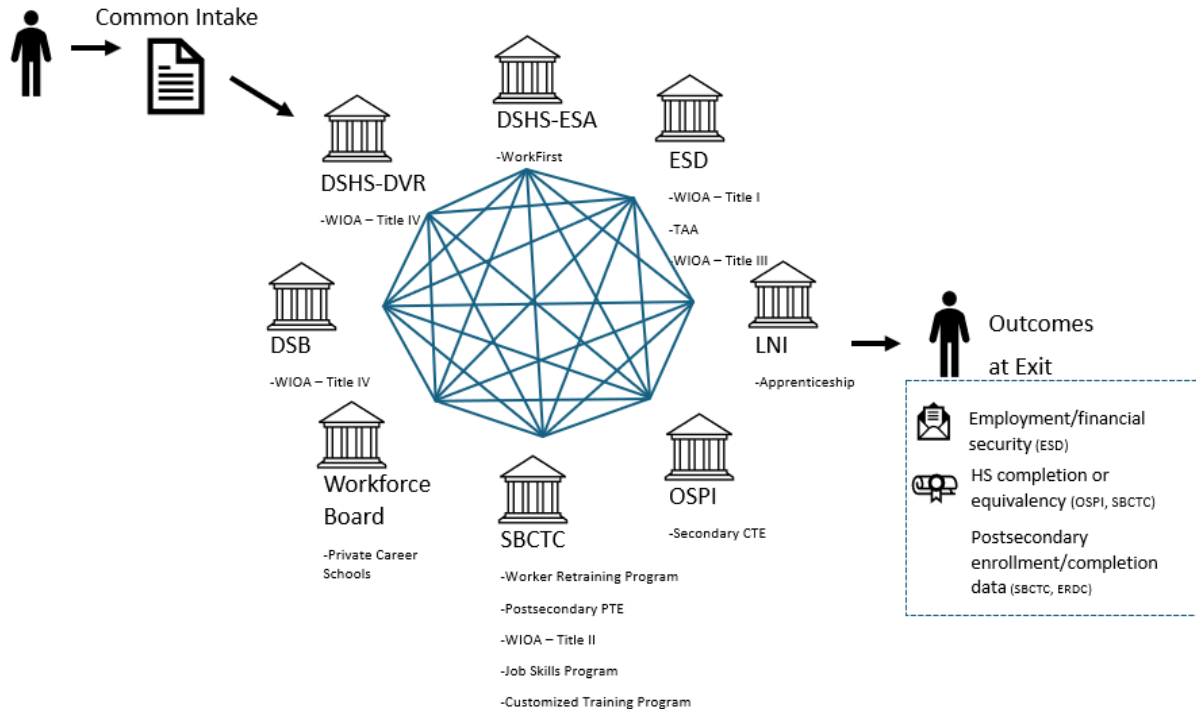
Workforce Board





System Integration - What is it?

“No Wrong Door” to Washington’s Workforce System

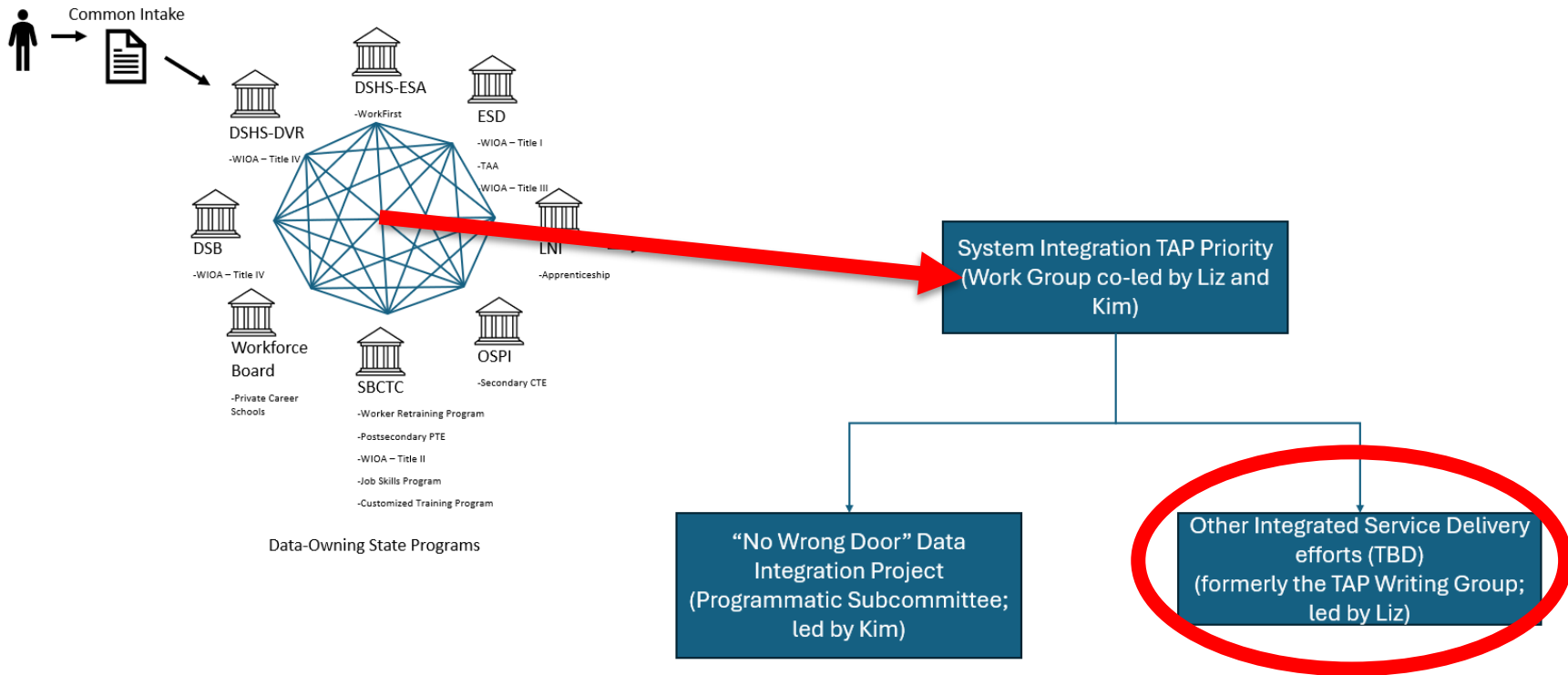


Data-Owning State Programs



System Integration - Integrated Service Delivery (ISD)

“No Wrong Door” to Washington’s Workforce System





Report on Local Integration Efforts



Systems Rally



WorkSource Center Visits: What was observed?

Spokane – WorkSource Spokane, Spokane WA

Eastern – WorkSource Colville, Colville WA

North Central – WorkSource Central Basin, Moses Lake WA

Olympic – WorkSource Kitsap, Silverdale WA

Pierce – WorkSource Pierce, Tacoma WA

WorkSource Center Job Shadowing Focus:

- Center Flow
- Referral Processes
 - Internal
 - External
- Team Cohesion
 - Culture
 - Policy
- Community Networks



The WorkSource System: Who is Involved?

Internal Partners

- **Adult (WIOA Title 1)**
- **Dislocated Worker (WIOA Title 1)**
- **Youth (WIOA Title 1)**
- **Adult Education (WIOA Title 2)**
- **Employment Security Department (WIOA Title 3)**
- **Division of Vocational Rehab (WIOA Title 4)**
- **Department of Services for the Blind (WIOA Title 4)**
- **WorkFirst (Temporary Assistance for Needy Families)**

External

- **State Board for Community and Technical Colleges**
- **L&I/SBCTC Apprenticeships**
- **Department of Corrections**
- **County Jails**
- **Department of Social and Health Services**
- **Chamber of Commerce**
- **Other Workforce-Oriented Organizations**



Common Best Practices Across WorkSource Centers



Co-Enrollments as Needed



Streamlined Processes, Not Shortcuts



Orientation: A Menu of Services



A Focus on Staff Culture and Policy Alignment



Local Flexibility



Center Flow



Review and Analysis of Current Integration Efforts Local Area Spotlights



Integrated Services in Spokane

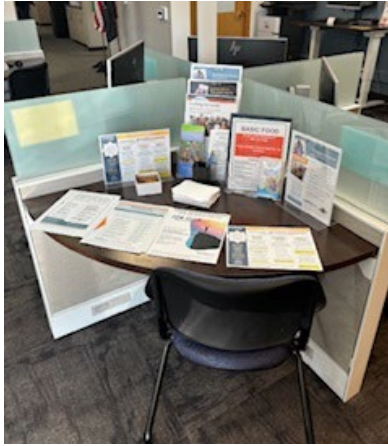
Spotlight Feature

WorkSource Spokane

- Functional Teams
 - The CART Team
 - Customer Assistance and Resource Team
 - The Home Team
 - The FRM
 - Finance and resource management



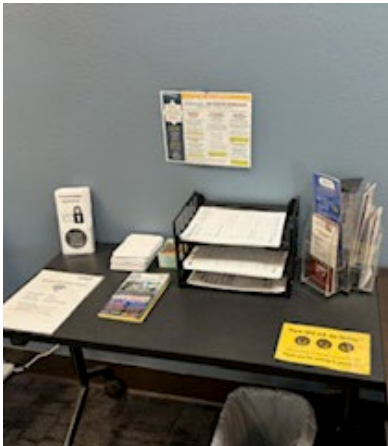
Integrated Services in Eastern



Spotlight Features

WorkSource Colville

- Community Networks
 - 150 community resource grants and contracts
- Resource Room
 - Information Science Oriented





Integrated Services in North Central

Spotlight Features

WorkSource Central Basin

- **In-House Pre-ETS**
 - Pre-Employment Transition Services
- **ACE Workshops**
 - Assessment for Career Employment

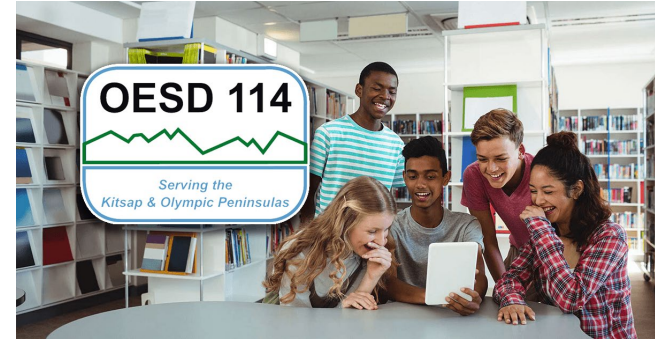


Integrated Services in Olympic

Spotlight Features

WorkSource Kitsap

- Youth Program (connected to OSPI)
- Dynamic Intake Form – Cognito Forms



WorkSource Client Referral Information

Location *


- WorkSource Kitsap - Silverdale WorkSource Clallam - Sequim Kitsap Community Resources

Basic Referral

- Yes No

Yes - only when time limited. No - is the preferred referral type.

Today's Date

10/17/2024 

Integrated Service Delivery (ISD)

Does the client have a WorkSourceWA Account?

- Yes No Don't know?

Age

Zip Code

Family Size

How many individual in your household?

Marital Status

- Single Divorced Other
- Married Decline to Identify



Spotlight Features

WorkSource Pierce

- Youth Consortium Model
 - Career Team
 - Palmer's Scholars
 - Goodwill
- Universal Orientation



Upcoming Visits

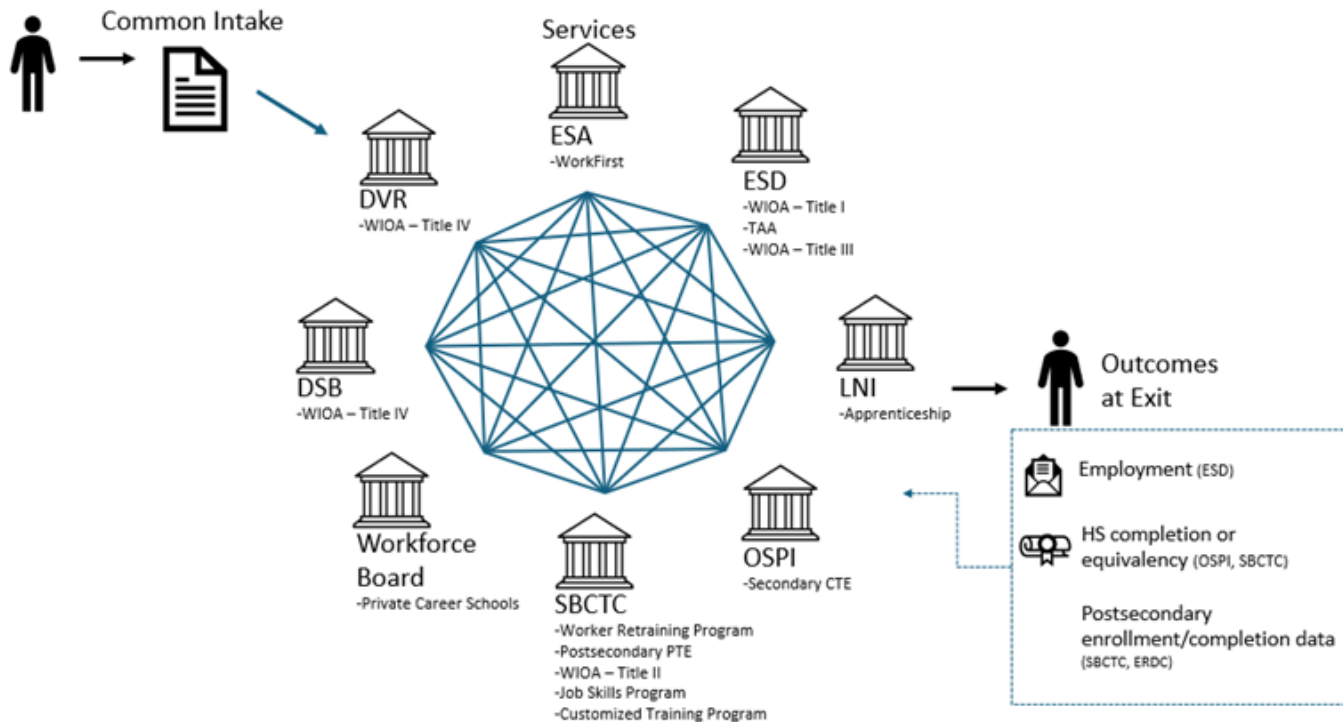
- Pac Mountain
- Sea-King
- Southwest
- South Central
- Benton-Franklin
- Snohomish
- Northwest



Long-Term Goals: Broader Analysis

Summer/Fall 2025 - 2027

“No Wrong Door” to Washington’s Workforce System



QUESTIONS?

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