

Lake County Workforce Development Board

WIOA Service Integration Self-Assessment – Action Plan

Service Integration Goal	Activities and Tactics	Expected Outcomes	Timeline
Communication is consistent, comprehensive and timely.	Explore and implement technology tools that will be utilized to promote and share partner and program information.	Real-time communications shared with/across/between partners. Partner engaged at the onset. Partners will report that a successful process is in place that ensures all staff are regularly informed of changes/updates/trends in service design, program policies and services to customers.	July 2020 – December 2020
Timely and coordinated access for customers.	Identify and implement a common electronic referral system to be used by partners. Design a shared process to gather feedback from all customers.	Referral process improvements. Increased job center customer traffic from partners. Increased shared customers among partners. Partner engaged at the onset. Shared system to tract customers. Customers – job seekers, workers, businesses – describe their access to services as timely and coordinated whether on-site, through technology, at a partner site, and other appropriate accessible community services.	July 2020 – June 2021
Services delivered by functions.	Develop a standard format to chart out all partner services, customers, and customer flow. Create a functional organizational structure and customer flow. Identify shared functions by partner. Cross trainings continue and archived.	Increase career services delivered jointly. Each partner owns their program services and activities. Shared measurements and goals. Shared ways to track customers and outcomes. Core agencies create a functional organizational structure to share information, data, and resources to achieve common goals and mutually agreed upon outcomes.	July 2020 – December 2021
Services delivered by functions – Business Services.	Expand current business service team – capacity and partners. Expand Business U Training. Explore shared database. Expand on-site hiring and job fairs throughout the County.	Increased customer satisfaction – business and job seeker. Increased business engagement. Unified business engagement practices. More partners engaged at the onset of developing and implementing strategies.	July 2020 – December 2021