

Appendix D Self-Assessment Identifying Information (Cover Page)

Local Area Number/Region: LWIA 26		
Name, Title and Organization of Contact Person: Pam Barbee, Executive Director, Southern 14 Workforce Investment Board		
Contact Phone Number: 618-382-5024	Contact E-mail: pbarbee@so14lwib.com	Date Self-Assessment Submitted to IWIB (XX/XX/XXXX): Click or tap to enter a date.
WIOA Partner Organizations Participating in Self-Assessment: Board Office, SIC Adult Ed, One-Stop Center, MERS Goodwill, IDHS Voc Rehab, IECC Adult Ed, DHS TANF		
<p>Documents to be Included in the Submission:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Report on the Process and Results Presented to the LWIB <input checked="" type="checkbox"/> Self-Assessment <input type="checkbox"/> Other: Click or tap here to enter text. 		

<p>Goal 1: Customer-Centered Design Goals</p>	<p>Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.</p>	<p>Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.</p>	<p>Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the Local Workforce Investment Board (LWIB) on service integration initiatives, timelines, and progress.</p>	<p>Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. Workforce Innovation and Opportunity Act (WIOA) partners will not retaliate against users who provide negative feedback, complaints, or make appeals.</p>
<p>For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.</p> <p>1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis.</p> <p>Click or tap on the grey boxes below to choose your selection.</p>				
<p>Level of Integration of Goal Application</p>	<p>3</p>	<p>3</p>	<p>3</p>	<p>2</p>
<p>For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.</p>				
<p>Application Point a. Customer input is collected on an ongoing basis from local users (including One Stop walk-in customers, enrolled participants, and employers) and, at a minimum, evaluated annually by partners.</p>				
<p>Strategy for Application Point a: What specific tactics will we use to address the application point?</p>	<p>An intake form is utilized to collect information and input an our One Stop. Partners use a variety of tools to measure feedback-surveys, questionnaires, and interviews to gather feedback from customers, participants, and employers.</p>			

<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>One-Stop staff collect the intake form and have customers sign in on sign-in sheet.</p>	
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>Intake forms are collected and reviewed on a weekly basis.</p>	
<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Completed; in progress</p>	
<p>Questions/Needed Assistance for Application Point a. What questions do you have?</p>	<p>None</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point a.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point b. Customer input gathered from local users is used to evaluate and improve technologies, programs, services, interactions, accessibility, and environments within the local area. Based on customer input, local partners will propose improvements and a timeline for implementation.</p>		
<p>Strategy for Application Point b: What specific tactics will we use to address the application point?</p>	<p>Information from the client intake form is reviewed, and if suggestions are made for improvements, these are discussed at Business Services meeting, which are held quarterly. Satisfaction surveys are sent annually to participants and host employers. The Area Planning Council meets bi-annually to provide feedback to Adult Education. Student satisfaction surveys are also reviewed bi-annually</p>	
<p>Key Players for Application Point b. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff, All Partners</p>	

<p>Expected Outcomes for Application Point b. What will be the result of these strategies?</p>	<p>Improvements made based on client suggestions, upon review and approval by Business Services Committee. Feedback is sent to funder and reviewed for suggestions with local funded recipients. Case Manager sends feedback to supervisors for consideration/implementation. Feedback specific to the job center is shared with local manger there.</p>	
<p>Timeline for Application Point b. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point b. What questions do you have?</p>	<p>None</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point b.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point c. The LWIB will set the expectation for the One Stop Operator (OSO) to manage service integration initiatives in the OSO scope of work. The OSO will report to the LWIB on service integration initiatives, timelines, and progress.</p>		
<p>Strategy for Application Point c: What specific tactics will we use to address the application point?</p>	<p>If client suggestions are accepted and approved by Business Services Team, this information is shared with LWIB and integrated into OSO.</p>	
<p>Key Players for Application Point c. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center staff; Business Services Team; LWIB</p>	
<p>Expected Outcomes for Application Point c. What will be the result of these strategies?</p>	<p>Approval of client suggestions for improvements; implementation</p>	

<p>Timeline for Application Point c. What is the due date of each expected outcome?</p>	<p>As needed; reviewed on a quarterly basis</p>	
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>None</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point c.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point d. Partner staff will provide system users access to other options for feedback outside of an annual input process and be made aware of complaints procedures and appeal rights. WIOA partners will not retaliate against users who provide negative feedback, complaints, or make appeals.</p>		
<p>Strategy for Application Point d: What specific tactics will we use to address the application point?</p>	<p>This specific action will be reviewed by LWIB and One-Stop Staff on an annual basis, and a process established to review client complaints and the subsequent appeal process.</p>	
<p>Key Players for Application Point d. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff; LWIB</p>	
<p>Expected Outcomes for Application Point d. What will be the result of these strategies?</p>	<p>A complaint process will be established as well as a client appeal process.</p>	
<p>Timeline for Application Point d. What is the due date of each expected outcome?</p>	<p>A draft of a client complaint process and client appeal process will be created and reviewed in first quarter of 2024; process will be reviewed and approved by LWIB at the following quarterly meeting with implementation in third quarter or fall 2024.</p>	

Questions/Needed Assistance for Application Point d. What questions do you have?	None
Technical Assistance: Does your local area need technical assistance on Application Point d.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

<p>Goal 2: Partner Staff Goals</p>	<p>Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.</p>	<p>Application Point b. Communication across partners is consistent, comprehensive, and timely.</p>	<p>Application Point c. All partner staff receives current and relevant professional development to service integration goals.</p>	<p>Application Point d. All partner staff are treated as valued and respected team members.</p>
<p>For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.</p> <p>1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis.</p> <p>Click or tap on the grey boxes below to choose your selection.</p>				
<p>Level of Integration of Goal Application</p>	<p>3</p>	<p>3</p>	<p>3</p>	<p>3</p>
<p>For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.</p>				
<p>Application Point a. Cross-training and program information resources addressing the roles, services, performance expectations, and eligibility requirements of all WIOA partner programs are provided for all partner staff, including information and encouragement in acquiring professional credentials.</p>				

<p>Strategy for Application Point a: What specific tactics will we use to address the application point?</p>	<p>At the One Stop both formal and informal cross-training is completed by partner staff on a monthly basis. This includes information on processes, services, client intake, and performance expectations. Our Business Services Team collaborates and updates its members on services available as well as any upcoming events within all required partner agencies.</p>
<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and Partners, including IDES and Title 1 who are housed in the same building and office space; Business Services Team members.</p>
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>Ongoing training for staff and partners</p>
<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point a. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point a.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>

<p>Application Point b. Communication across partners is consistent, comprehensive, and timely.</p>	
<p>Strategy for Application Point b: What specific tactics will we use to address the application point?</p>	<p>Ongoing communication between One-Stop Staff and Partners is consistent, comprehensive and timely. In 2024 the OSO plans to hold quarterly partner meetings to collaborate on issues such as customer service, discuss service integration processes, opportunities, and resources as well as establish on-site expectations.</p>
<p>Key Players for Application Point b. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and All Partners</p>
<p>Expected Outcomes for Application Point b. What will be the result of these strategies?</p>	<p>Informed on current practices and resources available to clients which benefits our participants.</p>
<p>Timeline for Application Point b. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point b. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point b.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>

<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>
<p>Application Point c. All partner staff receives current and relevant professional development to service integration goals.</p>	
<p>Strategy for Application Point c: What specific tactics will we use to address the application point?</p>	<p>Currently, One-Stop staff receive consistent professional development to meet client needs. Partners in accordance with the MOU share training and professional development opportunities with one another as well as provide their own in house professional development in accordance with their own policies and procedures.</p>
<p>Key Players for Application Point c. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and All Partners</p>
<p>Expected Outcomes for Application Point c. What will be the result of these strategies?</p>	<p>Better trained and skilled workforce to serve clients as well as a clear understanding of services provided and provision of resources available.</p>
<p>Timeline for Application Point c. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>Click or tap here to enter text.</p>

<p>Technical Assistance: Does your local area need technical assistance on Application Point c.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	
<p>Application Point d. All partner staff are treated as valued and respected team members.</p>	
<p>Strategy for Application Point d: What specific tactics will we use to address the application point?</p>	<p>The One-Stop Staff members and Partners work well as a team; the Carmi One-Stop has a small staff so communication is ongoing on a daily basis. All staff are accessible as needed and with the use of Direct Linkage. All members are valued and respected.</p>
<p>Key Players for Application Point d. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and All Partners</p>
<p>Expected Outcomes for Application Point d. What will be the result of these strategies?</p>	<p>This provides a positive and respectful environment for partners.</p>
<p>Timeline for Application Point d. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point d.</p>	<p>Click or tap here to enter text.</p>

What questions do you have?	
Technical Assistance: Does your local area need technical assistance on Application Point d.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

<p>Goal 3: Intake and Assessment Goals</p>	<p>Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.</p>	<p>Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.</p>	<p>Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.</p>	<p>Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.</p>	<p>Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.</p>	<p>Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.</p>
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For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.

- 1- This application point is not occurring nor is currently being planned.
- 2- This application point is currently being planned.
- 3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

Level of Integration of Goal Application	3	3	3	3	3	3
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For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. Customers provide basic information once through a collaborative intake process or information-sharing across programs.

<p>Strategy for Application Point a:</p>	<p>An intake form is provided to all prospective clients. All partners share information during intake for services for which customers may be eligible.</p>
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<p>What specific tactics will we use to address the application point?</p>	
<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff</p>
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>Clients provide information on the intake form for services requested.</p>
<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point a.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>
<p>Application Point b. During intake, customers are provided an overview of partner services, eligibility, and suitability requirements by appropriate partner staff.</p>	
<p>Strategy for Application Point b: What specific tactics will we use to address the application point?</p>	<p>Customers are provided an intake form, which lists the services provided through the One-Stop, and One-Stop staff discuss services with the customers as needed. Each partner has reference material about all programs available in order to refer the customer to the correct services as well.</p>

<p>Key Players for Application Point b. Who is responsible? Who else should be involved?</p>	<p>One-Stop Staff and All Partners</p>	
<p>Expected Outcomes for Application Point b. What will be the result of these strategies?</p>	<p>Customers will receive accurate information about services available; and provide access to these customers.</p>	
<p>Timeline for Application Point b. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point b. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point b.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point c. An open dialogue during intake and a comprehensive assessment(s) between partner staff and customers leads to informed choice and becomes the foundation of a service plan.</p>		
<p>Strategy for Application Point c: What specific tactics will we use to address the application point?</p>	<p>There is an open dialogue at intake between customers and One-Stop Center staff. One-Stop Center staff are available to provide information, resources and to answer questions. Time is taken during each intake to ensure that clients are provided with holistic services and informed choices.</p>	
<p>Key Players for Application Point c. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff</p>	

<p>Expected Outcomes for Application Point c. What will be the result of these strategies?</p>	<p>Customers receive the resources they need and will be referred to the appropriate services.</p>	
<p>Timeline for Application Point c. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point c.?</p>	<p><input type="checkbox"/> YES</p>	<p><input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point d. If partners use different assessments for the same purpose, they must designate a single assessment to the extent possible.</p>		
<p>Strategy for Application Point d: What specific tactics will we use to address the application point?</p>	<p>All partners use the same referral form.</p>	
<p>Key Players for Application Point d. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff</p>	
<p>Expected Outcomes for Application Point d. What will be the result of these strategies?</p>	<p>One form provides consistent and current information for customers.</p>	

<p>Timeline for Application Point d. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point d. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point d.?</p>	<p><input type="checkbox"/> YES</p>	<p><input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point e. Partners inform and support customers throughout the process to secure the documents and verification needed for program participation.</p>		
<p>Strategy for Application Point e: What specific tactics will we use to address the application point?</p>	<p>After completing the intake form, customers are then referred to the One-Stop partners. At that point, the partners will secure the required documentation.</p>	
<p>Key Players for Application Point e. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and All Partners</p>	
<p>Expected Outcomes for Application Point e. What will be the result of these strategies?</p>	<p>Require documentation is received and verified.</p>	
<p>Timeline for Application Point e. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	

<p>Questions/Needed Assistance for Application Point e. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point e.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>
<p>Application Point. f. Partners will review and apply asset-based and barrier-reduction practices to intake and assessment processes while using best practices to protect customer confidentiality and reduce stigmas of accessing public services.</p>	
<p>Strategy for Application Point f: What specific tactics will we use to address the application point?</p>	<p>One-Stop Center staff and partners will discuss on an as-needed basis intake practices and assessment processes, and will make adjustments as needed. Partners will use best practices to protect customer confidentiality to reduce stigma of accessing public services.</p>
<p>Key Players for Application Point f. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and All Partners</p>
<p>Expected Outcomes for Application Point f. What will be the result of these strategies?</p>	<p>Barriers will be reduced for customers.</p>
<p>Timeline for Application Point f. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point f. What questions do you have?</p>	<p>Click or tap here to enter text.</p>

Technical Assistance: Does your local area need technical assistance on Application Point f.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

<p>Goal 4: Service Goals</p>	<p>Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.</p>	<p>Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.</p>	<p>Application Point c. Consider the customer’s experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.</p>	<p>Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.</p>	<p>Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.</p>
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For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.

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- 2- This application point is currently being planned.
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Click or tap on the grey boxes below to choose your selection.

<p>Level of Integration of Goal Application</p>	<p>3</p>	<p>3</p>	<p>2</p>	<p>3</p>	<p>3</p>
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For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. WIOA partners support service integration by identifying and empowering a leader from each title who will engage in ongoing communication and relationship building.

<p>Strategy for Application Point a: What specific tactics will we use to address the application point?</p>	<p>WIOA partners hold close relationships among each agency which allows for leaders to already be known and empowered to engage in ongoing communication and relationship building.</p>	
<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>	
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>Partners work collaboratively to serve clients.</p>	
<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point a. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point a.?</p>	<p><input type="checkbox"/> YES</p>	<p><input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point b. WIOA partners must be familiar with WIOA eligibility and suitability and are responsible for ensuring appropriate referrals and referral outcomes, working effectively to leverage partner resources for the benefit of customers, including training and directing applicable staff.</p>		
<p>Strategy for Application Point b: What specific tactics will we use to address the application point?</p>	<p>Partners are familiar with WIOA eligibility and ensure appropriate referrals and outcomes. Administrators of each partner agency will ensure staff have an understanding of other title services, eligibility, and resources through communication, training, and professional development.</p>	

<p>Key Players for Application Point b. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>	
<p>Expected Outcomes for Application Point b. What will be the result of these strategies?</p>	<p>Positive outcomes for clients through collaboration between partners would include a seamless service provision.</p>	
<p>Timeline for Application Point b. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point b. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point b.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point c. Consider the customer’s experience and the processes involved during service delivery, such as referrals and their outcomes. Necessary assessments should be reviewed, streamlined, and coordinated through continuous collaboration with partners. Collaboration among partners should ensure the alignment of these assessments.</p>		
<p>Strategy for Application Point c: What specific tactics will we use to address the application point?</p>	<p>Quarterly meetings allow for collaboration and service intake and delivery. Staff of partner agencies will regularly discuss the customer experience and consider where improvement can be made to the assessment process. Partners work together to ensure that are sharing information and not duplicating services. Education between partners about how their assessments are used (example: if required by funder) or if there is some flexibility/adjustments that can be made with instruments used.</p>	
<p>Key Players for Application Point c. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>	

<p>Expected Outcomes for Application Point c. What will be the result of these strategies?</p>	<p>Positive outcome for clients; alignment between the partners; streamline and efficient.</p>	
<p>Timeline for Application Point c. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point c.?</p>	<p><input type="checkbox"/> YES</p> <p><input type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point d. Individual service plans and goal statements are used to provide and coordinate services and guide follow-up. These plans are continuously updated to respond to changing customer needs and evaluated for referral opportunities on an ongoing basis.</p>		
<p>Strategy for Application Point d: What specific tactics will we use to address the application point?</p>	<p>Each partner will complete service plans and goal statements for their clients, and will coordinate services through resources available within the community and/or LWIB region.</p>	
<p>Key Players for Application Point d. Who is responsible? Who else should be involved?</p>	<p>One-Stop Partners</p>	
<p>Expected Outcomes for Application Point d. What will be the result of these strategies?</p>	<p>Positive outcomes for clients through collaboration between Partners; resources made available to clients and service plans are evaluated on a regular basis to meet needs to the clients.</p>	

<p>Timeline for Application Point d. What is the due date of each expected outcome?</p>	<p>Yearly review of service plans</p>	
<p>Questions/Needed Assistance for Application Point d. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point d.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point e. Customers receive timely and coordinated access to all WIOA employer and job seeker services, whether on-site, through technology, at a partner site, or by other appropriate and accessible community services.</p>		
<p>Strategy for Application Point e: What specific tactics will we use to address the application point?</p>	<p>All services are available through the One-Stop and made available through Direct Linkage information.</p>	
<p>Key Players for Application Point e. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>	
<p>Expected Outcomes for Application Point e. What will be the result of these strategies?</p>	<p>Clients receive accurate and current information for services in the region.</p>	
<p>Timeline for Application Point e. What is the due date of each expected outcome?</p>	<p>Ongoing; completed on a daily and weekly basis</p>	

Questions/Needed Assistance for Application Point e. What questions do you have?	Click or tap here to enter text.
Technical Assistance: Does your local area need technical assistance on Application Point e.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.

<p>Goal 5: Career Pathways Goal</p>	<p>Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.</p>	<p>Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.</p>	<p>Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.</p>
<p>For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.</p> <p>1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis.</p> <p>Click or tap on the grey boxes below to choose your selection.</p>			
<p>Level of Integration of Goal Application</p>	<p>2</p>	<p>2</p>	<p>3</p>
<p>For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.</p>			
<p>Application Point a. The workforce development system will create strong partnerships with community programs to streamline services and provide funding for the wrap-around support needed for career pathways.</p>			
<p>Strategy for Application Point a: What specific tactics will we use to address the application point?</p>	<p>This initiative is in planning stages; One- Stop Operator works with the local community college to receive information on approved career pathways. This information is then shared with clients seeking career and training opportunities.</p>		
<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>One-Stop Operator, SIC, IECC, and SCC</p>		
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>Provide information on approved career pathways for clients</p>		
<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Fall 2024</p>		
<p>Questions/Needed Assistance for Application Point a.</p>	<p>Click or tap here to enter text.</p>		

What questions do you have?	
Technical Assistance: Does your local area need technical assistance on Application Point a.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point b. Service integration will seek employer input to ensure that pathways investments align with the needs of employers and prioritize career pathways that align with future employer demands.	
Strategy for Application Point b: What specific tactics will we use to address the application point?	Employer survey will be completed in collaboration with the local community college through Perkins Grant staff. This survey will provide information for employer needs and prioritize career pathways specific to the One-Stop service area.
Key Players for Application Point b. Who is responsible? Who else should be involved?	One-Stop Operator, SIC, IECC, and SCC
Expected Outcomes for Application Point b. What will be the result of these strategies?	Employer needs survey; prioritized career pathways
Timeline for Application Point b. What is the due date of each expected outcome?	Fall 2024
Questions/Needed Assistance for Application Point b. What questions do you have?	Click or tap here to enter text.
Technical Assistance: Does your local area need technical assistance on Application Point b.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.
Application Point c. Current and timely labor market information informs career planning and sector-based initiatives.	
Strategy for Application Point c: What specific tactics will we use to address the application point?	Administrators will use current and timely labor market data from DOL to guide career planning and sector-based initiatives.
Key Players for Application Point c.	All Partners

<p>Who is responsible? Who else should be involved?</p>	
<p>Expected Outcomes for Application Point c. What will be the result of these strategies?</p>	<p>Outcomes include customers being prepared for high-wage in high-demand, leading, and emerging industries.</p>
<p>Timeline for Application Point c. What is the due date of each expected outcome?</p>	<p>Ongoing/Continuous</p>
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point c.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>
<p>Strategy for Application Point c: What specific tactics will we use to address the application point?</p>	<p>Click or tap here to enter text.</p>

<p>Goal 6 Information Goals:</p>	<p>Application Point a. All partners will share information on a continual basis.</p>	<p>Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.</p>	<p>Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.</p>	<p>Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.</p>	<p>Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.</p>	<p>Application Point f. Partners will inform customers of their Appeal Rights.</p>
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For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.

- 1- This application point is not occurring nor is currently being planned.
- 2- This application point is currently being planned.
- 3- This application point has been planned and is occurring on an ongoing basis.

Click or tap on the grey boxes below to choose your selection.

<p>Level of Integration of Goal Application</p>	<p>3</p>	<p>3</p>	<p>3</p>	<p>3</p>	<p>3</p>	<p>3</p>
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For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.

Application Point a. All partners will share information on a continual basis.

<p>Strategy for Application Point a: What specific tactics will we use to address the application point?</p>	<p>Information is shared between partners on an ongoing basis; Partner’s meet quarterly; Business Services Team meets quarterly.</p>
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<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>	
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>More collaboration between partners to improve services for clients.</p>	
<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point a. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point a.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point b. All partners share national and state policies, procedures, and guidance with each other and use this information to make local decisions.</p>		
<p>Strategy for Application Point b: What specific tactics will we use to address the application point?</p>	<p>Partners share information regularly on national and state policies and provide guidance as needed.</p>	
<p>Key Players for Application Point b. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>	

<p>Expected Outcomes for Application Point b. What will be the result of these strategies?</p>	<p>More informed staff; more collaboration to serve clients</p>	
<p>Timeline for Application Point b. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point b. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point b.?</p>	<p><input type="checkbox"/> YES</p>	<p><input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point c. The design and delivery of workforce services are guided by current and timely labor market information.</p>		
<p>Strategy for Application Point c: What specific tactics will we use to address the application point?</p>	<p>LWIB maintains current labor market information. This information is shared with partners as requested.</p>	
<p>Key Players for Application Point c. Who is responsible? Who else should be involved?</p>	<p>One-Stop Partners; LWIB</p>	
<p>Expected Outcomes for Application Point c. What will be the result of these strategies?</p>	<p>Better informed staff to assist clients with current labor market information in LWIA 26</p>	

<p>Timeline for Application Point c. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	
<p>Questions/Needed Assistance for Application Point c. What questions do you have?</p>	<p>Click or tap here to enter text.</p>	
<p>Technical Assistance: Does your local area need technical assistance on Application Point c.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point d. One-Stop Operators will facilitate ongoing, consistent communication among local partners.</p>		
<p>Strategy for Application Point d: What specific tactics will we use to address the application point?</p>	<p>One-Stop Operator holds quarterly partner meetings and encourage continued collaboration and communication.</p>	
<p>Key Players for Application Point d. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff and Partners</p>	
<p>Expected Outcomes for Application Point d. What will be the result of these strategies?</p>	<p>Positive outcomes for clients served by the Partners.</p>	
<p>Timeline for Application Point d. What is the due date of each expected outcome?</p>	<p>Ongoing</p>	

<p>Questions/Needed Assistance for Application Point d. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point d.?</p>	<p><input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>
<p>Application Point e. Customer information will be shared, as appropriate and feasible, with all partner programs and services following confidentiality requirements.</p>	
<p>Strategy for Application Point e: What specific tactics will we use to address the application point?</p>	<p>Information is shared between partners, as needed, and following all confidentiality requirements.</p>
<p>Key Players for Application Point e. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>
<p>Expected Outcomes for Application Point e. What will be the result of these strategies?</p>	<p>Better service for shared clientele</p>
<p>Timeline for Application Point e. What is the due date of each expected outcome?</p>	<p>Ongoing</p>
<p>Questions/Needed Assistance for Application Point e. What questions do you have?</p>	<p>Click or tap here to enter text.</p>

<p>Technical Assistance: Does your local area need technical assistance on Application Point e.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>
<p>Application Point f. Partners will inform customers of their Appeal Rights.</p>	
<p>Strategy for Application Point f: What specific tactics will we use to address the application point?</p>	<p>Appeal Rights are currently provided by One-Stop Partners, as part of their client responsibilities.</p>
<p>Key Players for Application Point f. Who is responsible? Who else should be involved?</p>	<p>All Partners</p>
<p>Expected Outcomes for Application Point f. What will be the result of these strategies?</p>	<p>Customers will be knowledgeable about their rights of appeal.</p>
<p>Timeline for Application Point f. What is the due date of each expected outcome?</p>	<p>During intake or denial/change of services.</p>
<p>Questions/Needed Assistance for Application Point e. What questions do you have?</p>	<p>Click or tap here to enter text.</p>
<p>Technical Assistance: Does your local area need technical assistance on Application Point f.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>

Technical Assistance: If YES, please specify.

Click or tap here to enter text.

<p>Goal 7: Evaluation Goals</p>	<p>Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.</p>	<p>Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.</p>
<p>For each application point please rank your area’s Level of Integration of Goal Application according to the following scale.</p> <p>1- This application point is not occurring nor is currently being planned. 2- This application point is currently being planned. 3- This application point has been planned and is occurring on an ongoing basis.</p> <p>Click or tap on the grey boxes below to choose your selection.</p>		
<p>Level of Integration of Goal Application</p>	<p>2</p>	<p>3</p>
<p>For each application point that use the Planning Tool Below to describe how your area is planning and/or implementing each application point.</p>		
<p>Application Point a: Partners must create and use customer satisfaction tools, analyzing the feedback on a continual basis.</p>		
<p>Strategy for Application Point a: What specific tactics will we use to address the application point?</p>	<p>This specific action will be reviewed by LWIB and One-Stop Staff on an annual basis, and a process established to review client complaints and the subsequent appeal process through the creation of a customer satisfaction survey.</p>	
<p>Key Players for Application Point a. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center Staff; LWIB</p>	
<p>Expected Outcomes for Application Point a. What will be the result of these strategies?</p>	<p>A satisfaction survey to implement with clients/customers</p>	

<p>Timeline for Application Point a. What is the due date of each expected outcome?</p>	<p>Fall 2024</p>	
<p>Questions/Needed Assistance for Application Point a. What questions do you have?</p>		
<p>Technical Assistance: Does your local area need technical assistance on Application Point a.?</p>	<p><input type="checkbox"/> YES</p> <p><input checked="" type="checkbox"/> NO</p>	
<p>Technical Assistance: If YES, please specify.</p>	<p>Click or tap here to enter text.</p>	
<p>Application Point b. Partners must conduct an evaluation using The IWIB Evaluation Toolkit to assess local service integration efforts and create evidence-based policymaking and system design.</p>		
<p>Strategy for Application Point b: What specific tactics will we use to address the application point?</p>	<p>One-Stop Center staff works with the LWIB on an annual basis to complete a self-assessment tool to evaluate services, systems and policies.</p>	
<p>Key Players for Application Point b. Who is responsible? Who else should be involved?</p>	<p>One-Stop Center staff and LWIB staff</p>	
<p>Expected Outcomes for Application Point b. What will be the result of these strategies?</p>	<p>A completed self-assessment</p>	
<p>Timeline for Application Point b. What is the due date of each expected outcome?</p>	<p>Annually</p>	

Questions/Needed Assistance for Application Point b. What questions do you have?	Click or tap here to enter text.
Technical Assistance: Does your local area need technical assistance on Application Point c.?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Technical Assistance: If YES, please specify.	Click or tap here to enter text.