



**TITLE: PACMTN WORKSOURCE SYSTEM  
INTEGRATED SERVICE DELIVERY (ISD)  
POLICY # 5.1.2**



**Type:** PacMtn WorkSource ISD Policy

**Date Established:** 08/19/2019

**Date Last Revised:** N/A

**Date Posted to Website:** 09/27/2019

**Status:** Final

**Supersedes:** N/A

## **Purpose**

To affirm the requirements of the federal Workforce Innovation and Opportunity Act (WIOA) and communicate the expectation that Integrated Service Delivery (ISD) be used by the PacMtn WorkSource System to deliver services to job seekers and businesses. WIOA provides the basis for an integrated workforce system aligned to address employer and job seeker needs. The Act defines a single set of outcome metrics for the federal workforce programs encompassed by the Act in support of integration. It encourages integrating intake, case management, and reporting systems. It eliminates “sequence of services” in favor of a workforce system that meets the unique needs of individuals seeking services. WIOA encourages local areas to provide more access to “real-world” education and workforce development opportunities through on-the-job training, incumbent worker, and customized training and sector and pathway strategies. ISD makes it possible to organize resources to support and maximize the opportunities and possibilities represented by this education and training.

## **Policy**

Integrated Service Delivery (ISD) will be used to the greatest extent possible to serve business and job seeker customers in the PacMtn WDA-2 region. ISD is the delivery of WorkSource services in a manner that aligns/braids the resources of WorkSource partners to seamlessly address the training and employment needs of our job seeker and business customers. At the core of ISD is a focus on the customer’s needs and the commitment to work with all partners to provide customers with the highest level of service and resources available to meet those needs. ISD will be used to support the PacMtn goals that more people get jobs, keep jobs and increase wages, while businesses are able to thrive in the region because of their access to appropriately skilled workers.

## **Policy Guidelines**

## **Co-registration and Program Co-enrollment**

All job seekers accessing services through WorkSource PacMtn will be co-registered and all those needing services from multiple programs will be co-enrolled. Co-registration and co-enrollment make it easier to braid/direct resources to provide appropriate services regardless of which programs a job seeker is eligible for. These processes also reduce duplicative and administrative activities and support increased direct engagement with customers so that WorkSource partners can use their resources for value-added services to ensure that job seekers have the skills and knowledge to succeed in the regional economy.

ISD does not supersede or eliminate any of the programmatic requirements of the partners delivering services in WorkSource, including WIOA Title I eligibility criteria or the eligibility criteria for other employment service programs. Refer to [PacMtn Policy 2.1.1 – Adult DW Eligibility for WIOA Title I eligibility requirements](#).

- For the purpose of providing basic career services, co-registration utilizes job seeker self-attestation exclusively when validating eligibility for WIOA Title I programs, including Age and Selective Service registration. Refer to the [PacMtn WorkSource Co-Registration Desk Aid](#) for instructions on co-registration.
- For the purpose of providing WIOA Title I funded individualized career services, training services, and supportive services, co-enrollment utilizes the full WIOA Title I eligibility process, including Priority of Service determinations for WIOA Adult program applicants and Veterans.

Co-registration/co-enrollment is the only aspect of ISD that is specific to the job seeker. All of the other guidelines described below apply to both the job seeker and the business customer

## **Functional Integration**

Staff working in a co-enrollment ISD environment are organized into functional teams supported by functional leaders, rather than by programs, to meet the needs of customers. Rather than simply providing a “countable” service, co-enrolled ISD groups services and other activities into functions. Staff expertise is used to design these functions to reduce unnecessary steps and create a warm and meaningful customer interaction. From the initial welcome process, ISD immediately connects our dual customers to a robust set of high-value system resources relevant to local and regional economy, including assessment, skill development, work-readiness, skill validation and certification.

## **Common Outcomes**

WIOA increases the number of WorkSource partner programs with common outcome measures for all customers. Under ISD, the PacMtn WorkSource System will also develop common data collection and additional measures to manage system performance and customer satisfaction in real time, rather than focusing solely on lagging federal indicators of performance.

## **Robust Menu of Services**

The PacMtn WorkSource System will provide a robust menu of job seeker and business services that result in positive labor market outcomes (e.g., job seekers finding jobs, keeping jobs, and continuing

on the career ladders, businesses finding appropriately skilled workers, finding resources to continually upgrade their workforce, etc.). The menu of services will include increased resources for skill development, certification, and work-based learning experiences based on what the job market requires. Multi-modal workshops will be developed for those services that lend themselves to group delivery and used to efficiently meet customer needs more efficiently when one-on-one services are not needed. All services will be provided in a manner that increases access for customers with a wide variety of barriers.

## **Voice of the Customer**

All WorkSource partners and staff will be engaged in gathering and using customer input (job seeker and employer) to continuously improve services. Human Centered Design principles will be used to design services with the needs of the customer in mind and customer feedback, including feedback from customers not currently accessing WorkSource will be actively solicited to continually identify areas for improvement.

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## **References**

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Workforce Innovation and Opportunity Act (WIOA) of 2014 - Public Law 113-128  
20 CFR Part 678, 679, and 680  
TEGL 16-16 - One-Stop Operations Guidance for the American Job Center Network  
TEGL 10-16, Change 3 - Performance accountability guidance  
TEGL 04-15 - Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)  
WorkSource System Policy 1023 (Rev) - Integrated Service Delivery Policy and Operations Manual  
PacMtn Policy 2.1.1 – Adult and Dislocated Worker Eligibility  
PacMtn WorkSource Co-Registration Desk Aid (as directly cited in the policy – internal reference or staff guidance tool)

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## **Attachment**

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**N/A**

**DATE APPROVED: 08/9/2019**

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