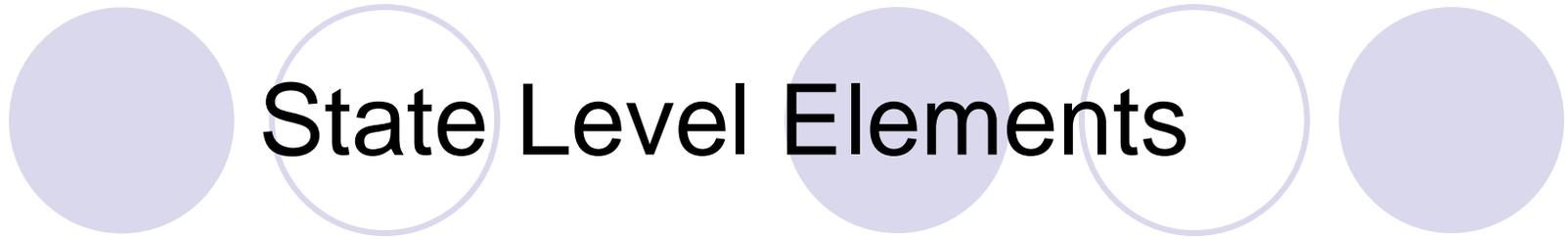


# State Approaches to Service Delivery

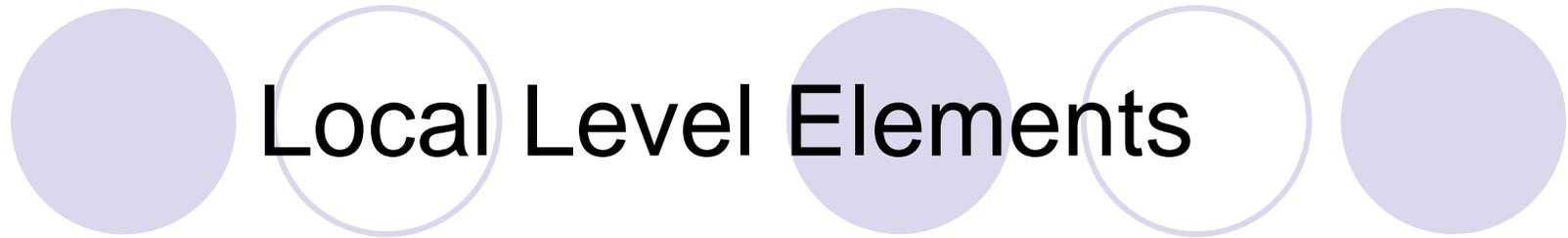
Partner for Success Workshop

April 27, 2011



# State Level Elements

- Organization
- Policy
- Planning
- Accountability

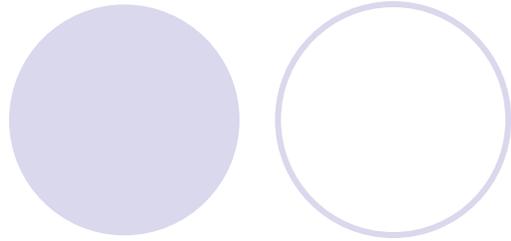


# Local Level Elements

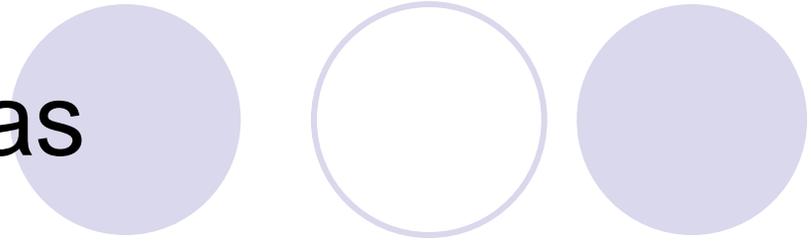
- Operations/Staff
- Layout
- Cost Sharing
- Marketing and Branding
- Performance
- Customer Service

# What Does Integration Look Like?





Texas

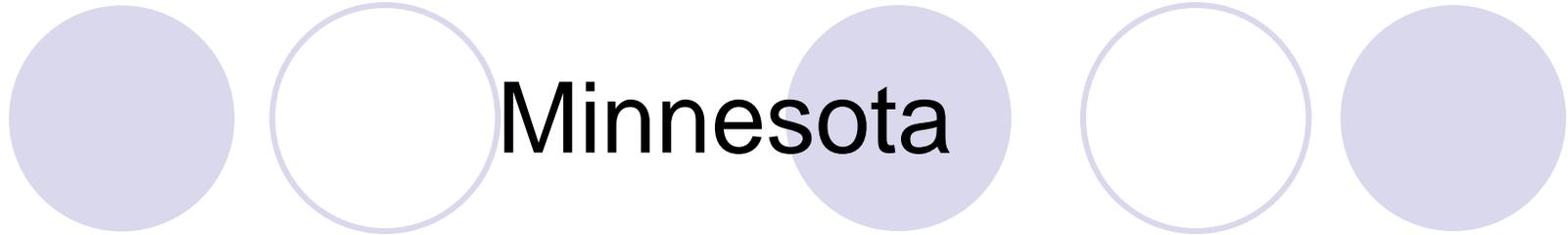


- **Leadership**

- **Legislation**
- **Experience**
- **Innovation**

- **Strategies**

- **Franchising approach to branding**
- **MOU and Cost Allocation guidance**
- **Tracker position in One-Stops**
- **Staff focus is on providing services, not program eligibility**
- **One-year contracts with providers**

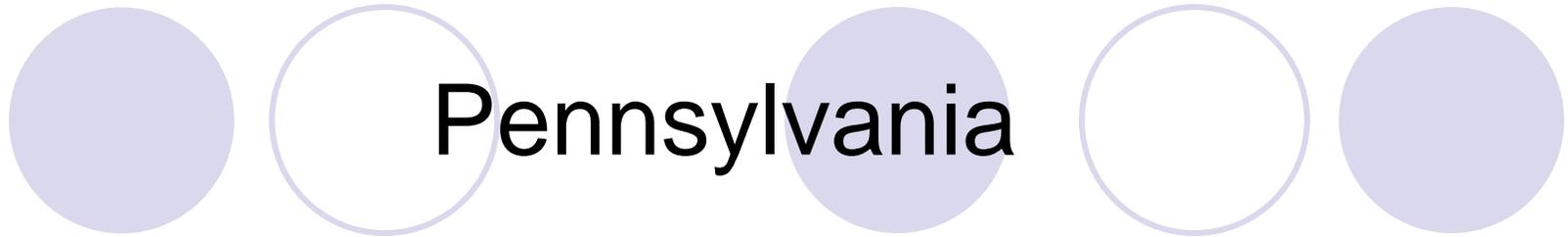


- **Leadership**

- Organize around the vision
- Experience
- Perseverance

- **Strategies**

- Regional administrator
- Gang of 8
- Restructuring Vocational Rehabilitation
- Staffing and state agency leases
- Solutions-based approach to employer services

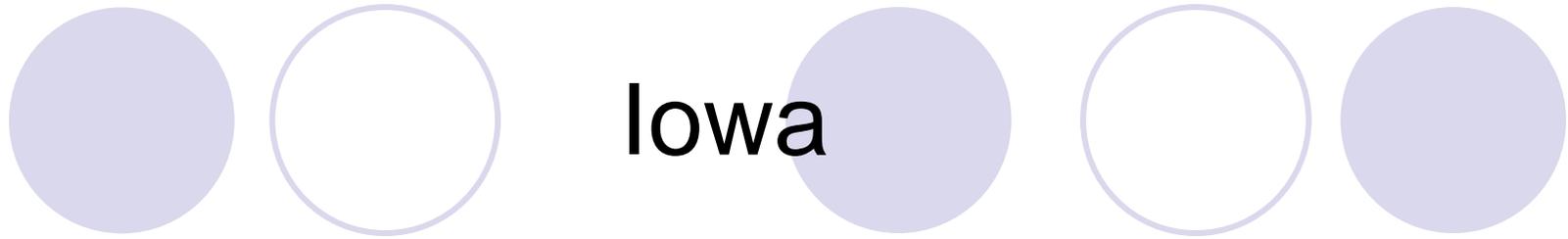


- **Leadership**

- **State Leadership**
- **Organization and Vision**
- **Innovation**

- **Strategies**

- **Crisis as opportunity**
- **Co-enrollment and integration of TAA and DW programs**
- **Manage functional teams**
- **Targeted industry clusters**
- **Career Link Quality Review process and Specialist credential**



## **Workforce Center Objectives**

- Provide businesses with the skilled workers they need
- Workers gain and expand skills in demand
- Coordinate the workforce delivery system in a more efficient, cost-effective manner
- Improve services for customers
- Collocate and integrate of all workforce programs, redefining “case management” to “service management”
- Make a valuable contribution to each region’s economy

# Where the Rubber Meets the Road

- Houston-Galveston's Business Services Unit
- Jacksonville WIB Incumbent Work Training
- "Hallways to Success" approach
- Workforce Alliance of South Central Kansas
- Cross-Functional Case Management

