Integrated Service Delivery Snapshot

*Integrated Service Delivery* is a method of service delivery within the WorkSource system. The approach braids relevant resources and services of all WorkSource partners together to seamlessly address the training and employment needs of customers in an individualized and personal way—both job seekers and businesses alike.

Key Components
- Organization of staff around functions/customer needs
- Functional leadership/supervision to support functional teams
- Co-enrollment of customers
- Continuous quality improvement based on customer data/feedback
- Providing services where the customers are (i.e. Resource Room or In-Community)

How It Works

**Staff** experience the impact of *Integrated Service Delivery* directly in their daily workflow and in each interaction with customers. For example:
- Customers (jobseekers and employers) and their needs are at the forefront
- *Every customer is everyone’s customer*
- Staff development and training to support transition to new roles under functional teams
- Meeting customers where they are physically (in the lab/resource room) and in the career development process
- Serving as navigators to ensure customers access services they need from various partners
- Outreach to jobseekers in the community and providing services in the community

**Customers** experience the impact of *Integrated Service Delivery* from their first “hello” or interaction. For example:

Under Integrated Service Delivery, customers will experience:
- Experience “value-added” interaction during each visit (including their first)
- Seamless transition between staff, programs, and/or services
- “No Wrong Door”