



## HELPFUL VOCABULARY

### **Service Integration**

A Service Integration Model is being developed in California, which once implemented, will create a new local workforce system that is skill-based and which moves each One-Stop Career center client through a common set of value added services designed to increase their employability and their chances of retaining and advancing in jobs.

The skill-based shift will put particular attention to business demand for a prepared and skilled workforce with less emphasis on program requirements. Within the Center, there will be less emphasis on self-help and general resource room activities, and more on assessment, career coaching and specific skill development.

### **New Integrated Service Model**

A statewide Executive Committee was convened with representatives from EDD's Workforce services branch, CWIB, CWA, Labor and Workforce Development Agency and Local Workforce Areas to discuss how an integrated service delivery model could:

- Respond to 21st century industry demand and our contemporary workforce crisis
- Assure that our services and training are in alignment with current local and regional labor market requirements
- Shift service priority to an emphasis on worker skill, assisting workers to gain the skills leading to self-sufficiency and responding to employer demand
- Cope with limited and declining funding through a more efficient use of resources and a reduction of program duplication and requirements
- Increase service levels and
- Redefine and improve performance

### **Purpose of Service Integration**

Service Integration is not just about better communication and improved general planning, but about exploring a sweeping set of adjustments in front end operations for all WIA, Wagner-Peyser, Veteran, MSFW and TAA funded programs and staff.

### **Service Integration – A New Look**

The Learning Lab will look different. There will be:

- A common pool of customers, composed of WIA Title I Adults and Dislocated workers; Wagner-Peyser, Veterans, Long Term Unemployed, Migrant Seasonal Farm worker and Trade Adjustment Act.
- A common set of services available to all customers in the pool through a common customer flow.
- Integrated staffing – shared WIA, WPA and TAA staffing of the common service and common customer flow.

### **California Learning Labs**

Integrated service is not a policy change from the State, forcing us to change to an established model. Service integration is evolving through discussion among State and local partners, and through 12 California Learning Labs, of which the Pacific Gateway Workforce Investment Network is one. The Learning Lab experience will provide sufficient data, lessons learned as we learn and resolve issues, and a roadmap for expansion to all of the State's LWIAs.

Several states have already implemented service integration including New York, Oklahoma, Louisiana and North Dakota, and several other states are in various stages of exploration, development and implementation.

### **Pacific Gateway Workforce Investment Network Learning Lab**

#### **Learning Lab Motto**

We believe all customers deserve an opportunity to:

- Know their Skills
- Develop or improve their skills
- Get the best job possible with their skills



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## **Learning Lab Information Sources**

Keep track of Pacific Gateway Workforce Investment Network's Learning Lab by visiting these web sites.

### **Network's Learning Lab**

<http://www.longbeach.gov/cd/workforce/learninglab/default.asp>

### **State Wiki Page**

<http://jswiaintegration.pbwiki.com/Pacific+Gateway>

Specific questions or concerns?

**E-Mail:** Workforce\_Dev@longbeach.gov

## **Participating Centers**

The Career Transition Center, the Center for Working Families and the Torrance Career Center are designated Learning Labs. Because integration is focused on adults and dislocated workers, the Youth Opportunity Center is not a designated Learning Lab site and because the City of Los Angeles is not a Learning Lab, the Harbor WorkSource Center is not a designated site.

## **Welcome Team**

The Welcome Team is the first point of contact with clients, and includes the reception desk. This team will collect data, verify documentation, conduct an initial job skills assessment, issue a scan card, and transfer the client to either the Skills Development Team or the Employment Solutions Team.

## **Pacific Gateway Workforce Investment Network Learning Lab**

### **Skills Development Team**

The Skills Development Team will work with the client until client has entered employment. This Team will determine the client's need for additional assessment, start an employment plan, determine eligibility for training programs, assess supportive service needs, monitor and document progress through employment.

### **Employment Solutions Team**

The Employment Solutions Team will also work with the client until client has entered employment. This team will provide job search information and tools, conduct job match and/or job development, and make job referrals. This team will also work with employers by staying on top of labor market trends and by conducting workforce intelligence, recruitments, hiring events, and by providing Rapid Response, human resource, retention and training resources.

### **Product Team**

The Product Team will provide products to improve the client's job search readiness and talents through occupational training and employer-sponsored products.

### **Champions Team**

The Champions Team coordinates efforts, and provides oversight and guidance to the Welcome, Skills Development and Employment Solutions Teams.

### **Leadership Team**

The Leadership team has planning oversight to identify policies, strategies and operating models in three key areas: integrated customer pool, integrated customer flow, and integrated staffing.

### **Paperless Case Management System**

Our VOS (Virtual One Stop) technology is being updated so that it can be used to track all client actions. Any team member will be able to access any client's information.

### **VOS - Virtual One Stop**

Virtual OneStop (VOS) is a comprehensive Internet-based system that tracks employer and jobseeker customer



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services and activities, matches business job orders with qualified candidate resumes and connects or 'spiders' the jobseekers to other web job search engines such as CalJOBS, Monster, and Hot Jobs. It contains a messaging center and event scheduler to help organize activities in the One-Stop Career Centers. It is a useful tool for staff to register and track jobseekers in various programs and services to accomplish not only customer employment goals but meet or exceed specific program performance levels to help ensure future funding.