



Project Charter

Date Created: 10-09-2007

Date Last Revised: 10-31-2007

Project Definition:

Project Name	Integrated Services Welcome Team
Strategic Programs	Job Link
Divisions	HSD – E&T Employment Development Department-Workforce Services
Description	Develop recommendations for implementation of a Welcome Team in response to the state DOL request for Integrating WIA & EDD Services

Project Background and Summary:

Sonoma County was selected as a learning lab for a radical program change in the one-stop system. The new design called Integrated Services is set to be implemented on July 1st 2008. Under this new model, all clients will receive some form of skills enhancement, be enrolled, and if appropriate referred to an Employment or Skills Team. The change is from a self-service model to a staff assisted model with all users being enrolled into the WIA system and Wagner Peyser.

California's integrated service delivery planning is structured to move forward by identifying policies, strategies and models in three key areas: *integrated customer pool*, *integrated customer flow* and *integrated staffing*. Work groups involving state and local partners will develop recommended policies, strategies and operating models. Sonoma County is one of the twelve counties actively participating in the Integrated Services planning process.

Sonoma County held the first Integrated Services Meeting on October 3, 2007. There was an initial brain storming session on designing the welcome process under a new Integrated Services Model. Under this new model, clients will be asked to enroll and receive skills enhancement and possibly referral to the Employment or Skills Team.

The welcome team is asked to recommend a service strategy for what will be the initial experience for customers walking through the door at Job Link, including clients with special needs, and a process for moving clients to the Employment or Skills Development teams. Additionally all customers will be receiving upfront skills enhancements. Customer service will be at the forefront of any system design created.

Project Scope – The scope of this project includes the charter group meeting and creating recommendations on how the Welcome Team will operate in the new Integrated Services system that will be implemented on July 1, 2008. The group will create the initial client experience and recommend how to provide the best customer service to clients coming into the Job Link Center, by developing a menu of initial services and how to move clients to next steps.

Project Goals and Objectives – The goal of this team is to develop a recommendation that include the following:

- Recommend menu of services for clients in initial welcome stage of new model.
- Develop the initial client flow.
- How referrals will be handled if the client is not appropriate for Job Link?
- How will clients with special needs be served?
- How partner staff will be incorporated into the Welcome Team.
- Recommend staffing for the team.
- Where will staff meet for the initial interaction with clients?

Project Deliverables –

Goal/Objective	Deliverable(s)
Design a new service delivery system recommendation ready to implement by July 1, 2007	<ol style="list-style-type: none"> 1. Recommendations for implementing a new Welcome Team service delivery system. 2. Develop tool for measuring success. 3. Develop a menu of “up front” services including assessment tools & workshops 4. Process for moving individuals to Employment and Skills Development Team(s)

Considerations – Implementation and/or deployment are considered out of scope:

Project Timelines –

Project Related Dates	Month/Year
Anticipated Start Date	November 6, 2007
Anticipated Completion Date	January 4, 2008
New Integrated Services Implementation Date	July 1, 2008

First Meeting – Date: November 2007, Time: Location: Job Link

Committee members:

Role	Staff Name	Project Responsibilities
Project Sponsor	Kathy Young	Review and oversight
	Debbie Antonsen	

Role	Staff Name	Project Responsibilities
Team		Project Lead