INTEGRATED RESOURCE TEAMS (IRT)

COLLABORATIVE CASE MANAGEMENT TOOLS AND STRATEGIES

SACRAMENTOWORKS

Seta

BACKGROUND

- WIOA and many current discretionary grants are placing a high emphasis on the blending and braiding of resources, partnerships across workforce systems, and the IRT model.

- IRTs were implemented as a key strategy in the Disability Employment Initiative (DEI) and the Disability Employment Accelerator (DEA), intended to increase collaboration between disability employment stakeholders, improve job placement outcomes for job seekers with disabilities, avoid duplication of service, and increase the capacity of public service entities to serve job seekers with severe disabilities.

DEFINITION

An Integrated Resource Team is an **active** and **collaborative** approach to case management that includes coordinating services and leveraging resources with partner agencies in order to provide wraparound services to an individual seeking assistance.
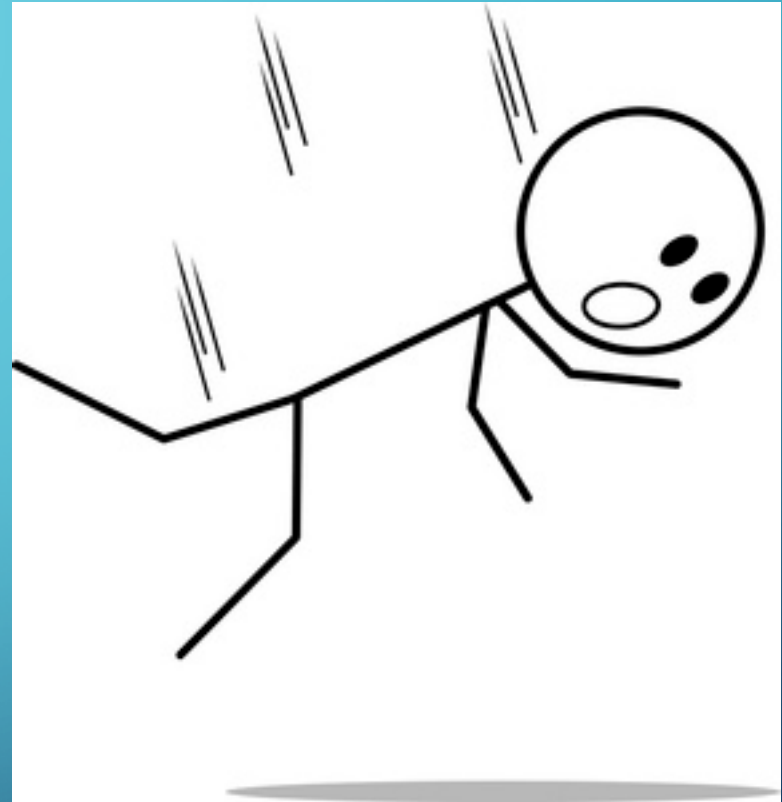
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- Pulling in resources instead of pushing out referrals

- A referral is not the end of service

- Human centered design approach

- Getting to know your clients

- Strategic use of available resources

- Working smarter, not harder

WHY IT'S IMPORTANT

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- Universal access

- No wrong door

- Improved quality of service

- Improved WIOA outcomes

- Puts an end to the referral circle

- Consistency

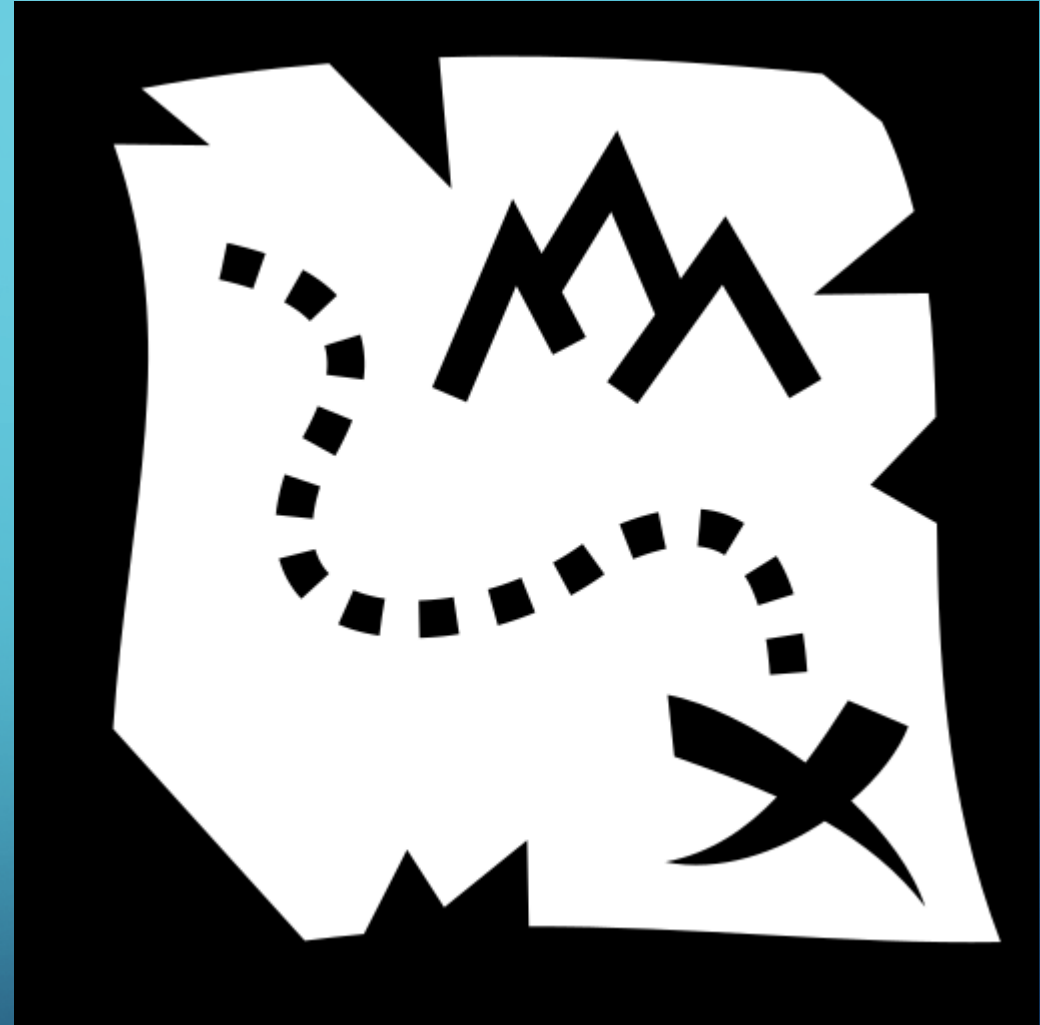- Opportunity

LAYING THE GROUNDWORK

- Brainstorming

- Resource Mapping

- Building Partnerships

- New Partners

- Silo busting

Resource Mapping

- What can you provide as a job center/service provider?

- Where are the gaps?

- Who do we know?

- Who do we need to get to know? (Time to develop some partnerships)

ACTIVITY – RESOURCE MAPPING

Developing Partnerships

- Workforce Board Members

- Mandatory Partners

- Discretionary grants

- Co-located partners

- Job seeker

NEW PARTNERS – BREAKING THE ICE

- Mutual contacts

- Introductory meetings

- Virtual introductions

- Cold calling

NEW PARTNERS – SELLING THE BENEFITS OF WORKING TOGETHER

- What is their mission?

- What are their goals and mandates?

- What are their available services and resources?

- What are their limitations?

- What aligns?

- What are you offering them?

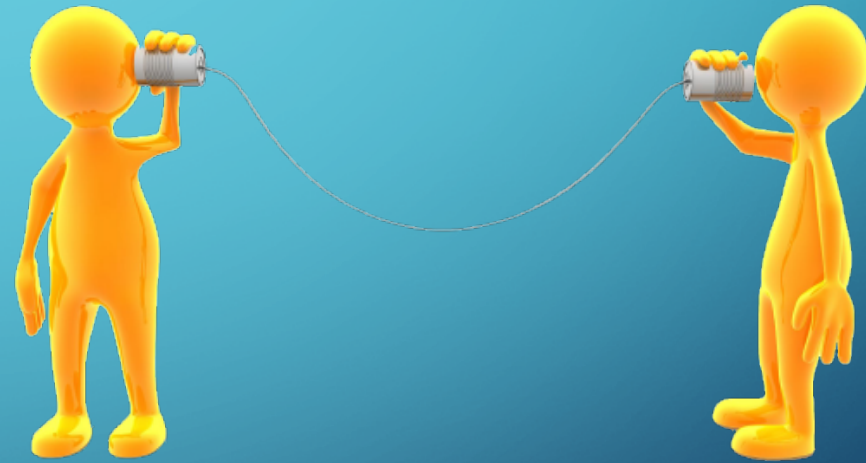- What are you hoping for in return?

SILO BUSTING

PARTNERSHIP AGREEMENTS

- Release of Confidentiality

- Memorandum of Understanding

COMMUNICATION STRATEGIES

- Phone

- Email

- Meetings

- Tracking forms

- Information sharing

IRT DEVELOPMENT

Life-Domain Assessment

Alternative Assessment

Building the IRT

IRT Service Plan

Ongoing Engagement and Follow Up

Life-Domain Assessment

- Is the job seeker in crisis, vulnerable, surviving, safe, stable, or thriving in each area of their life?

- Are basic necessities met? Food and shelter?

- Do they have a support network? Friends, family, teachers, service providers, caseworkers, counselors?

- Do they have skills and experience?

- What remains a barrier to becoming employed?
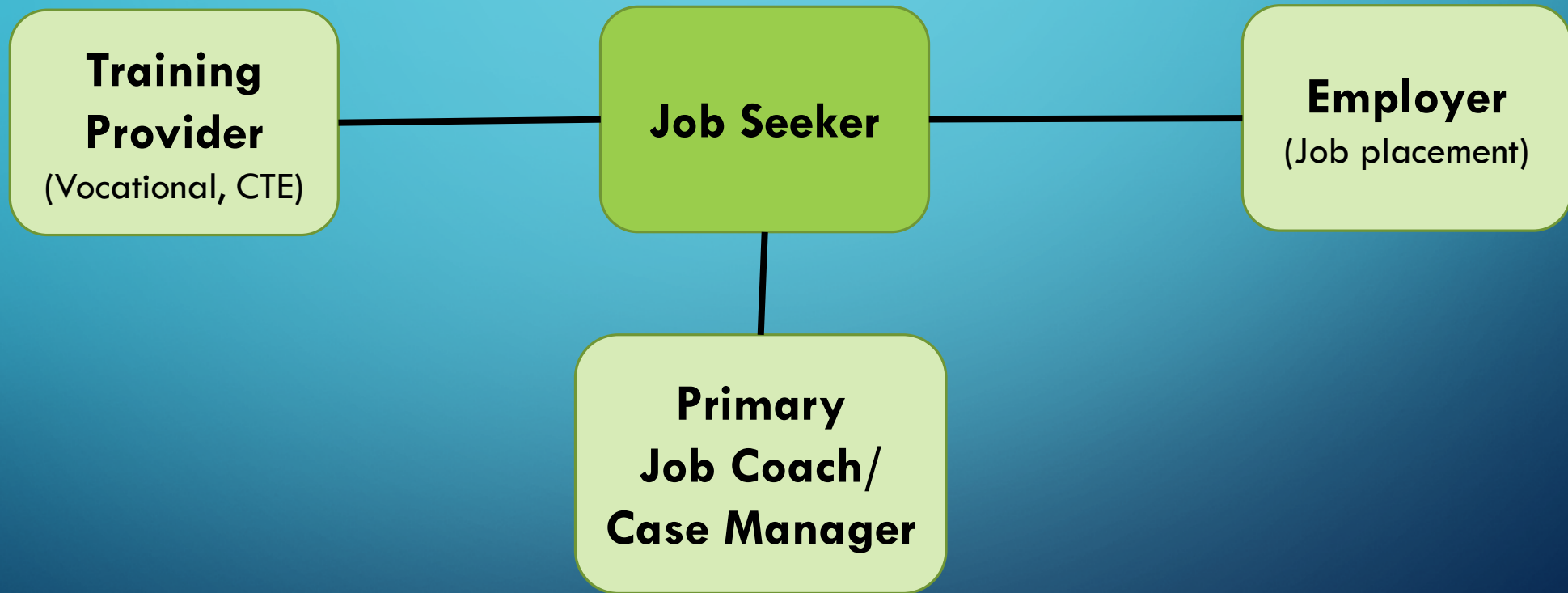
Alternative Assessments

- Skills and interests

- Work readiness needs

- Workplace environment preferences

- Barriers

- Resources/co-enrollments (service providers and programs currently being accessed)

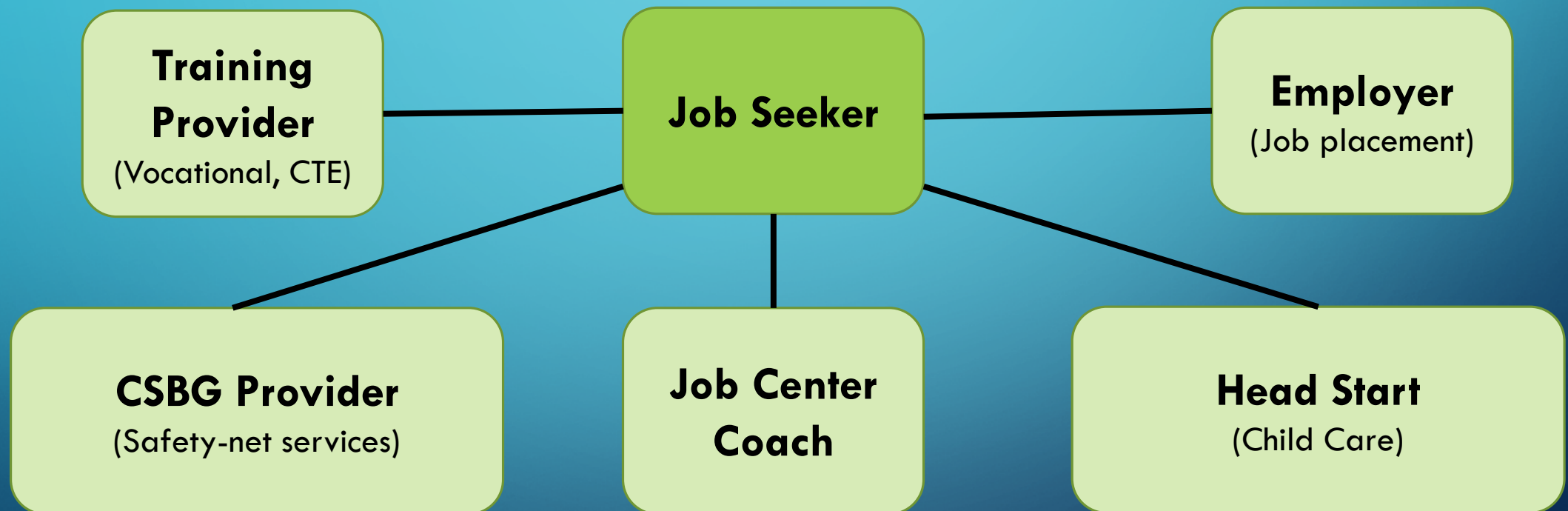- Action plan

LIFE DOMAIN ASSESSMENT ACTIVITY
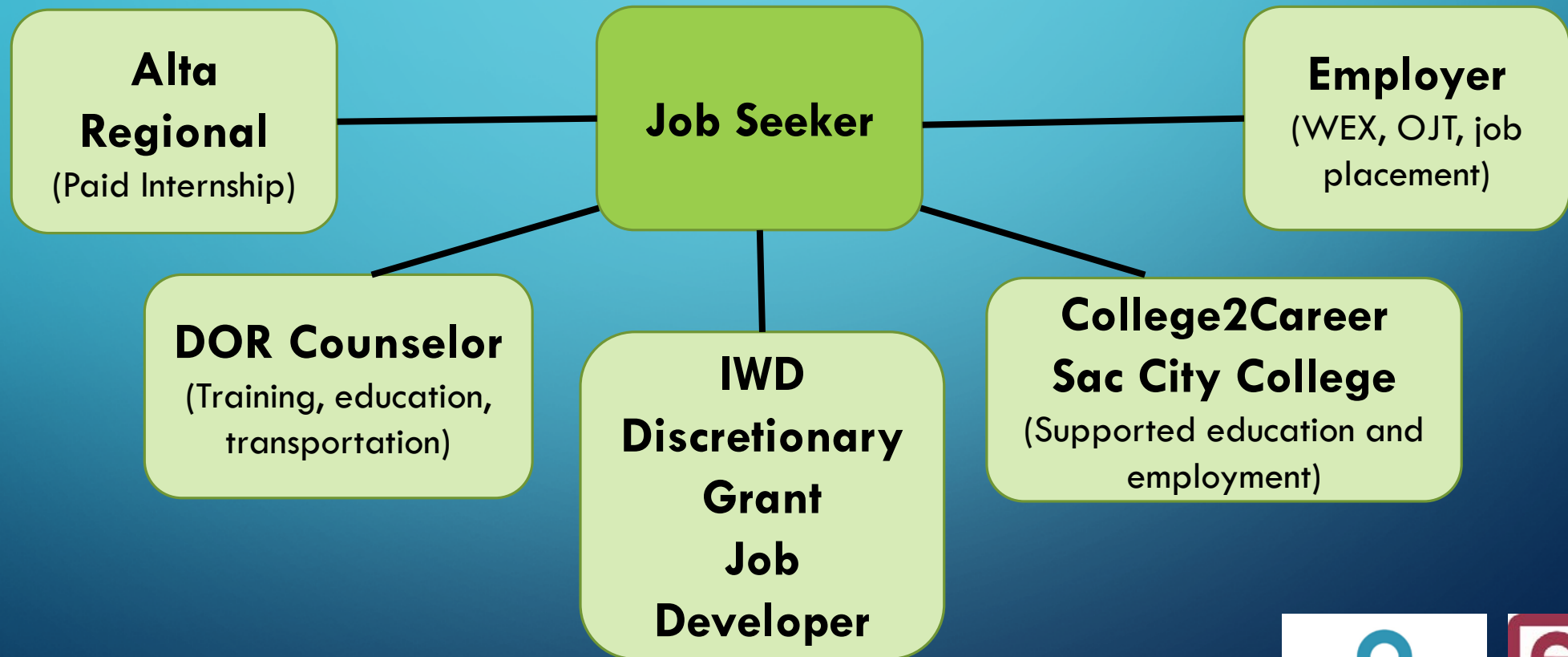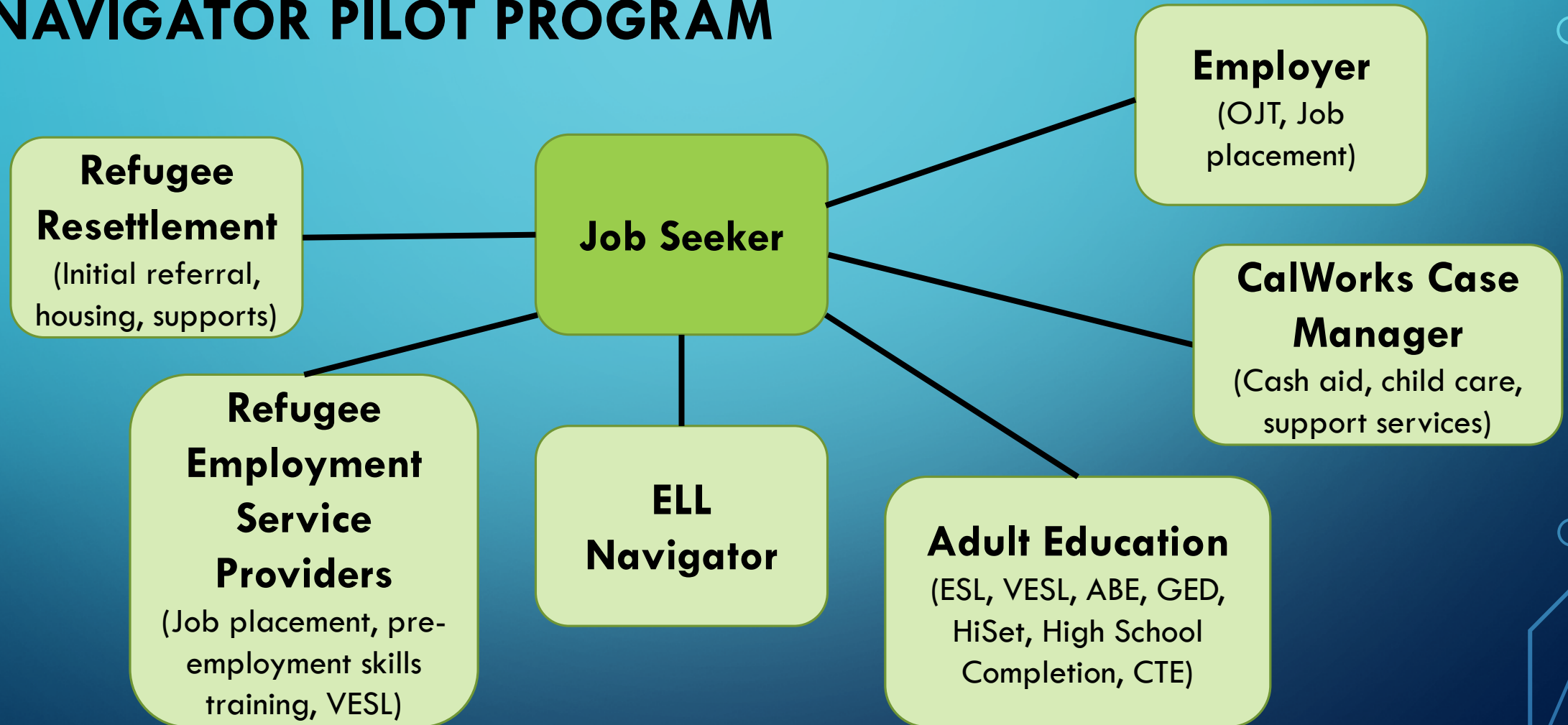
Building the IRT

SAMPLE IRT –BASIC WRAP-AROUND SERVICES

Training Provider
(Vocational, CTE)

Job Seeker

Employer
(Job placement)

CSBG Provider
(Safety-net services)

Job Center Coach

Head Start
(Child Care)

SAMPLE IRT – ENGLISH LANGUAGE LEARNER NAVIGATOR PILOT PROGRAM

Job Seeker

Refugee Resettlement
(Initial referral, housing, supports)

Employer
(OJT, Job placement)

CalWorks Case Manager
(Cash aid, child care, support services)

Refugee Employment Service Providers
(Job placement, pre-employment skills training, VESL)

ELL Navigator

Adult Education
(ESL, VESL, ABE, GED, HiSet, High School Completion, CTE)
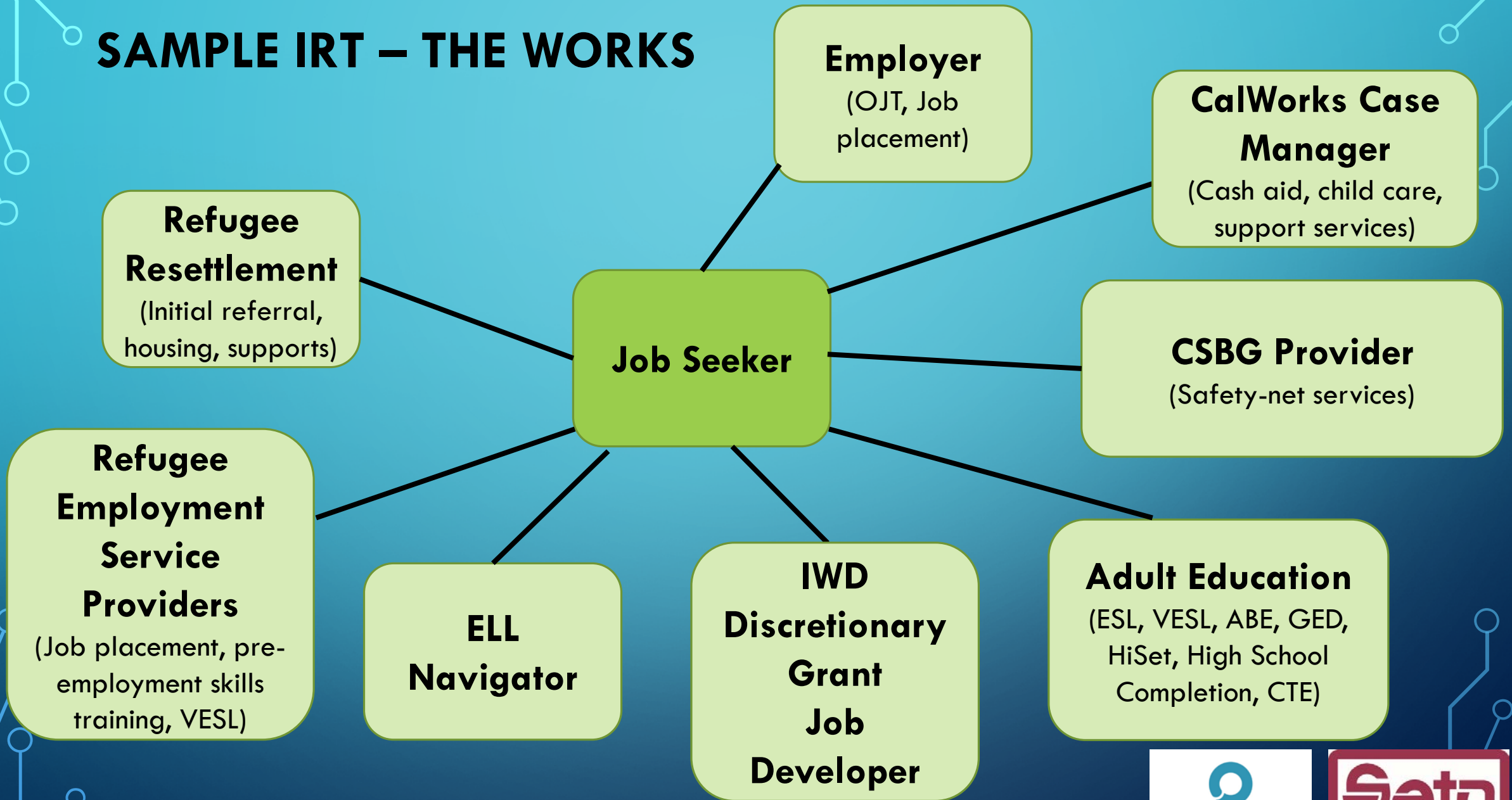
Building the IRT

- Who will take the lead?

- Aligning plans (IEPs, IWPs, IPEs)

- Defining roles: What services will each IRT member provide?

- What programs can pay for which needed services?

- Align scheduling

- Arrange to provide as many services as possible in one location, or few locations

- Releases of Information

- Enrollment Mapping

ACTIVITY – BUILDING THE IRT

IRT MEETINGS AND ACTIVITIES

- Preliminary fact finding (partner services, mandates, resources)

- Introductory meetings (meeting between some or all partners to facilitate introductions and begin discussing roles and responsibilities)

- Client-centered meetings (some or all partners and job seeker meet together to align service plan and empower client)

- Progress checks (with both the job seeker and partners)

- Partner meetings (to strategize resolutions to issues and additional service needs as they arise)

IRT SERVICE PLAN

Assessments (All partners – what info can be shared to reduce duplication)

Enrollment (Be strategic, each partner enrolling at the appropriate time)

Timeline of services (Concurrent as much as possible, sequential as appropriate)

Job Readiness (Typically a role that job centers play, see what other partners offer as well)

Skills Upgrades (Vocational training, Career Technical Education (CTE), and other training is offered by many partners, blend and braid resources to cover more of the cost)

Work Experience (Many partners have WEX, internship, and volunteer opportunities)

Job Placement (Leverage employer contacts within the IRT to make the best job placement)

Job Retention (Supports for retention are available through many partners, build retention plan that includes support services as needed)

IRT ROLES AND RESPONSIBILITIES

- Identify a lead

- Who will do what and when?

- Who is following up with the client?

- Who is following up with the employer?

- Who is paying for which services?

CHANGE OF PLAN

- Make sure that all IRT members are update on progress on the plan and any changes to the plan

- Who has a plan that impacts funding?

Ongoing Engagement and Follow Up

- Follow up occurs throughout the process.

- Ensure that the job seeker follows though with all activities in their services plan, and follows up with the varying case managers, as appropriate.

- Services do not end at job placement, ensure that a retention plan is in place so that some or all IRT partners can provide supports after job placement.

IRT QUICK TIPS

- You will not necessarily follow each step each time. An IRT is sometimes as simple as a phone call or a meeting.

- IRTs help job seekers to more successfully navigate complex workforce systems

- IRTs help put an end to the referral circle (and decrease frustrated calls of job seekers not knowing who can help them)

- The job seeker gets a more complete service, resulting in better outcomes

- The IRT team will provide you and your client with support and resources

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