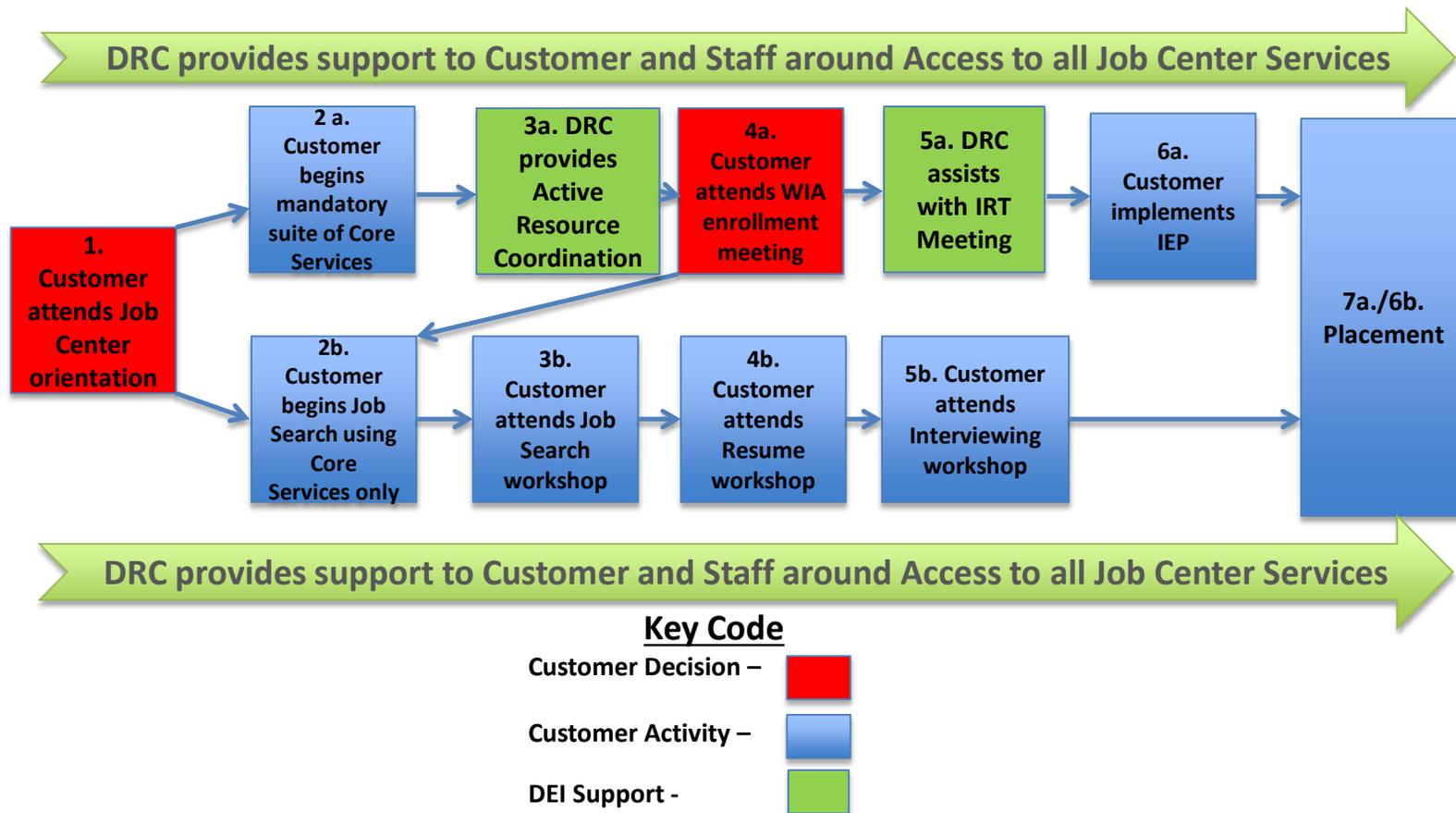


Sample IRT flow through WIA Intensive and Training Services



Integrated Resource Team (IRT) Approach

The Integrated Resource Team (IRT) approach is a promising practice identified by the Disability Program Navigator (DPN) Initiative whereby a team comprised of representatives from different agencies and service systems (both general workforce and disability-specific) coordinate services and leverage funding to meet the employment needs of an individual jobseeker with a disability. The jobseeker is the key member of the IRT and works with providers (e.g., Workforce Investment Act (WIA) Case Manager, Vocational Rehabilitation Counselor, interpreter service, community college) to identify and strategize how their combined services and resources can benefit and support the individual's education, training, or employment goals.

IRTs can lead to improved communication and coordination of services for those impacted by multiple systems and variables. IRTs are organized around an individual jobseeker with a disability who experiences multiple challenges to employment and who has been enrolled in WIA intensive and/or training services (or is attempting to attain enrollment in these services). The IRT is one of seven strategic service delivery components that a Disability Employment Initiative (DEI) project can select as part of their service delivery approach for the adult or youth population they plan to serve. DEI projects work with the American Job Centers to provide active resource coordination for persons with disabilities who require a more intensive level of support in order to access services with the purpose of enrolling those who are eligible into WIA intensive and training services.

IRT members should include WIA staff (this may include but should not be limited to the Disability Resource Coordinator) and representatives from other systems from which the customer is receiving or in need of services. The members of each IRT should be based on the needs of each individual's employment plan and specific resource needs for obtaining and maintaining a successful employment outcome. IRTs differ from interagency committees or resource sharing agreements because they are informal and unique to each customer.

IRTs do not involve systems level agreements or modification of existing service delivery models or outcome requirements for participating service providers. IRTs require the alignment of existing individual service plans from two or more service providers and the coordination of those services with a customer to achieve his/her identified employment goal.

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Sample IRT flow through WIA Intensive & Training Services (Detail)

DRC provides support to Customer and Staff around Access to all Job Center Services

The arrow indicates the Disability Resource Coordinator's (DRCs) intent to be a support to Job Center customers and staff in an ongoing effort to make Workforce Investment Act (WIA) services more accessible to all customers regardless of the challenges to employment they may experience. The arrow runs through the whole of the chart to indicate that access issues may occur anywhere, and that access issues *anywhere* in the flow can impact access *everywhere* in the flow.

The narrative below offers an additional level of detail related to the activities identified in the Sample Integrated Resource Team (IRT) flow through WIA Intensive and Training Services chart. This information is meant to provide a cursory overview of the two potential customer flow scenarios that can take place after the customer attends Job Center orientation and is meant to support training and technical assistance provided on this topic by the DEI TA Team.

1. Customer attends Job Center orientation

Customer enters Job Center and attends orientation workshop/presentation in which they are given explanation/support around registering in Core Services, given information about the various services available there through WIA, Wagner Peysner and other partnering service providers.

Customer decides to follow one of the following tracks as they move forward with Job Center Services. Both of these tracks are outlined on the following pages:

- a. **Intensive Service Track**
- b. **Job Search Track**

A. Intensive Services Track (begins after Job Center orientation)

2 a. Customer begins mandatory suite of Core Services

Customer has decided to follow an ***intensive services track*** and is registered to attend a suite of Core Service Workshops meant to prepare them to apply for Intensive Services. These activities might include basic job search activities such as resume creation or job search strategies but may also include activities targeted at creating a WIA Intensive Service Plan (i.e., IEP or Training plan). These activities may include Labor Market Research, training provider research, budgeting for training, etc.

3a. DRC provides Active Resource Coordination

The Disability Resource Coordinator is available to help customer's access services available to them at the center by providing Active Resource Coordination (ARC) as needed. ARC is a group of targeted activities designed to assist customers with disability and/or multiple challenges to employment by increasing access to Job Center services and making a Job Center's customer flow universally accessible. ARC is the first step in the Integrated Resource Team process because customers who could benefit from IRT support will necessarily need to progress through a Job Center's customer flow in order to be enrolled in WIA Intensive/Training services. Ensuring that a Job Center's customer flow is accessible to these customers is a necessary step in providing IRT supports.

ARC activities focus on service flow, individual customers, and staff as follows:

Active Resource Coordination is monitoring the existing customer flow and identifying:

- Bottlenecks in the customer flow process
- Customers who have ceased to progress
- Customers with resource gaps

Active Resource Coordination is monitoring identified customers progress through the Job Center flow and ensuring that they access:

- Career exploration
- Resource identification and referral
- Accommodations as needed
- Consideration for WIA Intensive Services (i.e., eligibility, enrollment)
- Support in convening an Integrated Resource Team

Active Resource Coordination is working with Job Center staff through training, modeling, and consultation to ensure staff:

- Include customers with diverse needs in the existing service flow
- Understand when and how to respond to requests for accommodation
- Identify and apply appropriate resources (internal/external)
- Initiate and facilitate Integrated Resource Teams
- Adequately support customers with diverse needs during job retention

4a. Customer attends WIA enrollment meeting

The customer is scheduled for a WIA Intensive Services eligibility meeting. During this meeting an employment goal is proposed, as well as possible resources that might be available to support a customer's attaining the stated employment goal. This discussion is focused around the resources available in WIA Intensive Services but will also involve a discussion about any identified resource gaps beyond the ability of WIA resources to address and what additional resources from outside of WIA may be brought in by the customer to address these issues. A decision is made during this meeting as to whether a customer will be enrolled in WIA Intensive, continue to work on their Intensive Services Plan, or continue their Job Search using Core Services only.

5a. DRC Assists with IRT Meeting

At this point a DRC can provide support in convening the Integrated Resource Team by supporting both staff and customer as they reach out to other providers to obtain additional resources and to coordinate those resources (e.g. completing eligibility processes, obtaining releases of information, explaining the IRT model, convening the initial IRT meeting, communicating between partners as services are delivered). The role of a DRC is to support customers and staff as they implement an IRT. This support could take the form of modeling, consulting, or providing formal staff trainings on the IRT model but the responsibility for applying the model should rest with customers and staff, not the DRC.

6a. Customer implements IEP

Customer and WIA staff implements Individual Employment Plan (IEP) with DRC support as needed. Because of the IRT meeting, the IEP has been aligned with the service plans of IRT partners leading to a high level of coordination and additional communication as needed. The WIA staff is responsible for directly helping the customer implement the IEP but the DRC is available to assist customer and staff as needed.

7a./6b. Placement

The customer obtains employment as a result of a Core Service only job search or an intensive service/IRT track. Once employed, a customer may continue to need support around resource coordination (especially SSA benefits) accommodation, or asset development to ensure they achieve job retention. For customers enrolled in WIA Intensive Services, this activity becomes an ongoing function of the IRT members, for customers on a Core Service track, it may fall under ARC activities provided by the DRC.

B. Job Search Track (begins after Job Center orientation)

2b. Customer begins job search using Core Services only

Customer decides to begin their **job search** immediately while receiving Core Services and not attempt to become enrolled in WIA Intensive Services. They choose the Core Service Workshops they feel are most relevant to their search from the list of workshops designed to assist with job search activities.

3b. Customer attends Job Search Workshop

Customer attends workshop that focuses on multiple Job Search strategies as a part of their Core Service job search.

4b. Customer attends Resume Workshop

Customer attends workshop that focuses on strategies that create and distribute relevant resumes in a manner that gives the best chance of obtaining a job interview as a part of their Core Service job search.

5b. Customer attends interviewing Workshop

Customer attends workshop that focuses on skills that will increase the chances that any interview attended by the customer will have the best chance at leading to employment as a part of their Core Service job search.

7a./6b. Placement

The customer obtains employment as a result of a Core Service only job search or an intensive service/IRT track. Once employed, a customer may continue to need support around resource coordination (especially SSA benefits) accommodation, or asset development to ensure they achieve job retention. For customers enrolled in WIA Intensive Services, this activity becomes an ongoing function of the IRT members, for customers on a Core Service track, it may fall under ARC activities provided by the DRC.