

Effective Strategies for Co-enrollment and Service Coordination

Workforce Forum, May 13-14, 2024

Presenters

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Background



TWC's Strategic Priority Five, System Partnership and Service Coordination project aimed to improve customer referral and service coordination processes among Texas Workforce Solutions partners, including Local Workforce Development Boards and their contractors.



The 35-member work group convened and presented recommendations that resulted in the development of an employer services flyer, a preconference joint training session, and a proposal to pilot an electronic referral method using WIT and RCT



Work continues to implement additional work group recommendations and develop a collaboration and service coordination framework for future MOUs

Defining Service Integration

A holistic approach to serving workforce System customers: individuals, families, and employers

Workforce System Customers Have Access to Menu of robust services that are comprehensive, coordinated, and seamless

Collaboration Across partners occurs at critical points in the customer's experience including information and referrals, service planning and service delivery

Objectives

- Learn the definition of integrated (collaborative) service delivery within the Texas workforce system.
- Hear how two local workforce areas are working to develop partnerships and coordinate service delivery, setting the stage for further system collaboration.
- Develop strategies you can implement to increase collaboration and service coordination to provide outstanding service to your customers.

The Value of Leveraging Across Multiple Systems

[Blending, Braiding and Sequencing](#) | U.S. Department of Labor ([dol.gov](#))

Increase competitive integrated employment for individuals with disabilities

Maximize efficient and effective use of federal funds across systems

Approaches to leveraging:

- Blending = dollars from multiple funding streams combine to create a single source of comingled dollars that can fund an initiative or specific service
- Braiding = multiple funding streams separately and simultaneously provide specific services to support a job seeker
- Sequencing = multiple funding streams separately and sequentially provide specific services to support a job seeker



Success Factors

System staff, and their leadership:

- ✓ Value each other, their roles, and the unique aspects of each program area
- ✓ Invested in learning about the array of system services and building relationships with their program partners
- ✓ Create regular opportunities to communicate and collaborate
- ✓ Ensure training and information about system services is readily available, intentionally delivered, and regularly revisited by staff
- ✓ Create systems and processes that are developed and documented, with input from all partners



Workforce Solutions Southeast

Harold Whitfield & Suzy Saenz



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VOCATIONAL REHABILITATION SERVICES

Workforce Solutions Southeast Texas & Vocational Rehabilitation Services

Vocational Rehabilitation Services and Workforce Solutions Southeast Texas partnership assists with:

- **Communication-** Local partnership and Board meetings, Points of contact for VR in all centers, upcoming events, outreach,
- **Co-enrollments-** VR Services, WIOA Programs, Childcare, Veterans Services and Local First
- **Cross training-** Sharing information on new and updated programs, opportunities.
- **Holiday Food Drive-** This Holiday tradition began with VR and has grown each year.



Continued Partnerships

- **Summer STEM Camp** – summer 2024 is our first year and we're planning to sponsor 45 VR potentially eligible students.
- **NDEAM** – annual event that has grown each year, with the VR Integration Award we've had the opportunity to create Inclusion Works 2023 and look forward to Oct 2024
- **SEAL** – we've had success each year working together
- **Paid Work Experience** – continuously improving employer relationships
- **Youth Career Expo** – annual event serving 3000 students with over 120 career exhibitors



2022- Vocational Rehabilitation
Integration Award 1st place
NDEAM Event- Inclusion Works 2023
Outreach materials

2023- Vocational Rehabilitation
Integration Award 2nd place
NDEAM Event- Inclusion Works 2024
Summer STEM Camp

2024- Vocational Rehabilitation
Integration Award...pending



SEAL Employer
of the Year CVS



Dr. Temple Grandin
Keynote Speaker



Workforce Solutions North Texas

Debbie Powell & LeAnne Baird



Integrated Service Delivery



Cross-Training, Professional Development, and Immersion

- Workforce Solutions North Texas, Vocational Rehabilitation, Childcare, and Adult Education offer cross-training sessions. This teaches staff about services, eligibility criteria, accommodations, and general practices.
- Maintain constant communication throughout the year including meetings and professional developments. Examples: team building meetings, staff meetings, annual trainings.
- Established an Employee Committee which has a representative from each department. This ensures all voices are heard and the availability for all to participate in joint activities (hot chocolate bar, potluck, etc.).



Coordinated Referrals and Case Management

All agencies
have
established
effective
communication
channels

Staff triage
customers to
recognize their
needs and what
would suit best
for the
customer

This leads to
customized
employment
strategies that
focus on the
individual's
strengths,
preferences,
and skills

Coordinated case management ensures that the individual receives seamless support. Staff from all agencies can work together to create personalized employment plans. Further, it contributes to a higher level of accountability, to each other.

Shared Resources and Expertise

WFSTX and VR pool their resources

Workforce centers offer job search assistance, workshops, and access to job listings

VR provides specialized services like vocational assessments, assistive technology, and job coaching

By pooling the resources, each agency can ensure that the needs of the job seeker are addressed.

Doing this allows each agency to depend on each other to best suit the needs of the customer. It also allows each agency to seek out subject matter experts in that field. For instance, accommodations/ transition or even knowing which employers might be a good fit for a candidate.

Joint Outreach and Awareness



Collaboration on outreach efforts to raise awareness among job seekers and employers. This includes grants such as the recent Middle Skills in which customers were referred.

Hosting collaborative events such as resource fair and job fairs. Examples: Transition Fair, Jobs Y'all Expo, Hiring Red White and You

All events have a representative from each agency not only participating in the event but also within the committee. This ensures that all agencies are represented, and all viewpoints are heard.

Questions

