

Countdown to January 1, 2014...

**Local Integrated Services
Leadership Team**

October 17, 2013

Today...

- ✓ Provide ISD Updates
- ✓ Learn from Other Local Teams
- ✓ Plan to Finalize Procedures Manual
- ✓ Identify “Countdown” Next Steps

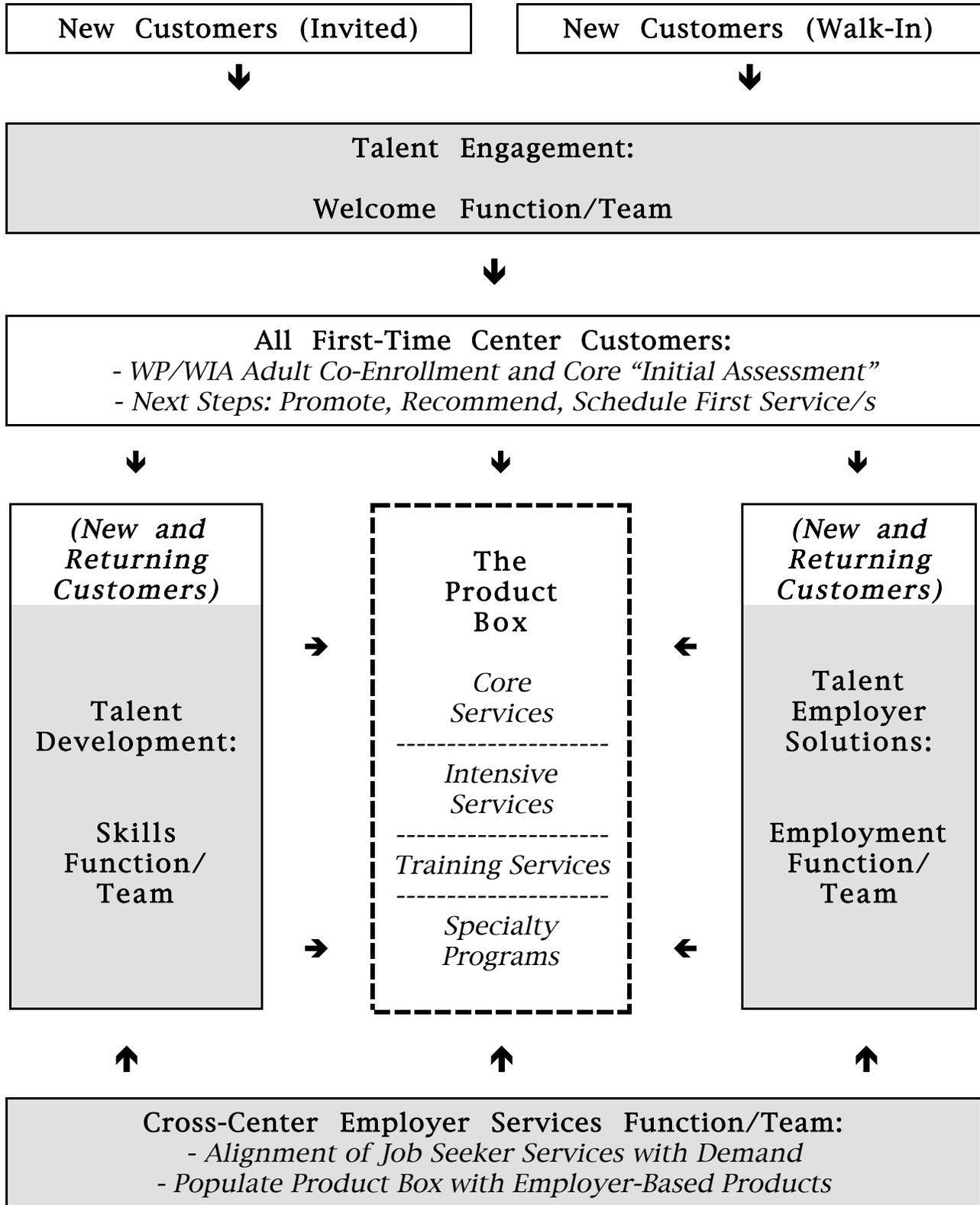
ISD Updates...

Local ISD Leadership Teams On the Move!

Continuous Improvement Feedback on First Draft Procedures Manual:

When Finalize?

Integrated Service Delivery Customer Flow



| <i>Countdown to January 1: Local Leadership Team Integrated Services Planning</i> | | |
|---|----------------|-------------|
| <i>Activity</i> | <i>Who/How</i> | <i>Date</i> |
| 1. Finalize Procedures Manual for 1/1/14 Launch | | |
| 2. Ensure Alignment with Local Policies/Contracts | | |
| 3. Continue to Define and Populate the Product Box | | |

| <i>Activity</i> | <i>Who/How</i> | <i>Date</i> |
|--|----------------|-------------|
| 4. Create ISD Organizational Chart | | |
| 5. Assign Staff and Leadership by Function | | |
| 6. Begin to Convene Staff by Function | | |
| 7. Develop WIA “Case” Transition Strategy | | |

| <i>Activity</i> | <i>Who/How</i> | <i>Date</i> |
|---|----------------|-------------|
| 8. Design Center Space to Implement Flow (<i>Welcome</i>) | | |
| 9. Train All Center Staff on All ISD Procedures | | |
| 10. Conduct Dress Rehearsal/s | | |
| 11. Celebrate the Launch | | |

| <i>Activity</i> | <i>Who/How</i> | <i>Date</i> |
|--|----------------|--------------------------------|
| 12. Identify Initial Success Indicators | | |
| 13. Plan Support/Debriefs for First Two Months | | |
| 14. Launch of Integrated Services Delivery | | 1/1/14! (OK: 1/2/14) |
| 15. Improve Continuously: (Monitor for Legacy) | | |

Summary and Next Steps...