

TO: WIB

DATE: 01/13/11

FROM: Staff

For Discussion

For Action

For Information

SUBJECT: Integrated Services Delivery (ISD) Model

PROPOSED MOTION(S): Information Only

DISCUSSION: The California Workforce Investment Board delivered a letter dated November 22, 2010, asking the Merced County Workforce Investment Board to participate in evaluation of the Integrated Services Delivery (ISD) model. Participation will require some information and reporting by staff. The Department of Workforce Investment (WI) will be compensated \$5000 to cover staff time and resources.

The attached letter explains the project in greater detail. WI has agreed to participate in the evaluation process.

ATTACHMENT(S): Letter from California Workforce Investment Board



Arnold
Schwarzenegger
Governor

Barbara Halsey
Executive Director

November 22, 2010

Andrea Baker, Director
Merced Workforce Investment Board
1880 Wardrobe Ave
Merced, CA 95341-6407

Dear Ms. Baker:

We are contacting you to ask for your participation in an important evaluation of the Integrated Services Delivery (ISD) Model.

The California Workforce Investment Board (State Board) in partnership with the Employment Development Department (EDD) and in consultation with the Integrated Services Evaluation Workgroup is conducting a two phase evaluation of the Integrated Services initiative. The first phase of this evaluation is complete and highlights implementation experiences, including drivers of success and challenges, through in depth case studies of four sites. Phase two of this evaluation is summative in nature and is described in greater detail below. As with phase one, Dr. Richard Moore from California State University Northridge (CSUN) and his team of researchers are conducting the evaluation and would like you to participate as one of the study sites. We understand that participation means additional work for you and your staff. The State Board will provide a participation stipend of \$5,000 to support staff time in gathering necessary data.

The summative evaluation will measure the impact of the learning lab innovation through a "matched pairs design". This means we will compare the experience of OneStops using the ISD model, with similar OneStops not using the ISD model. You have been selected to be one of the local areas from which we will choose a single OneStop for study. The project will measure ISD's impact on One-Stops from multiple perspectives and then contrast ISD sites with non-ISD sites to estimate ISD's impact. The four dimensions of program impact to be measured are:

1. Volume and type of services delivered
2. Customer Satisfaction with services delivered
3. Cost of services delivered
4. Performance as measured by federal performance measures

Your participation and any information will be treated as confidential. Only the research team will be able to connect your data with your site. The study will not identify your local area, your One-Stop or any individual in any report or presentation. As stated earlier, the CWIB will offer a stipend to help defray the cost of participation.

Richard Moore from CSUN will call you to set up a brief teleconference to discuss the value and details of your participation in this second summative phase of the integrated services evaluation. You can contact Dr. Moore at 818-677-2416 or at richard.moore@csun.edu, if you have immediate questions. Thanks you for your help with this important study.

Sincerely,

Handwritten signature of Barbara Halsey in black ink.

Barbara Halsey, Executive Director
California Workforce Investment Board

Handwritten signature of Dennis Petrie in black ink.

Dennis Petrie, Deputy Director
Employment Development Department, Workforce Services
Branch