



Integrated Service Delivery

NASCSP Mid-Winter Training 2011

New Opportunities, Inc.

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Your Starting Point for Integration

- Must have Executive and Management Level Support
- Focus on Customer Flow – See Chart
- Analysis of Agency Programs – See Chart Explanation
- Software Tracking System
- Commit to Staff Training

Principles for Integrated Service Delivery

- Single point of entry
- Pre-assessment of customer needs
- For customers in need of DSS assistance, application assistance
- For programs not providing case-management, immediate access to Self Sufficiency case-management services
- Cross-Training for all direct service workers

Cross – Training for Direct Service Staff

Agency Wide Trainings have included the following topics:

- Case Management – Best Practices
- Conflict Resolution
- Handling Difficult Customers
- DSS Overview of Programs
- 211 Overview of Programs
- Family Development Credential
- Bridges Out of Poverty

Lessons Learned

- Without Executive Level and Senior Management Support you are fighting a lost cause
- Engage your staff in the discussions – they are your most valuable resource – Agency Case Management Standards
- Supervisors must also be engaged in the process and they need to be able to track performance
- Be aware of office dynamics throughout your process
- There is no such thing as over training
- You must be invested for the long haul....things didn't happen overnight and they won't change overnight

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