

Integrated Service Delivery

How Spokane's physical and organizational changes result in better service to **BFET** customers.

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Overview

- Physical redesign
- Functional redesign
- Why it's better for customers and staff

Physical Redesign

**PROJECT
REDESIGN**

Customer-centered Design



Lobby - Before



Lobby - After



Resource Room - Before



Resource Room - After



Resource Room - After



Functional Redesign

**PROJECT
REDESIGN**

Old WorkSource Spokane



New WorkSource Spokane



Basic

Individualized

Training

Why it's Better for Customers and Staff



What's in it for Staff

- Changing hearts and minds
- Increased morale
- Increased access to staff training
- Better looking space
- Better functioning team
- Proud of our new center and design

What's in it for Customers

- All customers have access to a career coach
- Increased access to all services
- Access to better trained staff by subject
- Easy to navigate one-stop center
- Improved access for customers of all abilities
- A nice space that meets their needs
- Daily/weekly access to employers with open jobs
- Access to in-demand and on-time training programs

A Peek Behind the Curtain

Work still to be done:

- Blending staff and teams
- Funding source constraints
- Multiple systems
- Making budgets align with ISD

Let's Talk Shop

