



UNITED STATES DEPARTMENT OF LABOR

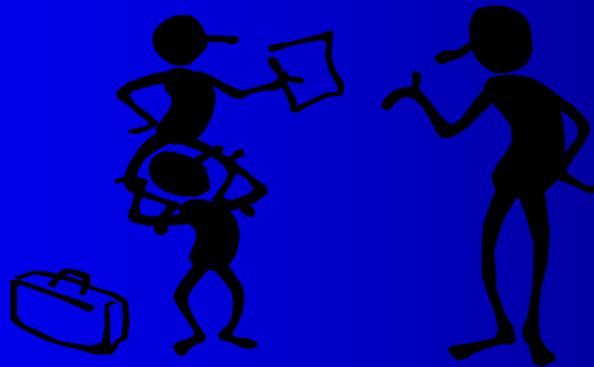
Employment & Training Administration - Region 2

Offering Efficient and Effective Services through Partnership Efforts



Kick Off

- Welcome
- “It takes a village to raise a child...”
- What does it take to be a good partner?





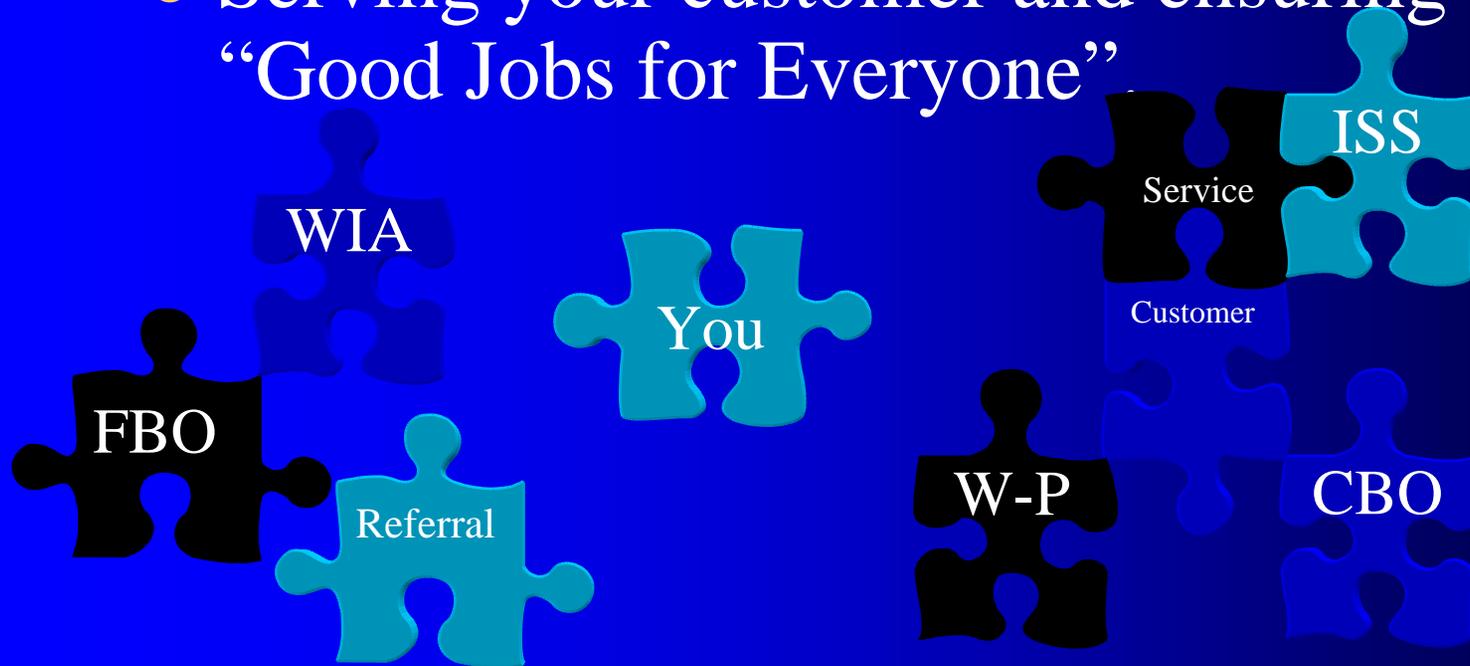
Agenda

- Why Partner with Other Agencies
- Collaboration/Communication Skills
- Resource Identification/Engagement
- Maintaining the Partner Relationship
- The Bottom Line: Serving Your Customer Effectively
- Partner Meeting Strategies
- Question & Answer



Overview

- Collaborative partnerships help you work more effective and efficiently.
- Serving your customer and ensuring “Good Jobs for Everyone”





Why Partner With Other Agencies?

- Accessing complementary services your customers need that your agency may not offer.
- Marketing and outreach of your services.
- Building your rolodex and resources as a case manager.
- Developing comprehensive service strategies in the ISS/IEP with your customers.
- Achieving program outcomes.





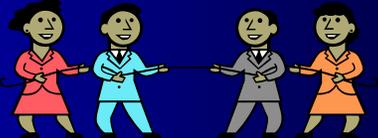
Resource Identification/Engagement

- Target potential partners- do your homework! What services are offered?
- Schedule a meeting. Bring marketing materials, business cards, and prepare a presentation.
- Outline mutual benefits of the partnership.
- Discuss leveraging resources.





Collaboration/Communication Skills

- Understand each others programs and goals.
- Seek a win-win situation. 
- Remember it is only business.
- Focus on desired outcomes.
- Communicate effectively and regularly.
- Identify challenges.
- Participate in partner programs/activities.



Maintaining the Partner Relationship

- Make plans to keep in touch- at least monthly.
- Deliver on your promises-keep your word.
- Extend an invitation for the partner agency to visit your organization-give them a tour of your facility, and service overview.
- Attend partner functions if you are invited.
- Educate your co-workers on any special considerations that the partner has. (ex. requirements, certain restrictions)



The Bottom Line: Serving Your Customer Effectively

- Collaborations help you refer clients to obtain services that your agency does not offer.
- Partnerships enable you to work smarter for your customers vs. harder.
- You, partner, customer, working together for the bottom line: better jobs, education, supportive services, training, and well-being of the customer.



Partner Meeting Strategies

- Designate a point of contact person.
- Set up a regular meeting date with partner.
- Discuss customer progress.
- Brainstorm how to remove or reduce customer barriers as they arise.
- Develop and update customer IEP/ISS.



Memorandum of Understanding

- Hold a meeting consisting of all involved parties to determine what functions, services, or resources will be shared and discuss a plan as to how the organizations will operate together.
- Write out the main purpose or goal of the agreement and determine what specific outcomes are expected.



M.O.U. - continued

- Determine a time line as to when the partnership and agreement will begin and when it will end. Be specific regarding the dates.
- Write down and determine which organization will be responsible for which services and resources.
- Draft the memorandum of understanding based on the decisions that were made during the meeting. Let all parties review, sign, and authorize the M.O.U. Addendum's can be made as needed.



Where to Get More Information

- www.urbanministry.org (faith based)
- www.forum.com (leadership)
- www.nwpawib.org (partnership model)
- www.cbocenter.org (nonprofits)
- www.workforce3one.org (webinars)
- www.agoodmanonline.com (Storytelling)
- Getting to Yes- Negotiating Agreement Without Giving In. Harvard Neg. Project
- Building Communities from the inside out: A path toward finding and mobilizing community's assets. (Asset mapping)



Questions?????

Thank you!

