

# SPARKPOINT SERVICE INTEGRATION PLAN



STEP	GOAL	STRATEGY TO ACHIEVE GOAL	WHO?
1	Have a clear, agreed upon, and shared mission and vision, as well as an understanding of how the partners roles fit into or impact the larger SparkPoint mission.		Ex. All Partners and Staff
1	Demonstrate a shared brand, where partner staff view themselves as SparkPoint staff in addition to being staff of their individual partner agency (e.g., introducing themselves as part of SparkPoint when interacting with clients).		
2	Use a standardized vocabulary/common language when referring to processes to clients, internal partners and the public.	Ex. 1. Develop a baseline training including a manual for all staff on standardized processes. 2. Develop continuing training opportunities for new processes. - Build out on-boarding plan to include training.	Ex. All Core Partners Staff
2	Have a clear referral system in place for clients to access additional services.		
2	Share a data system and routinely use this system to make decisions concerning center performance, strategy and/or clients.	Ex. 1. We will use a shared tool that all staff will have access to and regularly review metrics and outcomes.	Ex. All Core Partners Staff
2	Communicate about decisions and have a unified and clear decision-making process that is shared across partners/programs.		
3	Have a shared logic model and goals and share progress and accountability equally with partner agencies.		
3	Ensure responsibilities reflect a service-oriented approach where individual staff roles and responsibilities crossover what were previously separate jobs/ functions.		
3	Ensure funding streams support the center and staff.		
4	Take responsibility for ongoing casework of a client that spans across traditional program groupings (e.g., income support, workforce and benefits programs).		
4	Hold continual training and development at regular intervals. Trainings are structured to meet the changing needs of staff.		
4	Have a streamlined intake and assessment process across multiple programs and regularly utilize the information to make decisions about clients.		