

Shared Customers, Shared Resources, Shared Outcomes: The Integrated Resource Team (IRT) Model

(February 2016)

An Integrated Resource Team (IRT) is one of the key strategic service delivery components of the Disability Employment Initiative (DEI), a project of the US Department of Labor implemented in the workforce development system. The IRT approach involves diversified service systems coordinating services and leveraging funding in order to meet the needs of an **individual** jobseeker with a disability.

When is an IRT initiated?

An IRT begins with a customer who is determined eligible for services in multiple systems (two or more) and has established an employment goal that requires resources from all of these systems. The Disability Resource Coordinator (DRC) or other service provider may support the customer in approaching and/or coordinating these services to ensure that the plan is fully resourced and has the best chance at a successful outcome.

In the IRT model, a customer works with each provider to ensure a release of information is in place, so that all partners may communicate freely. With optional support from a DRC or other provider, a customer will then convene a meeting (face to face or via phone) between partners in which consensus is reached around three key parameters.

***Common employment goal *Lines of Communication *Sequence of Services**

Does an interagency agreement or memorandum of agreement (MOU) need to be in place for partner systems to participate on an IRT?

No, an IRT is an INFORMAL agreement at the customer level. A customer needs to comply with both the eligibility and outcome requirements of every system they are accessing. No partnering system participating in an IRT should be asked to deliver services or agree to outcomes that do not meet the requirements of their funding streams. The idea is to reach consensus around the employment goal of the customer that also meets the outcome requirements of all the agencies involved. It is not to make all partners comply with a single service plan. Similarly, the coordination of a customer's resources should comply with all partner system requirements rather than supersede them to allow each system involved to commit to participate in an IRT on their own authority.

What's in it for the service systems?

Participating in an IRT can be instrumental for the customer, as it provides the opportunity to address multiple challenges to employment simultaneously and build a richly resourced plan. The level of focused systems coordination at the customer-level can lead to the attainment of substantial, living wage employment. For the participating systems, an IRT offers the opportunity to:

- Share in more substantial employment outcomes for shared customers.
- Benefit from the coordinated application of other systems resources and expertise in the context of their own service plans.
- Meet or exceed their outcome measures while reducing the amount of staff time needed to effectively implement service plans.