

## **CO-ENROLLED INTEGRATED SERVICE DELIVERY POLICY**

### **Workforce Innovation and Opportunity Act Policies and Procedures**

**EFFECTIVE DATE:** September 21, 2017

**POLICY #:** S505

#### **I. PURPOSE**

This policy communicates the Workforce Development Council of Seattle-King County (WDC) local workforce development board policy and operational guidance on integrated service delivery with co-enrollment under the Workforce Innovation and Opportunity Act (WIOA).

#### **II. BACKGROUND**

WIOA provides the basis for an integrated workforce system aligned to address employer and job seeker needs. It encourages integrating intake, case management, and reporting systems. It eliminates “sequence of services” in favor of a workforce system that meets the unique needs of individuals seeking services. It encourages local areas to provide more access to “real-world” education and workforce development opportunities through on-the-job training, incumbent worker and customized training, and sector and pathway strategies.

Co-enrolled Integrated Service Delivery (ISD) is the delivery of WorkSource services in a manner that aligns/braids the resources of participating partners to seamlessly address the training and employment needs of job seeker and business customers. Co-enrolled ISD uses coenrollment to reduce duplicative and administrative activities in favor of positive customer experiences.

The components of co-enrolled ISD include:

- A.** Co-enrolling as many job seekers accessing WorkSource services as possible and braiding/directing resources to provide appropriate services, regardless of categorical eligibility;
- B.** Organizing staff and services around functions rather than programs or agencies;
- C.** Meeting a common set of outcome measures for all customers;
- D.** Providing a robust menu of services that result in positive labor market outcomes (e.g., finding a job, keeping a job, and continuing on the career ladder);
- E.** Increase the focus on skill development, certification and work-based experiences based on what the job market requires; and
- F.** Gathering and using customer input (job seeker and business) to continuously improve services.

#### **III. POLICY**

The WDC’s co-enrolled ISD policy is as follows:

**A. Co-enrolled ISD Operations Manual**

This WDC policy incorporates the requirements and procedures cited in the Washington State Employment Security Department Co-Enrolled Integrated Service Delivery Policy and Operations Manual, Policy 1023, Revision 1, effective April 4, 2017. See References below for link.

**B. WIOA Title I Eligibility Criteria**

Co-enrolled ISD utilizes self-attestation to co-enroll job seekers in Basic Career Services in accordance with WIOA Title I eligibility criteria. The WDC will:

- i. Use customer self-attestation, including attestation of age and selective service status, to determine eligibility of job seekers to receive Basic Career Services funded by WIOA Title I Adult and Dislocated Worker resources; and
- ii. Complete a full eligibility determination and enrollment process for any job seekers determined to need individualized career services, training services, and supportive services.

**C. Basic Career Services**

Individualized career services cited under WIOA Section 134(c)(2)(xii) are categorized as basic career services if they are delivered in a group or workshop format. When provided as a basic career service, these group or workshop format services will be recorded as “*miscellaneous workshops*” with a Basic Services touchpoint.

**D. Individualized Career Services**

Individualized career services provided outside of the group or workshop format will be recorded as such with a Training and Supportive Services touchpoint.

**IV. REFERENCES**

<b>AUTHORITY</b>	<b>RULE OR REGULATION</b>	<b>REFERENCE AND WEBLINK</b>
WA Employment Security Department	Co-enrolled Integrated Service Delivery Policy and Operations Manual	<a href="#">WorkSource System Policy 1023, Revision 1, April 4, 2017</a>
WA Employment Security Department	Eligibility Guidelines and Documentation Requirements	<a href="#">WorkSource System Policy 1019, Revision 2, January 8, 2016</a>
Employment Training Administration (DOL)	Operating Guidance for the Workforce Innovation and Opportunity Act	<a href="#">Training and Employment Guidance Letter No. 19-16, March 1, 2017</a>
United States Congress	Workforce Innovation and Opportunity Act of 2014	<a href="#">Section 134(c)(3)</a>

**V. HISTORY**

<b>VER.</b>	<b>DATE</b>	<b>ACTION AND APPROVALS</b>
V.1	5/30/2017	Industry and Employment Committee approved draft release for public comment
V.1	5/31/2017	Draft policy released for public comment; comment period closed June 30, 2017
V.1	9/12/2017	IEC approved and recommended to Executive Committee
V.1	9/21/2017	EC approved for WDC website release and WorkSource system distribution