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ADMINISTRATIVE POLICIES/PROCEDURES

Issuance No: P-3
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Subject: Co-Enrollment/Integration of Services

Policy Statement:

The Workforce Development Board of North Missouri (WDB) encourages co-enrollment in workforce development programs and services to improve access, increase participation, and enhance outcomes for individuals seeking employment, training, and other workforce services.

Co-Enrollment Definition:

Co-enrollment is the simultaneous participation of an individual in two or more workforce development programs or services offered by the WDB or its partners. Co-enrollment can include programs or services that address different needs or skill levels, such as basic education, career exploration, skills training, job search assistance, and supportive services.

Co-Enrollment Goals:

The WDB will use co-enrollment to achieve the following goals:

- Increase access to workforce development programs and services for individuals facing multiple barriers to employment, such as low-income, limited English proficiency, disability, or other challenges.
- Improve the quality and relevance of workforce development programs and services by tailoring them to the specific needs and goals of each participant.
- Enhance the effectiveness and efficiency of workforce development programs and services by reducing duplication of effort, leveraging resources, and coordinating services.

Co-Enrollment Procedures:

The WDB will follow the following procedures when implementing co-enrollment:

- Identify potential co-enrollment opportunities based on the needs and goals of the participant and the availability of programs and services.
- Inform the participant about the benefits and risks of co-enrollment, including any potential impact on eligibility for specific programs or services.
- Obtain the participant's consent to participate in co-enrollment, consistent with applicable laws and regulations.
- Coordinate with the partner programs or services to ensure that the participant receives high-quality and coordinated services.

Mandatory Co-Enrollment Requirements:

While co-enrollment is optional for most participants/programs, the Board does set the following required co-enrollments as a requirement unless a refusal is documented by the customer and a waiver is approved by the staff of the WDB.

- All job seekers receiving staff-assisted services in a Missouri Job Center (including Youth) must be enrolled in the WP program. (Waiver not allowed)
    - Any Missouri Job Center staff can—and should—complete the WP enrollment in the statewide electronic case-management system.
    - WIOA funded staff must complete a WIOA Basic Career enrollment immediately after completing a WP application.(Wavier not allowed)
    - Co-enrollment will ensure individuals receive employment services and other services they may be eligible for under the WIOA Title I programs.
- All Trade Adjustment Assistance (TAA) participants must be co-enrolled in the WIOA Dislocated Worker program, unless the enrollment is waived by the participant.
    - The TAA Code of Federal Regulations dictates that all TAA eligible workers2 must have employment and case management services available, including placement and referrals to supportive services and follow-up services available through partner programs, to trade-affected workers during training, and after completion of training, and for adversely affected workers on a waiver from training.
    - Co-enrollment will ensure individuals receive the benefits and services they may be eligible for under the TAA and Title I Dislocated Worker programs.
    - Coordination of services and non-duplication through co-enrollment helps Federal resources go further in local areas and provides participants with access to a comprehensive suite of services.
- All National Dislocated Worker Grant participants must be co-enrolled in the WIOA Dislocated Worker program if they meet the eligibility requirements. (Waiver not allowed)
- All SkillUp participants served through a sub-recipient of the WDB must be co-enrolled in the WIOA Adult program.
    - Co-enrollment will ensure SkillUp Participants have access to services they may be eligible for under the WIOA Adult program.
    - Co-enrollment into the WIOA Adult Program helps ensure participant success in the event they lose eligibility for SkillUp services.

Integrated Service Delivery

Both Wagner Peyser Act and WIOA Title I funds are to be used to provide Career Services. Staff funded by WIOA Title I (WDB sub-recipients) and Wagner Peyser staff, are to provide Basic and Individualized Career Services.

Any Missouri Job Center staff may provide self-service or informational services to individuals regardless of WIOA enrollment status. Any Career Service provided by WIOA-funded staff that is not defined as self-service or informational, requires enrollment in the WIOA program for which the participant is determined eligible.

For the WIOA Adult program (staff-assisted Career Services only), participants do not have to demonstrate low-income status. The general eligibility requirements, as outlined

in Office of Workforce Development's Adult and Dislocated Worker programs eligibility and documentation technical assistance guidance, are the only required documentation. Staff must upload the required eligibility documentation into the statewide electronic case-management system.

Career Services for both WIOA Title I Adult and Dislocated Worker customers, and for Title III W-P customers, are to be promptly provided by all appropriate staff, regardless of their employer of record or funding source. These services may be recorded by any user authorized to enter the statewide electronic case-management system.

The Workforce Development Board of North Missouri is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can dial 711. This information can be translated into another language if requested. Please contact the WDB Office for translation assistance.

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