

# SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

## CO-ENROLLMENT POLICY 18-02

### DATE OF ISSUE

October 25, 2018

### EFFECTIVE DATE

November 1, 2018

### APPLICABILITY

WIOA Adult, Dislocated Worker, and Youth

### PURPOSE

This policy provides instruction and guidance regarding co-enrollments across funding streams and serves to encourage coordination and leveraging of resources among workforce system partner(s). In this policy, the Southwestern Area Workforce Development Board outlines expectations on co-enrollment and the framework for requirements to support co-enrollment.

### BACKGROUND

WIOA is designed to encourage coordination across partner agencies to help job seekers and business customers with a wide range of services. New Mexico Workforce Connection Center(s) provide a single location for customers to access these services. Partners who provide services through centers have varied eligibility and participation requirements and may have unique performance outcome goals. Enrollment in more than one program at a time provides a comprehensive menu of services and activities to help an individual get and keep a job.

### CO-ENROLLMENT

No single partner can be everything to every customer, so it is critical to leverage the limited resources through the use of co-enrollment. When appropriate, the local board encourages partners to co-enroll across funding streams to leverage resources, eliminate duplication, and meet the needs and expectations of customers. Co-

enrollment necessitates a greater level of communication and coordination. Coordination of services in a customer-focused approach minimizes the possibility of subsequent reentry into the system in cases where needed services were not provided, or possible barriers not addressed. Coordination among partners also enhances performance outcomes across individual programs and facilitates:

- A. General population system entry: Wagner-Peyser is the typical point of entry for workforce system customers. Individuals seeking workforce development services will be registered as Wagner-Peyser program participants. Once registered as Wagner-Peyser program participants, individual attention will be given to job seekers using a triage approach that focuses on the most appropriate next step based on need. Wagner-Peyser participants, who require additional services, may be subsequently co-enrolled in the WIOA adult program in addition to other partner programs.
- B. Dislocated worker system entry: Individuals may initially present as dislocated workers. In these instances, the individual may not begin their system enrollment as a Wagner-Peyser participant, although they will be subsequently co-enrolled in Wagner-Peyser. If a Trade Act petition is certified, co-enrollment between WIOA dislocated worker and Trade Act programs is encouraged. In addition, an eligible WIOA dislocated worker may be co-enrolled in the WIOA adult program.
- C. Youth system entry: WIOA youth participants may be co-enrolled in all appropriate programs that serve youth, such as discretionary grant programs. Out of School youth may be co-enrolled in the WIOA adult program.

### COORDINATION

In order to serve the needs of the Customers better and to avoid duplication of services, co-enrollments will require a great deal of coordination with the Partners. It must be clear at all times what services are being provided and by whom.

- A. Determine at intake whether or not a Customer is already enrolled in another program.
- B. If a Customer is enrolled in another WIOA program, co-enrollment will first be discussed with the initial partner. If the Partner seeks to refer a Customer to another program, the possibility of co-enrollment will be discussed with the new Partner or Service Provider. All information regarding the co-enrollment will be documented in New Mexico Workforce Connection Online System (NMWCOS).
- C. There will be one primary enrolling Partner or Service Provider. This will normally be the first enrolling service provider.
- D. The primary enrolling service provider will coordinate activities and ensure all services are document in the Customer's case notes and Individual Employment Plan (IEP).
- E. Normally, a co-enrolled Customer may receive only one Individual Training Account (ITA) but may receive and On-the-Job (OJT) that is linked to the vocational training provided by the ITA. Training caps must be maintained per individual enrollment period.
- F. Placement information will be shared among the Partners. The primary enrolling service provider will enter the outcomes in NMWCOS.
- G. Exit decisions must be coordinated with the Partners and Service Providers. Only one Service Provider can be the "exiting" agency.

- H. Follow-up activities and services will be coordinated between both Service Provider

### PERFORMANCE MEASURES

Co-enrolled Customers will count in the performance measurements for all grants they are enrolled in.

- A. Enrollment: Each enrollment counts towards the enrollment goals of the individual grant.
- B. Entered Employment Rate and Other Performance Measured at Exit: Exits will count towards the exiting service provider's Entered Employment Rate.
- C. Follow-Up Information Will Be Shared: Follow-up contacts are conducted at different times for different grants and have separate performance measures. This effort will be coordinated to ensure that all follow-up requirements are met for all grants. Adult and Youth Service Providers should refer to their contracts for their follow-up requirements.

### INQUIRIES

WIOA Administrative Entity; (575) 744-4857.

### ATTESTED

This policy was approved through board resolution on October 25, 2018

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SAWDB Board Chair Signature

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DATE