



## POLICIES AND PROCEDURES

<b>POLICY TYPE:</b> WIOA Co-Enrollment and Coordination of Services Policy
<b>EFFECTIVE:</b> 1/1/2021
<b>REVISED:</b>

**BACKGROUND:** This policy communicates the Lane Workforce Partnership (LWP) local workforce development board policy and operational guidance on integrated service delivery and participant co-enrollment between the Workforce Innovation and Opportunity Act (WIOA) and other workforce programs.

The WIOA provides the basis for an integrated workforce system aligned to address employer and job seeker needs as well as providing the foundation for “One Workforce System.” Department of Labor (DOL) Training and Employment Guidance Letters (TEGL) 19-16 and 12-19 provide guidance on services delivered through multiple programs. Trade Adjustment Act (TAA) Final Rule effective on September 21, 2020 and TEGL 4-20, issued on October 29, 2020 provides guidance on the alignment and integration of services for Trade-Affected Workers under that program with the WIOA Title I Dislocated Worker program as well as other workforce programs.

**REFERENCE:** Workforce Innovation and Opportunity Act (WIOA)  
Trade Adjustment Reauthorization Act Final Rule  
Training and Employment Guidance Letter (TEGL) 19-16  
Training and Employment Guidance Letter (TEGL) 12-19  
Training and Employment Guidance Letter (TEGL) 4-20

**PURPOSE:**

To establish local policy that promotes the integration and coordination of services provided under the WIOA Adult and DW programs in alignment with services provided by partner programs and special grants with a specific emphasis on the TAA Program.

**POLICY:**

All services provided through the WorkSource Centers in Lane County shall be delivered in an integrated fashion and coordinated at each step in the service delivery continuum. Co-enrollment of participants shall take place when it is in the best interest of the participant. Leveraging and braiding between funding sources shall ensure there is no duplication of resources, maximum efficiency is achieved, and the requirements and goals of each funded program is taken into consideration.

In Lane County, it is the practice that the alignment of partner services provides for enrollment of participants seeking self-directed services in general employment services, while the local workforce development board requires WIOA Title 1 Adult and Dislocated Worker participant enrollment at the

point which triggers the provision of individual staff assisted services, primarily training services. Lane Workforce Partnership contractors and sub recipients of WIOA funds shall integrate services with WorkSource partner staff to ensure alignment and coordination between programs, including the co-enrollment of participants when applicable and in the best interest of the participant.

Lane Workforce Partnership shall require all staff working for a WIOA Adult and/or Dislocated Worker service provider to attend annual training on the requirements of each WorkSource Center partner's program(s) for the purposes of cross-training and maximum flexibility in participant services.

**PROCEDURES:**

There are multiple services points that will require coordination of services between programs and points where determination regarding co-enrollment of participants, as well as fund expenditure, shall be planned. These primarily include:

- Rapid Response Services
- Enrollment into Career Services
- Enrollment into Training Services
- Provision of Supportive Services
- Follow up Services - Pre and Post Exit

Rapid Response and Trade Act Information Sessions:

The Local Workforce Development Board designated staff is responsible for the coordination of rapid response services. At the point a business closure or layoff is occurring, the Rapid Response Liaison will set into motion a series of rapid response services. The Rapid Response Liaison shall inform the local TAA Representative of the business closure or layoff event and begin the coordination of services. This initial notice shall also trigger the TAA Representative to begin the investigation to determine whether the event is eligible for trade act certification.

To the extent possible, the Rapid Response Liaison shall coordinate a Rapid Response Information Session. Once scheduled, the Rapid Response Liaison will coordinate attendance with the local Rapid Response team which shall include:

- WorkSource Services
- Unemployment Insurance
- Healthcare Marketplace
- Trade Adjustment Assistance
- Labor Representatives (when applicable)
- Other local services (when applicable)

Once the layoff event has been Trade Act Certified, the local Trade Act Representative shall coordinate a Trade Act Informational Session. As with the Rapid Response Information Session, the local Rapid Response team will be scheduled to attend the Trade Act Informational Session. It is the responsibility of the Trade Act Representative to coordinate attendance with the entire team, including the local Rapid Response Liaison.

Further guidance for Rapid Response services can be found in the State of Oregon Rapid Response Manual.

#### Co-Enrollment into Career and/or Training Services:

The integration of services and co-enrollment of participants presents many benefits, amongst which is the ability to maximize the amount of resources and program services available to an individual resulting in their obtaining or returning to work as quickly as possible. Section 618.325 of the TAA Final Rule requires co-enrollment between the TAA Program and WIOA DW program if a trade-affected worker is eligible for the WIOA DW program. Co-enrollment amongst the two programs, as well as other partner programs, is required when applicable and to the benefit of the participant. This policy outlines the points in the service continuum in which services shall be coordinated as well as potential co-enrollment.

Following rapid response or self-initiated/directed services, all impacted workers shall be encouraged to utilize the services at the WorkSource Center. WIOA Adult and DW enrollment may occur for those seeking individualized staff assisted and/or training services. LWP requires that all qualifying individuals be co-enrolled into each available fund (i.e. Dislocated Worker Grants, General Fund Grants) for which they will benefit from services. If the layoff event has been certified as Trade Act eligible, the staff shall work in an integrated fashion to align services, including co-enrollment when in the best interest of the participant.

#### Case management and service coordination

Case management/coordination of all co-enrolled participants shall be team-based with an assigned staff member from each invested program. All services and the braiding of funding shall be coordinated to prevent duplication and maximize efficiency. The team shall honor the following:

- Shared assessments and Individual Service/Employment Plans (ISP/IEP)
  - Regardless of the program that initiates the enrollment and subsequently the completion of assessments and development of the ISP/IEP, the information shall be shared with all partners also enrolling and serving the participant.
  - Any revisions to the ISP/IEP shall be coordinated with the participant and each program partner
- Creation of a scheduled case conferencing session for each co-enrolled participant
  - For effective team-based case management, the team shall meet to discuss the participant's service plan, progress toward goals, and future service strategy no less than once per month.
- For those enrolled in training services:
  - The primary case manager to communicate progress and interface with the training provider shall be the program under which the training was first initiated unless the team makes a joint decision otherwise;
  - Program progression, grades, course completion, required certifications shall be shared with all invested partners.
- Job Search activities shall be a shared responsibility. Employment attainment shall be communicated to all partners as well as documented in the WIOA data management system (currently i-Trac).

- Resource Sharing shall be coordinated. No program shall duplicate an expenditure. Each program's funding requirements shall be followed. No funding may be expended on a participant that is not eligible to the resource or in which the participant has not been enrolled in the program.
  - [NOTE: WIOA is considered, by legislation, the funding of last resort. TAA is considered, by legislation, the funding of first resort.]

Further guidance for Coordination of Services between TAA and WIOA Title 1 Dislocated Worker programs can be found in the State of Oregon TAA and WIOA Dislocated Worker Co-Enrollment Technical Assistance Guide.

Circumstances Under Which Co-Enrollment shall not be Required

A participant may not be forced to participate in more than one program. Enrollment benefits of each program must be clearly communicated to the participant to ensure informed consumer choice.

In the event a participant has completed all WIOA services and has exited the WIOA program prior to the Department of Labor certifying a lay off event as Trade Act eligible, the WIOA program will not be required to complete a second enrollment of the participant for the purposes of co-enrollment.

A participant shall not be co-enrolled in more than one program in which a clear delineation and non-duplication of resources cannot be established.

**ISSUED:**

**Date:** 1/2/21

**LWP Director of Workforce Investments**