



Pages: 2
Issued: 16 October 2018
Effective: Immediately

SUBJECT: CO-ENROLLMENT OF WIOA CUSTOMERS

APPROVED ETLWDB CHAIR:
Martha Ayford

POLICY STATEMENT: By combining WIOA core programs offered at American Job Centers, ETLWDA seeks to co-enroll 100% of eligible WIOA customers.

Introduction: This policy outlines the process for customer co-enrollment according to eligibility.

Purpose: Co-enrollment ensures that an individual receives skills training or other services offered by American Job Center core or required partners in order to complete an individualized development plan while providing needed support services to reduce the probability of participant drop-out due to barriers, e.g., lack of transportation. Participants who are co-enrolled in multiple programs have resources leveraged in a way that increases the probability to achieve long-term success in the labor market.

Eligible WIOA Customer: customers of the following WIOA programs

- Adult, Dislocated Worker, and Youth Activities (Title I)
- Adult Education and Literacy Activities (Title II)
- Wagner-Peyser (Title III)
- Vocational Rehabilitation Services (Title IV)
- Temporary Assistance to Needy Families (TANF)
- Other services offered by American Job Center core and required partners

Process:

The Workforce Innovation and Opportunity Act (WIOA) emphasizes the alignment of core programs, known as partner programs, within the One-Stop service delivery system. Access to resources such as training and support services may be made available through a Memorandum of Understanding between the core program partners. Partner agencies must facilitate the development and use of career pathways and co-enrollment, as appropriate, in core programs. **20 CFR 679.560 (b) (2) (ii)**

I. How to Identify Eligible Participants:

Individuals entering an American Job Center will be greeted with a “no wrong door” approach. After logging in to the VOS greeter, a staff member will conduct a verbal assessment – mainly focused on the individual’s eligibility for WIOA Title I and III programs – that addresses barriers to employment, establishes priority of service, and identifies a disability that requires further resources. Using the assessment, the staff member then offers guidance about the most appropriate next steps.

During initial assessments staff is required to ascertain the individual’s long-term employment goal; furthermore, staff must work with the individual to formulate a plan to achieve this goal. A strategy for co-enrollment will focus on partner supports that will lead to long-term self-sustainability with the labor market.

II. Co-Enrollment Process:

Following the initial assessment, the individual may participate in core programs offered under WIOA or choose to seek staff assistance to establish which programs best fit his/her needs and eligibility. Case Managers will refer customers to other Title Services using the AJC Referral Form.

Co-enrollment can be utilized to leverage partner funding to provide support services and/or training services, along with a myriad of other partner services to assist the customer. Services will align with internal regulations such as "last dollar" requirements.

III. Use of Technology-Enabled Intake:

Initial intake for all customers will be through the VOS greeter system for all AJC partner services, and through Job4TN.gov for case management.

IV. Automatic Referral:

WIOA programs that target similar demographics should necessitate automatic referral. One such example is Re-employment Services and Eligibility Assessments (RESEA), a specialized dislocated worker program. Other programs that may be paired could include Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), TRADE, Temporary Assistance for Needy Families (TANF), Adult Education (AE), Dislocated Worker Programs and Youth Programs.

V. Non-Duplication of Services:

Partners must coordinate strategies, enhance services, and avoid duplication of services (WIOA Section 108[b] [10]). This policy must ensure that concurrent enrollment in programs, which enhances the services provided to an individual, avoids duplication or redundancies of services. Job4TN will be used by all partner programs to view the entirety of services offered to an individual, including dates and times when services were received; consequently, ineffective program co-enrollment will be reduced through the use of the online portal.

VI. Adherence to Military Selective Services Act:

AJC Partners must ensure that each individual participating in any program or activity, or receiving any assistance or benefit, has not violated Section 3 of the Military Selective Service Act (50 U.S.C. App. 453) by not presenting and submitting to registration as required (WIOA Section 189(h)).



Pages: 1
Issued: 16 October 2018
Effective: Immediately

SUBJECT: MINIMUM PARTICIPANT COST RATE (MPCR)

APPROVED ETLWDB CHAIR:
Martha G. Ford

POLICY STATEMENT: The East Tennessee Local Workforce Development Board shall adopt a Minimum Participant Cost Rate (MPCR) in accordance with State Workforce Development Board policy.

INTRODUCTION: Pursuant to WIOA §101(d)(4), the State Workforce Development Board (SWDB) shall establish minimum performance accountability measures to assess the effectiveness of the core programs in the State. As noted in WIOA §116(b)(2)(B), states may establish additional performance accountability measures. The Tennessee State Workforce Board (SWB) has developed a minimum participant cost rate to serve as a performance accountability measure designed to establish a benchmark for participant expenditures in order to focus Federal resources on serving more individuals.

PURPOSE: The effect of the MPCR will be a greater emphasis on ensuring financial integrity of taxpayer dollars by identifying allowable participant costs under WIOA-funded services per WIOA §129(c)(2), WIOA §134, TEGL 19-16, and TEGL 21-16.

ELIGIBLE WIOA CUSTOMERS: WIOA Title I adult, dislocated workers, and youth participants are targeted audiences.

PROCESS: Directed by guidance from the SWB and the Tennessee Department of Labor and Workforce Development, the East Tennessee Local Workforce Development Board shall implement, enforce, calculate, and report a Minimum Participant Cost Rate that, at minimum, matches the benchmark for qualifying participant expenditures as identified and codified by the SWB.

Staff to the LWDB shall identify qualifying participant expenditures and provide technical assistance to WIOA Title I career services providers to not only ensure that contractors' services are allowable but also determine if the expenditures can be included in the minimum participant cost rate calculation.