



2125 State Street, Ste. #16, New Albany, IN 47150 • 812.941.6422

# SIW Board of Directors Meeting

## Agenda

**Date:** November 10, 2022  
**Location:** 2125 State St., New Albany, IN, 47150 – Multi-Media Room  
 or <https://us02web.zoom.us/j/85921244308?pwd=ODNnT3NNQUQ2L3FLSElrMER0RnZOZz09>  
**Time:** Networking: 8:30-9:00am  
 BOD Meeting: 9:00-10:15am

### NETWORKING TIME WITH LIGHT REFRESHMENTS 8:30-9:00AM

<b>I.</b>	<b>Welcome and Introduction</b> <ul style="list-style-type: none"> <li>Roll Call (Virtual Only)</li> <li>Declaration of Conflicts of Interest</li> <li>Consent Agenda Approval</li> <li>Mission Moment</li> </ul>	Shane Stuber, SIW Chair Serena Davis, SIW Shane Stuber, SIW Chair  Tony Waterson, SIW	10 mins	
<b>II.</b>	<b>Consent Agenda<sup>1</sup></b> <ul style="list-style-type: none"> <li>Minutes</li> <li>September 2022 Financials</li> <li>Veteran Priority of Service</li> <li>SIW Co-Enrollment Policy</li> </ul>	Shane Stuber, SIW Chair Tony Waterson, SIW Carla Crowe, Crowe LLC Brittany Dougherty, SIW	2 mins	Action
<b>III.</b>	<b>Business Items</b> <ul style="list-style-type: none"> <li>None</li> </ul>		0 mins	
<b>IV.</b>	<b>Committee &amp; Workgroup Reports</b> <ul style="list-style-type: none"> <li>None</li> </ul>		0 mins	
<b>V.</b>	<b>Discussion and Information</b> <ul style="list-style-type: none"> <li>SIW Updates – Fast 3!</li> <li>Next Generation Talent               <ul style="list-style-type: none"> <li>JAG Southern Indiana</li> <li>SummerWorks</li> <li>Young Adult Workforce Data</li> <li>Discussion</li> </ul> </li> </ul>	Tony Waterson  Laura Lowe, SIW Brittany Daugherty, SIW	60 mins	
<b>VI.</b>	<b>Other Business</b>	Shane Stuber, SIW Chair	3 mins	
<b>VII.</b>	<b>Public Comment</b>	Shane Stuber, SIW Chair	5 mins	

<sup>1</sup> Presenters are prepared if Board member(s) request a discussion of Consent Agenda items.



**Southern Indiana Works  
Executive Committee Meeting Minutes  
August 23, 2022  
Zoom**

**In Attendance:** Shane Stuber, Todd Garrison, Darrell Voelker

**Others in attendance:** Tony Waterson, ShiLese Stover, Carla Crowe, Brittany Dougherty, Serena Davis

**Shane Stuber**, Chair, called the meeting to order and initiated introductions of new staff, ShiLese Stover, Vice President of Operations, and Brittany Dougherty, Vice President of Research and Strategy. ShiLese's primary responsibilities will be facility management, Human Resources, contracting and procurement, and supervising administrative and marketing. Brittany's primary responsibilities are special projects such as a summer works program, data management, WIOA compliance, and she will take over Anita's duties when she retires in December.

**Discussion and Information**

**By Laws:** Tony did some clean-up of language in the by-laws. He will be sending those documents to everyone to view before the next Board meeting. Things to look for: 2.1 Statement of Purpose, as well as changing Sooinworks to SIW, updating WIA to WIOA, and changing Workforce Development Board to a Local Workforce Board.

**Executive Committee Slate 22/23:** Officers—Chair: Shane Stuber, Vice Chair: Todd Garrison, Secretary: Darrell Voelker, Treasurer: Craig White. At Large Members: Brian Churchill, Brian Keith, Rick Grider, Ryan Pavlina, Wendy Dant Chesser. This will be an action item at the next Board Meeting.

**Kentuckiana Regional Plan:** WIOA Bi-state regional and local plan: The requirement is to have a 4-year plan with updates after 2 years. It is due to DWD by the end of September and will go out for public comment at the end of this month. It will be voted on in the September Board meeting. The most significant changes are the reanalysis of the labor market information and workforce numbers as well as the updating of providers and partners.

**SIW Updates**

**Golf Scramble:** We have most of the sponsorship covered but need golf teams. We currently have nine teams and are aiming for eighteen. Thank you, Carla, for the Crowe sponsorship.

**DWD Performance Support Grant:** We were awarded \$120,000 of which \$27,000 is for employer outreach. There will be six events, one in each county, to convene employers. Another \$24,000 is for the SIW Technology Fund (computers and hotspots for those who need it for employment/training) and then \$60,000 dedicated for training.

**United Way:** We have been approved by the United Way to use them money from the Career Launch Program to fund our Summer Works Pilot in Harrison County, Floyd County and Clark County. We're hoping to put 10 kids from each county into the program which will be modeled after the Kentuckiana Works Summer Works Program. It will provide work experience and soft skills training. Brittany will be taking the lead on the project.

**Social Media:** We launched our new website November 1, 2021, which has taken the WorkOne and Southern Indiana Works sites and merged them. Since then, we have received 340 self-

referred job seekers. We've had many employers contacting us through the new website as well, although we don't have exact numbers today. On August 31<sup>st</sup>, the old websites will be officially closed. We have a professional marketing company to update the website, as well as scripting out a 3-month posting. Serena Haming, our Digital Outreach Specialist, is posting real-time events.

### **New Business**

Without a full quorum, the committee was unable to vote but discussion was needed on subject matters below.

#### **July Financial Statement:** Carla Crowe

We are just in the first month of the new program year, but our total funding available now is \$5.4 million. The amounts will change as the year progresses with funding that rolls forward or grants awarded again for the new year such as JAG, RESEA, Community Impact Grant, Employment Recovery, Covid Recovery, Next Level Jobs. We also have an existing WIOA Performance Grant that doesn't expire until March 2023 and will receive another for the new year giving us two to work with this year.

**Discussion regarding Next Level Jobs:** We are reworking the qualification process for Next Level Jobs. In the past companies have been awarded the grants but didn't use the money appropriately, and now the legislation is considering canceling the program completely. We are now screening/rating applicants rather than awarding it on a first come/first serve basis—as was past policy. Companies will be rated on several factors; one factor being their beginning salary verses salary once participants have finished training. Other factors being considered are: Are they a new business in the area, are they new to Next Level Jobs, or have they received benefits from Next Level Jobs in the past?

#### **PTO/Vacation Policy:** ShiLese Stover

Discussion about changes in our employment policies, specifically regarding PTO. In the past, new hourly employees had no time at all upon starting with the company. They had to wait a full year before receiving PTO. We are changing that to give new hourly employees 24 hours upon start date, and they will also begin accruing 2.33 hours per paycheck (bi-weekly). They will also have two weeks of vacation after their first year. They cannot use the accrued hours until after their 90-day review. They can roll over one week per year, but PTO will not be paid out after termination. For salary positions, they will get paid the same regardless of hours worked. There will be no PTO for them, but the president will receive 4 weeks paid vacation, and vice presidents and managers will receive 3 weeks. Vacation time cannot be used until after 90 days. It will be paid out upon termination.

Suggestion was given to consider full time employees having more than two weeks of vacation at some point in their employment. If they are unable to receive more than two weeks for their entire employment, it will be difficult to keep them long term.

### **Other Business**

No other business to be discussed. Motion to adjourn made by Todd Garrison. Second by Darrell Voelker. Motion carried and meeting adjourned.

Respectfully Submitted,

*Serena Davis*

Administrative Assistant

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## **Southern Indiana Works**

### **Board Meeting Minutes**

**September 20, 2022**

**Via Zoom 2125 State St., New Albany, IN 47150: Multi-Media Room**

**In Attendance:** Ima Abbott, Wendy Broughton, Donna Cassidy, Brian Churchill, Wendy Chesser, Mike Embry, Craig Engleman, Travis Haire, Brian Keith, Konnie McCollum, Craig Menke, Ryan Pavlina, Paul Perkins, Shane Stuber, Tony Toran, Darrell Voelker, Craig White

**Others in attendance:** Tony Waterson, Carla Crowe, Trudie Dillman, Bill Townsend, Jim Webb, Jodie Beatty, ShiLese Stover, Brittany Dougherty, Shawn Carruthers, Serena Haming, Serena Davis

**Shane Stuber**, Chair, called the meeting to order and opened the floor for any to declare a conflict of interest. There was none.

**Consent Agenda:** The consent agenda was presented, and Mr. Stuber asked if any items should be requested for discussion in further detail. None noted. Motion to approve consent agenda as presented. Craig White made motion. Mike Embry second. Motion carried.

**New Staff Introduction:** Tony Waterson introduced our four new team members. Brittany Dougherty, VP of Research and Strategy, ShiLese, VP of Operations, Serena Haming, Digital Outreach Coordinator, and Jodie Beatty, Area Manager for Eckerd Connects.

**Mission Moment:** Jodie Beatty introduced Jim Webb and Bill Townsend, both recently awarded Outstanding Performance Awards at the DWD Annual Veterans Conference.

### **Business Items**

**Financial—June 22/August 2022 Financial Statements:** Carla Crowe presented. At end of June, we had just slightly over \$7.2 million. Much of that will roll over or be renewed for the new year with just over \$1.2 million being in the Planned Carry-Out or Unobligated funding. The WIOA Carry-over is designated to sustain us during the first three months of the new program year while waiting to receive new funding. Noted that JobWorks ended the year at 48%, which leaves funds available for our new service provider to continue operations. Overall, nearly 60% spent at the end of June 2022. For our current program year, we have \$5.3 million in the planned budget to start, with planned carry-in being shy of \$800,000. No concerns for our budget. As we get closer to grants with expected expirations, we will monitor more closely whether we need to request extensions.

- Discussion on the Apprenticeship Program regarding the AVA grant, which is the newest version of the ASE Grant (\$320,000 to serve apprenticeship programs). The SIW Apprenticeship program has been stalling, not getting the results from employers that was expected, and we need to decide whether to continue pushing the program.
- Discussion on Performance Support Grant. With losing some of the WIOA funding this year, we applied for money from the Performance Support Grant and were awarded \$170,000. This will be distributed between three projects: Training, Employer Outreach, and the Technology Fund.

- Some discussion on the funding for United Way (\$63,000). We have been given approval to use funds on a summer youth works program. The plan is to host 10 youth from New Albany, Jeffersonville, and Corydon (30 youth in total) to teach them the soft skills needed for employment.

Motion made to accept the financial reports as presented made by Darrell Voelker. Tony Toran second. Motion carried.

**PY22 Demand Policy:** Brittany Dougherty presented. Each year we are required to update the High Demand Target Occupations. Indiana has a Flame system for their hot jobs (5 flames is highest). Every job on our list is 3 flames or higher. In order for SIW to fund any career training, it must be on this list. Motion to approve the updates as presented made by Konnie McCollum. Second by Donna Cassidy. Motion carried.

**Eligibility Policy:** Tony Waterson presented. To make it easier to understand, the amount of content was cut back, and a Table of Contents has been added. The substantial policy changes are directly coming out of legislation/state policy, and we are complying. Things we've added at a local level are 1) Adult Priority underemployed and 2) On the job training policy change. Motion to approve the WIOA Eligibility Policy as presented made by Travis Haire. Second by Tony Toran. Motion carried.

**Reimbursement Policy:** Tony Waterson presented. We had to make another change in the Reimbursement Policy. Now it is set for a \$75 stipend for the president for cell phone reimbursement. Motion to approve the change as presented made by Darrell Voelker. Second by Mike Embry. Motion Carried.

**Kentuckiana WIOA Regional/Local Plan:** Tony Waterson presented. Our plan must be updated every two years. We only changed the minimum and then sent out for public comment. There were basically two changes: 1) SIW name change, and 2) Our service provider changed from JobWorks to Eckerd Connects. Motion to accept the changes to our Kentuckiana WIOA Regional/Local Plan made by Konnie McCollum. Second by Wendy Chesser. Motion approved.

**SIW Bi-Laws:** Tony Waterson presented. Three main changes occurred: 1) Our Statement Purpose. We aligned ours to match legislation's statement for a local workforce board. 2: Article 2Ci sub II to add to the statement including funding that comes from outside sources as well as grants, and 3) Article 9: Technology: Virtual Attendance Bi-Laws were changed to allow virtual attendance to future board meetings. Motion to accept the SIW Bi-Laws changes made by Darrell Voelker. Second by Tony Toran. Motion carried.

**SIW Handbook Change—PTO/Vacation:** ShiLese Stover presented. To update our handbook, and to be more competitive with benefits, several changes are being made, with the focus being our PTO and vacation policies. Motion to approve the changes presented made by Brian Churchill. Second by Donna Cassidy. Motion approved.

### **Committee & Workgroup Reports**

**Nomination Committee:** Darrell Voelker presented. The Nomination Committee has recommended the following officers: Chair—Shane Stuber, Vice Chair—Craig White, Secretary—Darrell Voelker, and Treasurer—Todd Garrison. Recommended Executive Committee Members At-Large are Brian Churchill, Brian Keith, Wendy Chesser, Ryan Pavlina, and Rick Grider. Motion to accept the members as presented made by Darrell Voelker. Second by Mike Embry. Motion carried.

**Sustainable Funding:** Shane Stuber and Serena Haming presented. We just completed our first Inaugural Golf Scramble with net profits over \$6,000, which will go into our Unrestricted Funds.

## **Discussion and Information**

**SIW Updates—Fast 3!:** Tony Waterson presented.

- **Community Foundation Award:** We were awarded \$5,000 give more individuals access to the career services we offer. This funding will be used to place in a kiosk at the New Albany Floyd County library. This kiosk will connect people directly to a live Career Coach. We would like to expand this to the Salem and Scott County libraries as well. Funds will also be directed to sustaining our Code Louisville program.
- **Next Level Jobs:** For the first time, local areas have been given autonomy selecting which companies are awarded the funding for the incumbent worker training. In the past, it was awarded on a first-come, first-serve basis.
- There will be a Labor Market Intelligence presentation by Sarah Ehresman this afternoon. It will have the latest labor market information. We will share the link to her presentation.

**Roles and Responsibility of a LWDB:** Brittany Dougherty presented.

Department of Labor put together a 'Call to Action' for local and state workforce boards, with the result being four primary goals. SIW will be focusing on moving from just a managerial approach as a workforce board to a strategy optimizer.

**Other Business:** Shane Stuber opened the floor for other business. There was none.

**Public Comment:** Shane Stuber opened the floor for public comment. There was none.

Motion to adjourn the meeting made by Konnie McCollum. Second by Paul Perkins. Motion carried. Meeting adjourned.

Respectfully submitted,

*Serena Davis*

Administrative Assistant

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A	B	C	D	E
1	<b>SOUTHERN INDIANA WORKS</b>			
2	<b>Grant Schedule/Budget</b>			
3	<b>July 2022 through June 2023</b>			
4				
5				
7		<b>Approved</b>	<b>Adjustment</b>	<b>Recommended</b>
8	<b>Funding</b>			
9	<b>DWD</b>			
10	WIOA Adult	594,985	-	594,985
11	WIOA Dislocated Worker	899,493	-	899,493
12	WIOA Youth	362,705	-	362,705
13	WIOA Admin	157,732	-	157,732
14	Business Consultant	120,000	-	120,000
15	JAG	363,649	-	363,649
16	RESEA	483,897	-	483,897
17	Community Impact Grant	287,221	-	287,221
18	Employment Recovery Grant	463,131	-	463,131
19	Registered Apprenticeship	97,363	-	97,363
20	Next Level Jobs Employer Training	1,016,746	(48,619)	968,127
21	WIOA Performance	607,362	-	607,362
22	Workforce Ready Grant	173,505	-	173,505
23	Infrastructure Agreement	141,180	-	141,180
24	<b>Other</b>			
25	UW Literacy Carry-Over	63,244	-	63,244
26	Harrison County Hands Up Carry-Over	2,766	-	2,766
27	Washington County Hands Up Carry-Over	2,230	-	2,230
28	Clark/Floyd CFSI Hands Up	5,123	-	5,123
29	AT&T Aspire Grant	1,755	-	1,755
30	Scott County EDC	6,256	-	6,256
31	CenterPoint Energy Foundation/Duke	21,730	-	21,730
32	Rural Healthcare Grant	216,223	-	216,223
33	Duke Energy	46,074	(0)	46,074
34	Community Foundation of Southern Indiana	5,000	-	5,000
35	Unrestricted	23,553	5,602	29,155
36	<b>Total Funds</b>	<b>6,162,923</b>	<b>(43,017)</b>	<b>6,119,906</b>
37				
38	<b>Expenses and Planned Carry-Over</b>			
39	WDB Staff and Other Board Costs	974,644	-	974,644
40	Service Provider - Eckerd	2,943,630	282,755	3,226,385
41	One-Stop Operator - JobWorks	70,000	-	70,000
42	Fiscal Agent - Crowe LLP	110,400	-	110,400
43	Continuous Improvement	37,000	-	37,000
44	Direct Client Services - Next Level Jobs	884,908	-	884,908
45	WorkOne Costs	346,000	-	346,000
46	Total Costs	5,366,582	282,755	5,649,337
47	<sup>1</sup> Planned Carry-Out or Unobligated	796,341	(325,772)	470,569
48				
49	<b>Total Expenses and Planned Carry-Over</b>	<b>6,162,923</b>	<b>(43,017)</b>	<b>6,119,906</b>
50				
51	Balance	-	0	-
52				
53	<sup>1</sup> Planned Carry-Out or Unobligated Detail:			
54	WIOA Carry-over	179,480	-	179,480
55	Unobligated	542,909	(315,064)	227,845
56	United Way Literacy	63,244	-	63,244
57		785,633	(315,064)	470,569
58				







## **Southern Indiana Works Veteran Priority of Service**

**TITLE: WorkOne Veteran Priority of Service**

**ISSUE DATE: June 30, 2009**

**REVISED DATE: December 1, 2012, October XX, 2022**

### **Purpose**

To provide guidance on the Priority of Service Requirements for Veterans and Eligible Spouses under the Workforce Innovation and Opportunity Act. The Department of Labor issued regulations implementing priority of service for veterans and eligible spouses, as provided by the Jobs for Veterans Act. Jobs for Veterans Act calls for priority of service to be implemented by all qualified job training programs, directly funded in whole or in part by the Department of Labor.

### **References**

- DOL ETA, TEGL 10-09 Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor
- Veterans' Program Letter 07-09 Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor
- DWD Policy 2015-08 Priority of Service for Veterans and Eligible Spouses in Indiana Department of Workforce Development's Integrated WorkOne Offices
- DWD Policy 2019-03 Required Roles and Responsibilities of Disabled Veterans' Outreach Program (DVOP) Specialist and Local Veterans' Employment Representative (LVER) staff in Indiana Department of Workforce Development's integrated WorkOne American Job Center Indiana offices
- Southern Indiana Works Eligibility and Participant Payment Criteria: Wagner-Peyser, Adults, Dislocated Workers, Youth, Trade Adjustment Assistance and Veterans under the Workforce Innovation and Opportunity Act (WIOA)

### **Background**

Southern Indiana Works is the grant recipient of the Workforce Innovation and Opportunity Act funding for the region. Southern Indiana Works is required to comply and enforce Federal Regulations and Indiana Department of Workforce Development policies and procedures for services provided at WorkOne offices. *The Board reserves the right to modify or suspend policies at their discretion.*

## **Required Action**

All Southern Indiana Works staff must adhere to this policy.

## **Additional Information**

Questions regarding this policy should be directed to [info@soinworks.com](mailto:info@soinworks.com)

## **Definitions**

- **Covered Person** – A veteran who is eligible or the spouse of an eligible veteran who is entitled to receive priority of service as a person who has served at least one day in the active military, naval, or air service and who was discharged or released from service under any condition other than a condition classified as dishonorable. This definition includes Reserve units and National Guard units activated for Federal Service.
- **Qualified job training program** – Any workforce preparation, delivery program, or service that is directly funded, in whole or in part, by the Department of Labor and includes the following:
  - Any such programs or services that use technology to assist individuals to access workforce development programs (such as job and training opportunities, labor market information, career assessment tools, and related support services).
  - Any such program or service under the public employment system, One-stop Career Centers, the Workforce Innovation and Opportunity Act of 2015, a demonstration or other temporary program, and/or those programs implemented by states or local service providers based on Federal block grants administered by the Department of Labor.
  - Any such program that is a workforce program targeted to specific groups.
- **Veteran** – A person who served at least one day in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).
- **Active duty** – Full-time duty in the Armed Forces, other than active duty for training. This definition of “active service” does not include full-time duty performed strictly for training purposes, (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities. (State mobilizations usually occur in response to events such as natural disasters.)
- **Armed Forces** – United States Army, Navy, Marine Corps, Air Force, and Coast Guard.
- **Eligible spouse** – means the spouse of any of the following:
  - Any veteran who died of a service-disconnected disability
  - Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
    - Missing in action
    - Captured in line of duty by a hostile force
    - Forcibly detained or interned in line of duty by a foreign government or power
  - Any veteran who has a total disability resulting from a service-connected

- disability, as evaluated by the Department of Veterans Affairs
- Any veteran who died while a disability was in existence
- NOTE: A spouse whose eligibility is derived from a living veteran or service member would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

### **Priority of Service**

Southern Indiana Works WorkOne Career Centers are required to ensure that Priority of Service is observed. To further improve service to veterans, the Priority of Service to Veterans and Eligible Spouses Federal Regulations, effective January 19, 2009, provides specific guidance on how One-stop Career Center providers, Wagner-Peyser staff, DVOPs, and LVERs are to serve veterans with respect to priority of service.

As defined in Section 2(a) of the JVA (38 U.S.C. 4215(a)), “priority of service means, with respect to any qualified job training program, that a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provisions of the law.”

Priority in the context of providing priority of service to veterans and other covered persons in qualified job training programs means the right to take precedence over non-covered persons in obtaining services. Depending on the type of service or resource being provided, taking precedence may mean:

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.

Priority of service applies to every qualified job training program funded, in whole or in part, by the Department of Labor, including:

- Any such program or service that uses technology to assist individuals to access workforce development programs (such as job and training opportunities, labor market information, career assessment tools, and related support services); and
- Any such program or service under the public employment service system, One-stop Career Centers, the Workforce Innovation and Opportunity Act, a demonstration, or other temporary program; any workforce development program targeted to specific groups; and those programs implemented by States or local service providers based on Federal block grants administered by the Department.

The implementation of priority of service does not change the intended function of a program or service. Covered persons must meet all statutory eligibility and program requirements for participation in order to receive priority for a program or service.

### **Implementation**

Veteran and eligible spouse customers will be identified upon entry at Southern Indiana Works WorkOne Career Centers and allowed to move to the front of the waiting line. To assist with

identifying veterans and eligible spouses, Priority of Service signs are posted in all WorkOne offices. Signs are framed and displayed in a manner where the public and especially veteran and eligible spouse customers can easily see them. In accordance with the priority of service sign, veterans and eligible spouses should notify staff upon entry into the facility. Typically, this will be near the point of entry. Customers with visual impairments must be asked if they are a veteran or eligible spouse.

Once identified, WorkOne staff ensure that covered persons are aware of:

- Their entitlement to priority of service;
- The full array of employment, training, and placement services available under priority of service; and
- Any applicable eligibility requirements for those programs and/or services.

Point of entry may include reception through a WorkOne Career Center as part of an application process for a specific program, or through any other method by which covered persons express an interest in receiving services, either in-person or virtually.

### **Procedures and Process**

1. Priority of service posters are posted at or near the entrance of each Southern Indiana Works WorkOne Career Center to assist with identifying veterans and eligible spouses.
2. Veterans and eligible spouses should notify staff upon entry into the facility. If a customer is identified as a veteran or eligible spouse staff should take immediate action to route the customer to the next appropriate point-of-service, where the customer should be the “next customer served”. The Welcome desk has a sign-in sheet and customers are asked if they are a veteran or eligible spouse of a veteran at entry.
3. If the customer has previously enrolled, staff should arrange for them to be the “next customer served” at the next appropriate point-of-service (i.e. U.I. or self-service computers, etc.). If the customer has not had previous services at Southern Indiana Works WorkOne, then staff should arrange for them to be the “next customer served” at the Welcome Desk. The staff at the Welcome Desk must proceed with the registration process. They must ask the customer if they identify as a veteran or an eligible spouse of a veteran during the registration session. If the customer identifies as a veteran or an eligible spouse of a veteran during the welcome process they must be aware that they are entitled to priority of service. They will be provided with information and informed about available services and asked if they would like to meet with a career coach.
4. If the customer indicates a desire for further assistance and veteran status the welcome staff should refer the customer to a career coach for an informational interview. At the initial meeting, customers will be made aware of career services and special programs along with any applicable eligibility requirements.
5. As noted in the following Verification session, Federal regulations require that all individuals who are veterans be identified as veterans in the Wagner-Peyser labor exchange system, regardless of eligibility requirements. Staff must ask the customer if they have a DD214 with them. If they have a DD214 document, then the welcome staff or coach should make a copy and upload to the customer’s file. If the customer does not have a DD214, then staff must order a DD214 document from the eVetRecs system

<https://www.archives.gov/veterans/military-service-records> as part of the enrollment and registration process which requires a signature of the client. Staff and the customer should work together to order the DD214. Staff must record a case note indicating the date the DD214 was ordered. Staff are responsible for ensuring the DD214 is received and uploaded into the customer's file. Once received, staff must enter a case note indicating the DD214 was received and uploaded into the customer's file.

**Note: A majority of veterans should be served by Wagner-Peyser or WIOA staff rather than Jobs for Veterans State Grant (JVSG) Veteran staff.**

This allows Veterans' staff efforts to focus on veteran customers with significant barriers to employment. Additional eligibility requirements apply to eligible veterans or eligible spouses with significant barriers to employment (SBE) served by Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff. The eligibility requirements and roles and responsibilities of DVOP and LVER staff are stated in DWD Policy 2019-03 *Required Roles and Responsibilities of Disabled Veterans' Outreach Program (DVOP) Specialist and Local Veterans' Employment Representative (LVER) staff in Indiana Department of Workforce Development's integrated WorkOne American Job Center Indiana offices*. Policy 2019-03 defines the eligible veterans, eligible spouses, and additional service populations as well as roles and responsibilities of WorkOne staff serving veterans.

### Verification

- Basic Career Services – No source documentation needed for eligibility when these services are accessed or provided unless the individual who self-identifies as a veteran or eligible spouse:
  - Is to immediately undergo eligibility determination and be registered or enrolled in a program; and
  - The applicable federal program rules require verification of a veteran or eligible spouse status at that time.
- Programs or Services that cannot rely on self-attestation – Verification only needs to occur at the point at which a decision is made to commit outside resources to one individual over another for these programs or services.
  - When verification of eligibility is required in these instances, a veteran or eligible spouse should be enrolled, provided immediate priority, and be permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse.
- Labor Exchange System Reporting - Federal regulations require that all individuals who are veterans be identified as veterans in the Wagner-Peyser labor exchange system, regardless of eligibility requirements.
- Verification of veteran status or eligible spouse - When verification is required, the following official documents may be used:
  - A DD 214 (issued following separation from active duty);
  - An official notice issued by the Department of Veterans Affairs that establishes entitlement to a disability rating or award of compensation to a qualified dependent;
  - An official notice issued by the Department of Defense that documents the eligibility of an individual, based on the missing or detained status of that individual's active duty spouse; or
  - An official notice issued by a State veterans' service agency that documents veteran status or spousal rights, provided that the State veterans' service agency

requires Federal documentation of that information.

**NOTE: Staff should refer to the Southern Indiana Works Eligibility and Participant Payment Criteria policy for Veteran eligibility, priority and data validation criteria.**

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## Southern Indiana Works Co-enrollment and Common Exit

### TITLE: Co-enrollment and Common Exit

ISSUE DATE: **September 2022 DRAFT PENDING BOARD REVIEW & APPROVAL**

#### Purpose

To provide guidance on co-enrollment and common exit strategies in alignment with the Indiana Department of Workforce Development policy.

#### References

- DWD Policy 2021-08 Co-Enrollment and Common Exit
- DOL TEGL 16-16 One-Stop Operations Guidance for the American Job Center Network
- DOL TEGL 10-16 Change 1 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs

#### Background

Southern Indiana Works is the grant recipient of the Workforce Innovation and Opportunity Act funding for the region. Southern Indiana Works is required to comply and enforce Federal Regulations and Indiana Department of Workforce Development policies regarding criteria for participants enrolled in WIOA Title 1, Veterans, Wagner-Peyser and TAA Programs. *The Board reserves the right to modify or suspend policies at their discretion.*

#### Content

While co-enrollment is not mandated, this strategy is highly encouraged and supported under WIOA and Indiana's WIOA Combined State Plan.

WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. Indiana's strategic co-enrollment approach facilitates service delivery alignment and encourages the braiding of resources to address the training and employment needs of job seekers and business customers. Expanding co-enrollment efforts will serve to maximize the efficiency and impact of each program through responsible stewardship of funds. Ensuring that individuals are being served through the programs most appropriate for their needs, can lead to a reduction in the duplication of services, improved outcomes, and an increase in the number of participants served through each funding stream.

According to DWD, the following benefits of co-enrollment are outlined in Indiana's WIOA Combined State Plan:

- Additional resources to provide training and income support: Co-enrolling participants in more than

one eligible program may provide them with additional training and income support and wraparound resources, thus reducing potential out-of-pocket costs or direct expenses from seeking additional education and training for career advancement.

- Enhanced service delivery: Co-enrollment in WIOA and/or other programs can provide eligible participants with access to a wide array of vitally important services that both directly and indirectly impact the availability of the opportunities to develop knowledge and skills for career advancement.
- Improved participant outcomes: By braiding the various funding streams for training and income support dollars; providers increase their capacity for counseling, case management, wraparound support, and follow-up services, leading to greater performance outcomes.
- Increased services: Co-enrolled participants may gain access to both greater breadth and depth of supportive services, like childcare and transportation, as well as more varied opportunities for education and training, which may not be currently covered because of funding limitations. By pooling various funding streams in a coordinated manner, providers can stretch their dollars further.

### When Is Co-Enrollment Appropriate?

When determining if co-enrollment is appropriate for a participant, consider the following:

- Is the participant eligible for and in need of partner program services?
- Will partner program services help reduce the participant's barriers to employment or otherwise benefit the participant?
- Does the participant want and has agreed to receiving partner program services?
- Will co-enrollment improve outcomes for the participant and/or help them meet their employment goals?
- Will co-enrollment reduce duplicative service provision?

### Mandated Co-Enrollment Trade Adjustment Assistance (TAA)

All TAA participants that are also WIOA Dislocated Worker (DW) eligible must be co-enrolled in the WIOA DW Program. Services from other programs must be made available to the trade-affected worker. Wagner-Peyser, Vocational Rehabilitation, veterans' programs, and other one-stop partner program services should be provided to TAA participants as appropriate.

### Common Exit

Common exit is intended to ensure a more efficient and effective integrated service delivery system, track the coordination of services, and align performance reporting. Although co-enrollment and common exit are closely related, not all state and local programs are included in DWD's common exit protocol. DWD's approach to common exit is based on the United States Department of Labor's (DOL) definition with a focus on performance outcomes and federal reporting.

DWD has an established a common exit protocol within DWD's case management system. Programs that are subject to the protocol are:

- WIOA Title I Adult, Dislocated Worker, and Youth
- National Dislocated Worker Grants (NDWG)
- WIOA Title III (Wagner-Peyser, JVSG, MSFW, RESEA)
- Trade Adjustment Assistance (TAA)

The system's common exit protocol requires that an individual who is co-enrolled in one or more of the above programs will not exit (and will be counted in performance) until they are no longer being served by



any of those programs for 90 days and there are no future services planned. Exit occurs automatically based on actual or projected end dates of reported services. In alignment with data validation, a case note, dated the same as the last service, must be entered into DWD's case management system.

## **Definitions**

**Common Exit:** Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.

**Exit:** As defined for the purpose of performance calculations, exit is the point after which a participant who has received services through any program meets the following criteria:

(1) For the Adult, Dislocated Worker, and Youth programs authorized under WIOA Title I, the Adult Education and Family Literacy Act (AEFLA) program authorized under WIOA Title II, and the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III, exit date is the last date of service.

The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services, with no plans to provide the participant with future services. Services do not include self-service, information-only services or follow-up services.

**Participant:** For the WIOA Title I Adult and Dislocated Worker, Title II, and Title III programs, a participant is a reportable individual who has received services other than the services listed below after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination. As set forth in more detail in section 677.150 (or 34 CFR § 463.150, as applicable), the following individuals are not participants:

- Individuals in an AEFLA program who have not completed at least 12 contact hours;
- Individuals who only use the self-service system;
- Individuals who receive information-only services which provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives.

For the Title I Youth program, a participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received 1 of the 14 WIOA Youth program elements identified in section 129(c)(2) of WIOA.

**Period of Participation:** For all performance indicators, except Measurable Skill Gains, a period of participation refers to the period of time beginning when an individual becomes a participant and ending on the participant's date of exit from the program.

**Reportable Individual:** A reportable individual is an individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including: 1) Individuals who provide identifying information; 2) Individuals who only use the self-service system; or 3) Individuals who only receive information-only services.

**Self-Service:** Self-service occurs when individuals independently access any workforce development system program's information and services in either a physical location, such as a one-stop center resource room or partner agency, or remotely via the use of electronic technologies.

Self-service does not uniformly apply to all virtually accessed services. For example, virtually accessed services that provide a level of support beyond independent job or information seeking on the part of an individual would not qualify as self-service.

**Strategic co-enrollment:** Strategic co-enrollment is encouraged by DWD to ensure high-quality service delivery. It is customer-centered and should be driven by the individual's unique barriers to employment. Strategic co-enrollment ensures the participant receives all appropriate services needed for positive outcomes. The need for strategic co-enrollment can be established through any of the following service

strategies:

- Participant interview;
- Assessment;
- Partner referral;
- Career planning and/or research; or
- Any other method through which staff can obtain enough information to establish program eligibility and the need for services offered by partner programs.

Service strategies and documentation used to determine program eligibility for co-enrollment must be maintained in the DWD's case management system.

### **Required Action**

All Southern Indiana Works staff must adhere to this policy.

### **Additional Information**

Questions regarding this policy should be directed to [info@soinworks.com](mailto:info@soinworks.com).

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