

Policy No. 22.01

Co-Enrollment and Common Exit

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Purpose

To provide guidance for co-enrollment and common exit strategies. While not mandated, co-enrollment is encouraged and supported under the Workforce Innovation and Opportunity Act (WIOA) and Indiana's WIOA State Plan. Common exit ensures trackable and integrated service delivery and performance reporting.

References

- DWD Policy 2021-08, Change 1 Co-Enrollment and Common Exit
- WIOA Section 129
- 20 CFR 677.150
- 34 CFR 463.150
- TEGL 10-16, Change 2 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs
- TEGL 16-16, Change 1 One-Stop Operations Guidance for the American Job Center Network

Background

Southern Indiana Works (SIW) 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 (DWD) policies regarding criteria for participants enrolled in WIOA Title 1, Veterans, Wagner-Peyser and TAA Programs.

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.

Definitions

Common Exit: Common exit occurs when a participant, enrolled in multiple partner programs, has not received qualifying, participant-level 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 scheduled in the case management system.

Exit: As defined for the purpose of performance calculations, exit is the point after which a participant who has received qualifying services through any WIOA-reporting or ETA-funded program meets the following criteria: (1) For the Adult, Dislocated Worker, and Youth programs authorized under WIOA Title I, Jobs for Veterans State Grants (JVSG) programs, National Dislocated Worker Grant (NDWG) programs, Trade Adjustment Assistance (TAA) programs, and the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA Title III, exit date is the last date of a qualifying, participant-level service preceding 90 consecutive days of no qualifying, participant level services (i.e., staff-assisted or individualized/customized services).

- a. The last day of qualifying service cannot be determined until at least 90 consecutive days have elapsed since the participant last received participant-level services, with no future services scheduled in the MIS. Qualifying participant-level services do not include self-service, information-only services, or follow-up services.
- b. All exits are auto-exits. Auto-exits are set by the MIS or case management system retroactively after 90 consecutive days to the last date of qualifying service.

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.

See Attachment A for clarification on “when” a participant becomes a reportable individual, a program participant, and when the exit occurs for programs.

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.

Content

While co-enrollment is not mandated, this strategy is highly encouraged and supported under WIOA and Indiana's WIOA Combined State Plan. 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 are benefits of co-enrolling participants into appropriate partner programs.

- **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? (Note: The DWD case management system determines program eligibility for individuals. Program participation does not commence until and unless the individual receives staff-assisted services funded by that program.)
- 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 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 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
- Jobs for Veterans State Grants (JVSG)
- 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.** Staff must not alter or change exit dates or override the case management system.

Action

All Southern Indiana Works staff, subrecipients, and contractors must adhere to this policy, effective immediately.

Questions regarding this policy should be directed to info@soinworks.com.