

Workforce Development Council of Seattle-King County

Policy #02-2017

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DRAFT FINAL

Committee: Industry & Employment Committee

Internal External

Co-Enrolled Integrated Services Delivery

1. Purpose

To communicate the Workforce Development Council of Seattle-King County (WDC) local policy and operational guidance on integrated service delivery with co-enrollment under the Workforce Innovation and Opportunity Act (WIOA).

2. Background

WIOA provides the basis for an integrated workforce system aligned to address employer and job seeker needs. It encourages integrating intake, case management, and reporting systems. It eliminates “sequence of services” in favor of a workforce system that meets the unique needs of individuals seeking services. It encourages local areas to provide more access to “real-world” education and workforce development opportunities through on-the-job training, incumbent worker, and customized training and sector and pathway strategies.

Co-enrolled Integrated Service Delivery (ISD) is the delivery of WorkSource services in a manner that aligns/braids the resources of participating partners to seamlessly address the training and employment needs of job seeker and business customers. Co-enrolled ISD uses co-enrollment to reduce duplicative and administrative activities in favor of positive customer experiences.

The components of co-enrolled ISD include:

- A. Co-enrolling as many job seekers accessing WorkSource services as possible and braiding/directing resources to provide appropriate services, regardless of categorical eligibility;
- B. Organizing staff and services around functions rather than programs or agencies;

- C. Meeting a common set of outcome measures for all customers;
- D. Providing a robust menu of services that result in positive labor market outcomes (e.g., finding a job, keeping a job, and continuing on the career ladder);
- E. Increase the focus on skill development, certification and work-based experiences based on what the job market requires; and
- F. Gathering and using customer input (job seeker and business) to continuously improve services.

3. Policy

The WDC's co-enrolled ISD policy is as follows:

A. Co-enrolled ISD Operations Manual

This WDC policy incorporates the requirements and procedures cited in the State's Operations Manual for Integrated Service Delivery with Co-Enrollment in Washington, published August 26, 2016. See References for link.

B. WIOA Title I Eligibility Criteria

Co-enrolled ISD utilizes self-attestation for the purpose of co-enrolling job seekers into Basic Career Services in accordance with WIOA Title I eligibility criteria. The WDC will:

- i. Use customer self-attestation, including attestation of age and selective service status, to determine eligibility of job seekers to receive Basic Career Services funded by WIOA Title I Adult and Dislocated Worker resources; and
- ii. Complete a full eligibility determination and enrollment process for any job seekers determined to need individualized career services, training services, and supportive services.

C. Basic Career Services

Individualized career services cited under WIOA Section 134(c)(2)(xii) are categorized as basic career services if they are delivered in a group or workshop format. When provided as a basic career service, these group or workshop format services will be recorded as "*miscellaneous workshops*" with a Basic Service TouchPoint.

D. Individualized Career Services

Individualized career services provided outside of the group or workshop format will be recorded as such with an Individualized Training and Supportive Services TouchPoint.

4. References

- [WDC Policy 01-2001 – Eligibility Guidelines and Documentation Requirements](#)

- [WorkSource System Policy 1023 Revision 1 – Co-enrolled Integrated Service Delivery Policy and Operations Manual](#)
- [WorkSource System Policy 1019 Revision 2 – Eligibility Guidelines and Documentation Criteria](#)
- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(3)