

POLICY

DATED ISSUED: January 10, 2018
TO: All WS Staff
FROM: TANF, WIOA, ABE and Vocational Rehabilitation Managers
SUBJECT: Referral and Co-Enrollment Process

BACKGROUND:

Under the WIOA law, One Stop Partners are required to have established policies and procedures for referrals and potential co-enrollments for core programs to better serve the needs of participants (job seekers, including those with barriers to employment).

PURPOSE:

To provide guidance on referrals, co-enrollment and communication methods to clarify the roles and responsibilities associated with the process. Referring agencies do not make eligibility determinations nor do they make promise of secondary or co-enrollment final decisions. The following policy shall provide Workforce Solutions staff the understanding needed to co-enroll, refer, and communicate with partnering agencies.

To assist our participants throughout the process, with intentional system navigational assistance, to decrease the stress on them, maximize opportunities offered through system integration.

POLICY/GUIDELINES:

Referral & Co-Enrollment

1. Participants may be referred at any time to core programs through basic career service models (i.e., walk ins at WFC and other sites, though orientations for partner programs, through marketing services that can be offered for core WIOA programs, and through counselors of active programs).
2. In each referral situation, the participant and the agency for which a referral is given should be noted in an email communication or through case noting in WF1 (and some cases both methods may be appropriate). EGC's work with active participants to assess, and identify strengths and barriers to create an employment plan that best fits the participant's goal and situation based on participant's choice – access to this information should be shared when applicable.
3. Decisions on co-enrollments need to be communicated in a timely manner to the referring agency, and to the individual, to minimize confusion and stress for the participant. All available programs and resources should be considered and aligned to assist the participant with established goals for appropriately timed employment, and training. All participant activities should be open and accurately recorded in WF1.

4. An initial contact needs to be made within 10 working days between agencies and establish roles and responsibilities needed for the best outcomes for the participant and the comply with compliance on behalf of both agencies. The lead agency (the agency that was working with the participant first) should initiate a discussion between Counselors or Contact Person to ensure that co enrollment is appropriately timed and a right path for the participant.
5. The lead agency should conduct a 30, 60 and 90 check in with both the participant and the partnering agency and document the check in accordingly.
6. After 90 days, monthly check-ins are required, as well as a final check-in, prior to formally exiting the participant from any program/project/pilot etc. The Counselors/Contact Persons shall have a discussion to ensure that exit from an activity or program is appropriately timed and communicated for the participant and both agencies.

Note:

For ABE referrals and co-enrollments all communication and tracking will occur both in WF1 and through the system the ABE provider uses. Email communication will be necessary to create needed documentaion, progress notes and outcomes.

WORKFORCE ONE (WF1)TRACKING:

All participants in WF1 have a plan (i.e.; Employment Plan or Individul Service Strategy) as a minimum criteria, the referral must have ties to this plan.

1. Lead agency, with already established WF1 account, sends referral to the requested program/agency contact via email and also case notes a referral process has begun. Assigned release of information is necessary at this point and should be signed, dated and uploaded in WF1 through Electronic Document storage or provided by paper with the referral form (s).
2. Once a referral has been received, the receiving program contact will reach out to the participant and enroll the participant into the specific program in WF1 following co-enrollment guidelines.
3. Communication between programs/agencies is essential to ensure a smooth transition for enrollment and for compliance purposes.
4. The primary program/agency will track and case note the participants progress related to their specific program and the secondary will do the same, being as specific as possible. When is doubt reach out and talk through the situtaion/progress/next steps, then case note.
5. Both programs/agencies need to be mindful of the use of support services and incentives (where applicable) provided to the participant by following program guidelines and documenting in WF1 in real time.

6. WF1 is set up to link the co-enrollments of programs. Reports can be generated to track which programs participants are engaged in as well as their status in the program.
7. The support services will be monitored from WF1 for co-enrollments in all cases, the maximum per program guidelines is not to be exceeded.

ROLES and RESPONSIBILITIES:

Primary Program/Agency Contact (ECG, etc.):

- Assess the participant, update their employment plan and refer them to the appropriate resources, include signed release of information with the referral with the current date.
- Discuss options, expectations, releases, and potential timelines for the participant, while the referral is in process to ensure smooth transition for participant and/or maintaining eligibility in primary program.
- Determine appropriate support services and track in WF1 under the appropriate line item and obtain documentation/receipts for requested support services and track client signature support services tracking form.
- Follow up and review with the participant on a weekly or monthly basis, depending on the activity the participant engages in to ensure they are making progress.

Secondary Program/Agency EGC:

- Once the participant is confirmed as program eligible, enroll participant into program in WF1 and open appropriate activities/fields in WF1.
- Work with participant to ensure they are receiving requested and necessary services for employment goals related to their employment plan. If they are in a specific career pathway or sector based initiative, please note that in the file.
- Case Note progress and track participant engagement weekly.
- Provide follow-up monthly communication/report of participant to Primary Counselor.
- Track any support services provided from program (example: Tuition for training program, bus cards, etc.)

Supervisor:

- Responsible for ensuring co-enrollments are routinely monitored and enrolled and exited at appropriate times.
- Watch for success stories of co enrolled participants and gather needed data to document story.

- Work to maintain relationship with referring agencies by managing issues or process improvement options in real time.
- Responsible to follow up and ensure budget is invoice correctly and meet with finance quarterly.
- Review and identify support services cost to be billed to appropriate program.

Contact List (as of 10/4/2019):

Programs	WFS Staff Contact	Description	Industry Sector(s)
MJSP: Low Income Worker Training Program	Mathias Gundina	Training for MIFP/WIOA/SNAP E&T participants for Advanced Manufacturing	Advance Manufacturing - (Area: Hand-Soldering Skills, Mechatronics, Control Assembly, Manufacturing Skills)
Pathways to Prosperity	Prince Corbett	Training MFIP/WIOA Adults for certifications in healthcare, medical office, and hospitality career pathways. Added Finance career pathways to create a new pathway from MSJP grant.	Healthcare, medical, hospitality, finance, food service
U LEAD or WIOA Youth Programs	CJ Stanton	Youth between the ages of 14-24. Focus on career pathways in high demand sectors and assist individuals with career planning, work experiences and educational planning.	Healthcare Business-IT Trades / Construction / Manufacturing
Dislocated Worker Program	CJ Stanton	Employment and training for adults who have been laid off, or otherwise dislocated from previous position.	Open
WIOA Adult	CJ Stanton	Low-income adults. Focus on career pathways in high demand sectors and assist individuals with career planning, work experiences and educational planning.	Open
SNAP	Kate Probert Lisa Laabs	Employment and training for individuals and families on SNAP.	Open

MFIP	Lisa Guetzkow	Employment and trainings for individuals and families on MFIP.	Open
ABE	Karen Gerdin, Scott Hedlund, Brent Olinger, Alex	Adult Basic Education training courses, including GED prep, computer skills basics, etc.	Open
Vocational Rehabilitation	Jennifer	Employment & training supports for transition age youth and adults with disabilities.	Open

Effective Date: June 14th, 2019

Contact Person: Agency Managers