

## DWP/MFIP ES POLICY

**DATE ISSUED:** August 25, 2017

**SUBJECT:** WIOA/Workforce Programs and Public Assistance Programs Collaboration

**BACKGROUND:**

WIOA law calls for the program integration and service coordination between WIOA and Public assistance programs as well as other services and programs. In addition, it is a good practice to ensure that all team members providing services to the same families/residents coordinate and collaborate amongst each other. The goal is to provide seamless services to help families/residents achieve family/individual stability and economic independence, maximize available funding and meet program outcomes.

**PURPOSE:**

To provide guidance and expectations for the coordination and collaboration of service programs.

**POLICY/GUIDELINES:**

Public Assistance and WIOA/Workforce Programs expect staff members who are providing services to the families/residents to collaborate and coordinate with each other. Please consider following steps as a guidance for the collaboration and coordination of services:

- A counselor should review WorkForce One monthly if not more often to check if the participant is co-enrolled in a different program served by another team member.
- If there is a different program/services opened, the counselor must connect with the assigned counselor.
- A release of information needs to be signed and shared between service team members
- Service team members should meet face –to –face and develop one coordinated plan for the family/resident.
- Services team members must agree on who will be the lead service team member to assist with services needed, support/training services required or necessary
- A meeting should be scheduled to include a family/resident to meet with all the service providers and the plan needs to be explained to the family/resident.
- Each service member will need to case note, enter necessary program specific data and activities into WF1 as driven and prescribed by the WorkForce One policies and procedures
- Each team member is required to enter Employment Plan into WorkForce One, support service/training information and any other needed information based on the program requirements
- Services to the family/residents should be provided in a coordinated and seamless manner
- Service providers need to have ongoing /collaborative communication with each other and the resident/family to assure that resident/family is receiving the best services they can that leads to their family/individual and economic stability

**System Accountability:**

- WFS data team will be providing monthly program co-enrollments lists
- The lists will be shared with program supervisors
- Program supervisors are expected to do file reviews and WF1 system review to ensure that coordination and collaboration are occurring for the benefit of the family/resident
- WFS program planners will be doing random file reviews based on the data to ensure that system collaboration is occurring, services are provided, funds are used appropriately, WF1 is up to date and program outcomes are met

**EFFECTIVE DATE:** August 25, 2017 – Kate Probert Fagundes, DWP/MFIP/SNAP ES Division Manager and Bridgett Backman, WIOA Division Manager

**CONTACT PERSON:** Agency Lead Planner