



Operational Policy NO. OP- 422A Change 1

Subject: Participation and Co-Enrollment
Effective: PY23- 9-25-2023

PURPOSE:

The USDOL strongly endorses and recommends fostering collaboration and integrated service delivery, shared data and leveraged resources that leads to positive employment and training outcomes for participants. This policy provides background, instruction, and guidance regarding co-enrollments across funding streams and serves to encourage greater coordination with the workforce system partners.

REFERENCES:

- Training and Employment Notice (TEN) 13-20: Advancing a *OneWorkforce* Vision and Strategy
- Training and Employment Guidance Letters (TEGL) No. 21-00, *Co-Enrollment in a One-Stop Environment Attachment A*
- Training and Employment Guidance Letter (TEGL) No. 16-16, *Training and Employment Guidance Letter One-Stop Operating Guidance for the Workforce Innovation and Opportunity Act*
- Training and Employment Guidance Letter (TEGL) No. 4-20, *Guidance on Integrating Service for Trade-Affected Workers Under the Trade Adjustment Assistance Program (TAA Program) with the Workforce Innovation and Opportunity Act (WIOA) Title I Dislocated Worker (DW Program)*
- New Mexico Workforce Innovation Opportunity Act (WIOA) Combined State Plan: Program Years 2022-2023

BACKGROUND:

The Workforce Innovation Opportunity Act (WIOA) is designed to encourage coordination across partner agencies to help job seekers and business customers with a wide range of services. In 2014, the vision of WIOA workforce system was redesigned to increase program collaboration at the three levels of government, federal, state, and local. The Workforce Connection of Central New Mexico (WCCNM) One-Stop Center provides a single location for customers to access these services and enrollment in more than one program at a time provides a comprehensive menu of services and activities to help an individual obtain and keep a job.

Leveraging these resources and funding sources from other programs helps partners provide a more holistic approach to participants. Given that all partner programs throughout the One Stop Centers have varied eligibility and participation requirements and may have unique performance outcome goals—a collaborative effort and participation, within an integrated system helps streamline not only the participant’s training and employment goals but helps support the programs performance.

Providing greater and comprehensive access to multiple employment and training resources facilitates the leverages and interconnects resources across systems to strengthen partnerships to provide seamless workforce services.

CO-ENROLLMENT POLICY:

Co-enrollment under the federal definition means enrollment in more than one core WIOA program. WCCNM emphasizes and extends the definition to all partner programs within WCCNM’s workforce system. Strategic co-enrollment provides workforce partners and service providers an array of services across multiple funding streams to share accountability for that individual. Such co-enrollment advances a *One Workforce* system approach that integrates multiple programs to holistically meet the needs of workers and businesses. To deliver these integrated services there should be a data tracking and sharing system in place.

Data Tracking and Sharing:

Through data sharing, an integrated referral system such as the New Mexico Workforce Connection of Central New Mexico MyHub Intranet, Co-enrollment forms, shared case notes, and other communication methods will facilitate the co-enrollment process. This helps streamline the process of the participants workforce and training needs and avoids duplication of services. Through the WIOA governance structures of state, regional, and local planning and the WCCNM Once stop should create a formal process required for Memorandums of Understanding (MOU) and joint policies to continue to facilitate this collaboration among partners both located and co-located within and outside the One-Stop.

Leveraging Resources:

Leveraging resources is not just an opportunity but an economic and social responsibility in the current and projected funding environment. The state administrative entity considers co-enrollment a strategic necessity in the context of limited and diminishing resources and is especially important depending on the time of the program year. Co-enrollment necessitates a greater level of communication and coordination and can involve staff from different offices and with specialties in different disciplines. Coordination of services in a participant-focused manner minimizes the possibility of subsequent reentry into the system in cases where needed services were not provided or possible barriers not addressed. The case managers that help jobseekers should have access to partner information that helps them provide holistic services as they create their Individual Employment Plan (IEP).

Benefits of Co-Enrollment for WCCNM Participants and Programs:

- Additional resources to provide training and income support
- Improving participant outcomes and enhancing service delivery to WCCNM participants
- Strengthening partnerships and building further capacity for leveraging resources among local partners

The expectation of this policy is that the WCCNM service providers will participate in co-enrollments where appropriate to provide and promote a seamless service delivery. This coordination among partners ultimately enhances performance outcomes across individual programs and facilitates positive synergy across programs and the overall workforce system.


APPLICABILITY:

All WCCNM Service Providers.

INQUIRIES:

WIOA Manager 505-724-3645

This Policy has received approval by the Workforce Connection of Central New Mexico Board and rescinds any policy previously in effect.



WCCNM Board Chair