

SOP 22-01
Co-enrollment and Common Exit
Standard Operating Procedures
Grow Southwest Indiana Region 11
WDB Approval Date: 05/20/2022

Purpose

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

Closely related, both concepts are not included in all state and local programs. Common exit is based on the United States Department of Labor's definitions.

Definitions

1. Common exit:

Common exit occurs when a participant, enrolled in multiple partner programs, has not received 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 planned.

2. Exit:

For performance calculations, exit is the point after which a participant who has received services through any program meets the following:

Exit date is the last date of service for the following programs:

- WIOA Adult, Dislocated Worker, and Youth (Title I),
- Adult Education and Family Literacy Act (Title II), and
- Wagner-Peyser Employment Service program (Title III).

The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services, with no plans to provide the participant with future services.

Services do not include:

- self-service,
- information-only services, or
- follow-up services.

3. Participant:

For the above programs except youth, a participant is a reportable individual who has received services (other than the services listed below) after satisfying all programmatic requirements for the provision of services such as eligibility determination.

The following 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 WIOA Youth program, a participant is a reportable individual who has satisfied program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received one of the 14 WIOA Youth element.

4. Period of participation:

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. This applies to all performance indicators except for Measurable Skill Gains.

5. 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. This includes:
 - individuals who provide identifying information,
 - individuals who only use the self-service system, or
 - individuals who only receive information-only services.

6. Self-service:

When an individual independently accesses any workforce development system program's information and services in either a physical location (e.g., one-stop center resource room or partner agency), or remotely via the use of electronic technologies, this is considered self-service.

Self service does not necessarily mean or should not be confused with virtual. A virtually accessed service that provides a level of support beyond independent job or information seeking by an individual does not qualify as self-service.

7. Strategic co-enrollment:

Because the strategy ensures high-quality service delivery, strategic co-enrollment is encouraged by Grow Southwest Indiana Workforce Board (GSIW); this customer-centered strategy is driven by the individual's unique employment barriers. GSIW will establish the following service strategies to attain positive outcomes:

- participant interviews,
- assessment,
- partner referral,
- career planning and/or research, or
- any other method through which staff can obtain the information to establish program eligibility and the need for services.

Service documentation to determine program eligibility for co-enrollment must be maintained in the state-mandated case management system.

Content

Workforce Innovation and Opportunity Act (WIOA) strongly emphasizes alignment across partner programs and services. Braiding of resources can address training and employment needs of job seekers and businesses. Co-enrollment may reduce duplication of services, improve outcomes, and increase the number of participants.

Benefits of co-enrollment

Advantages of co-enrollment include:

- additional resources to provide training and income support,
- enhanced service delivery for increased opportunities,
- improved participant outcomes including capacity for wraparound support and case management, and
- increased services through pooled funding streams and greater supportive services

When is co-enrollment appropriate?

- Is the participant eligible for and in need of partner program services?
- 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. Co-enrollment should include Wagner-Peyser, Vocational Rehabilitation, veteran's programs, and other one-stop partner program services as appropriate.

Common Exit

GSIW will follow the established common exit protocol within the case management system.

Programs include:

Programs Subject to Common Exit
WIOA Title I (Adult, DW, and Youth)
National Dislocated Worker Grants (NDWG)
WIOA Title III (Wagner-Peyser, JVSG, MSFW, RESEA)
Trade Adjustment Assistance (TAA)

Common exit protocol requires that an individual who is co-enrolled in one or more of the above programs will not exit (and 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. A case note dated the same as last service must be entered into the case management system.

Action

DWD policy 2021-08 will be implemented in Region 11 as SOP 22-01.

Effective Date

Immediately

Ending Date

Upon rescission