



1. **Background**

The Workforce Innovation and Opportunity Act (WIOA) provides the basis for an integrated workforce system aligned to address employer and job seeker needs. The Act defines a single set of outcome metrics for the federal workforce programs encompassed by the Act. 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.

2. **Definitions**

- **Basic WIOA Title I Eligibility:** A determination of eligibility for a WIOA Title I-funded program that utilizes self-attestation for documentation of appropriate eligibility criteria, federal reporting elements, and Veteran’s priority of service as defined in Section 6 of SWC Policy WS816, R1 Attachment A – Services & Program Eligibility Handbook. An individual must complete a basic or full WIOA Title I eligibility process for the program in question and be determined eligible to receive basic career services funded by that program.
 - **Note:** Basic WIOA Title I eligibility determination does not apply to Youth programs. All WIOA Youth program services require a full WIOA Title I eligibility determination as defined in SWC Policy WS816, R1 Attachment A – Services & Program Eligibility Handbook.
- **Co-enrollment:** The process of determining eligibility for, and enrollment into, two or more WorkSource Spokane-funded programs for the purposes of delivering basic career services, individualized career services, supportive services, or training services.
- **Full WIOA Title I Eligibility:** A determination of eligibility for Adult, Dislocated Worker, or Youth-funded programs that requires validation beyond self-attestation of appropriate eligibility criteria, federal reporting elements, and Veteran’s priority of service as defined in Section 6 of SWC Policy WS816, R1 Attachment A – Services & Program Eligibility Handbook. Full Adult and Dislocated Worker eligibility also includes assessing need for services beyond basic career services and determination of Adult priority for service when necessary. To receive individualized career, training, and supportive services funded by an Adult or Dislocated Worker program, or Youth services funded by a Youth program, an individual must complete the full WIOA Title I eligibility process for the corresponding program and be determined eligible to receive such services under that program.
- **Self-attestation –** Self-attestation occurs when an individual, using pre-posed questions with yes/no or multiple-choice options (including date pickers), identifies his or her status for a particular data element and then signs and dates a form acknowledging this status. The form and signature can be on paper or in the state management information system, with a date-stamped electronic signature. For more information, see Self-attestation in section 6 of [SWC Policy WS816, R1 Attachment A – Services & Program Eligibility Handbook \(TEGL 07-18 – Attachment A\)](#).
- **WorkSource System Tools (WST):** Washington State’s management information system for WIOA programs. WST is comprised of two interconnected systems, Efforts to Outcomes (ETO) for staff and WorkSourceWA.com for job seekers and employers (WSWA).

3. **Policy**

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 our job seeker and business customers. Co-enrolled ISD uses co-enrollment to reduce duplicative and administrative activities and support increased direct engagement with customers. This allows service delivery partners in the One-Stop to use their resources for value-added services to ensure that job seekers have the skills and knowledge to succeed in the

regional economy. Rather than simply providing a “countable” service, co-enrolled ISD creates a warm and meaningful welcome and immediately connects the customer to a robust set of high-value system resources relevant to local and regional economies, including assessment, skill development, work-readiness, skill validation and certification.

Staff working in a co-enrollment ISD environment are organized into functional teams rather than by programmatic boundaries to meet the needs of customers. The goals are more people getting jobs, keeping jobs and getting better wages.

The components of co-enrolled ISD include:

- a. Co-enrolling job seekers into as many programs as possible that are available at WorkSource Spokane.
 - i. Co-enrollment does not eliminate WIOA Title I eligibility criteria or the eligibility criteria for other, non-WIOA Title I programs. Refer to SWC Policy WS816, R1 – Eligibility and Documentation Requirements for WIOA Title I eligibility requirements.
 - ii. For the purposes of providing basic career services, co-enrollment utilizes self-attestation exclusively when validating eligibility for WIOA Title I programs. Participant self-attestation will be used for all eligibility criteria, including Age and Selective Service registration.
 - iii. For the purposes of providing individualized career services, training services, and supportive services, co-enrollment utilizes the full WIOA Title I eligibility process, including Priority of Service determinations for WIOA Adult program applicants and Veterans. All individualized career services, training services, and supportive services funded by a WIOA Title I program require full Title I program eligibility.
 - iv. Definitions for services and the categories they fall under can be found in Attachment C of SWC Policy WS816 R1 – Attachment C – Spokane WorkSource Services Catalog.
- b. Braiding/directing resources to provide appropriate services regardless of categorical eligibility.
- c. Organizing staff and services around functions rather than programs or agencies.
- d. Meeting a common set of outcome measures for all customers.
- e. 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).
- f. Increase focus on skill development, certification, and work-based learning experiences based on what the job market requires.
- g. Gathering and using customer input (job seeker and employer) to continuously improve services.

Detailed operations and procedures for co-enrollment and integrated service delivery are detailed in Attachment A – Co-enrollment and Integrated Service Delivery Handbook.

4. References

- [SWC WorkSource System Policy WS816, Revision 1 – Eligibility Guidelines and Documentation Requirements](#)
- [ESD WorkSource System Policy 1023, Revision 1 – Integrated Service Delivery Policy and Operations Manual](#)
- [Training and Employment Guidance Letter \(TEGL\) 07-18 – Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act \(WIOA\)](#)
- [20 CFR 678 Subpart A – General Description of the One-Stop Delivery System; Subpart B – One-Stop Partners and the Responsibilities of Partners](#)

5. Supersedes

- SWC Policy #WS815 – Co-enrollment and Integrated Service Delivery Policy

6. Attachments

- Attachment A – Co-enrollment and Integrated Service Delivery Handbook
- Attachment B – Registration and Enrollment for Basic Career Services

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