



WorkSource System Policy
Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 1023

To: Washington WorkSource System

Effective Date: August 8, 2016

Subject: Co-enrolled Integrated Service Delivery Policy and Operations Manual

1. Purpose:

To communicate State policy and operational guidance on integrated service delivery with co-enrollment in Washington.

2. 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.

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 job seeker and business customers. Co-enrolled ISD uses co-enrollment to reduce duplicative and administrative activities in favor of positive customer experiences. This allows service delivery partners to use their resources for value-added services to ensure that job seekers have the skills to succeed in the regional economy. Co-enrolled ISD creates a warm and meaningful welcome and a quick connection to resources. Rather than simply providing a "countable" service, co-enrolled ISD immediately connects the customer to a robust set of high-value system resources relevant to local and regional economies, including screening, assessment, skill development, work-readiness, skill validation and certification. Staff working in a co-enrollment ISD environment are organized into functional teams to meet the needs customers,

rather than to maintain programmatic boundaries. The goal is more people getting jobs, keeping jobs and getting better wages.

The components of co-enrolled ISD include:

- Co-enrollment of all job seekers accessing WorkSource services to the greatest extent possible and braiding/directing resources to provide appropriate services, regardless of categorical eligibility.
- Organizing staff and services around functions rather than programs or agencies.
- Meeting a common set of outcome measures for all customers.
- Providing a robust menu of services that result in labor market outcomes, increasing the focus on skill development, certification and work-based experiences related to labor market requirements.
- Gathering and using customer input (job seeker and business) to continuously improve services.

3. **Policy:**

The State's co-enrolled integrated service delivery policy is as follows:

- a. Local areas engaging in integrated service delivery with co-enrollment in Washington must follow the requirements and procedures cited in the State's *Integrated Service Delivery in Washington Operations Manual*.
- b. Co-enrolled ISD does not eliminate WIOA Title I eligibility criteria. Co-enrolled ISD utilizes self-attestation for the purpose of co-enrolling job seekers into Basic Career Services. Local areas practicing co-enrolled ISD will:
 - i. Use customer self-attestation to determine eligibility of job seekers to receive Basic Career Services funded by WIOA Title I Adult and Dislocated Worker resources. Until the State's WorkSource Integrated Technology (WIT) system is able to validate age and selective service status, participant self-attestation will be used for the following eligibility criteria:
 - 18 years of age or older
 - Selective Service Registration (as applicable)

Local areas that opt to validate age and selective service at the time of co-enrollment for basic career services must indicate this in their local policies/guidance.

- ii. Complete a full eligibility process for any job seekers determined to need individualized career services, training services, and supportive services.
- iii. Local areas practicing co-enrolled ISD must establish local policies/guidance that identify which services in the local area require full Title I program eligibility, whether any individualized career services cited under WIOA Section 134(c)(2)(xii) will be

categorized as basic career services because they are delivered in a group or workshop format, and whether there any supportive services that do not require full eligibility determination of job seekers.

- c. The State will assume fiscal liability for local area disallowed costs arising from U.S. Department of Labor findings caused by adherence to state policy and the operations manual on integrated service delivery with co-enrollment in Washington.
- d. The State supports the use of functional teams at the local level for co-enrolled ISD and other efforts to better align staff functions to the needs of job seekers and businesses.

4. Definitions:

Co-enrolled Integrated Service Delivery (ISD) - The delivery of basic career services in a manner that (1) aligns/braids the resources of participating partners to quickly and seamlessly address the training and employment needs of WorkSource system job seeker and business customers while reducing duplicative and administrative activities; (2) immediately connects customers to a robust set of high-value system resources relevant to local/regional economies, including screening, assessment, skill development, work-readiness, skill validation and certification; and (3) organizes participating partner staff into functional teams rather than by program to meet customer needs.

5. References:

WorkSource System Policy 1019 Revision 2 – Eligibility Guidelines and Documentation Criteria

6. Supersedes:

N/A

7. Website:

<http://www.wa.gov/esd/1stop/policies/systems.htm>

8. Action:

LWDBs and their contractors, as well as Employment Security Regional Directors, must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. Attachments:

[Attachment A](#) – Integrated Service Delivery Operations Manual (PDF version)

Attachment A – Integrated Service Delivery Operations Manual (Word version for local use)

Direct Inquiries To:

*Employment System Administration and Policy Unit
Employment System Policy and Integrity Operations Division
Employment Security Department
PO Box 9046
Olympia WA 98507-9046
(360) 902-9666
SystemPolicy@esd.wa.gov*

Attachment A