



# Northern Middle Tennessee Workforce Board Inc.

Effective Date: 10.01.2018  
Duration: Indefinite

## Co-Enrollment of American Job Center Customers Policy

### Purpose

This policy outlines the process for participant co-enrollment, according to eligibility, as a method to provide effective service by combining WIOA core programs offered at American Job Centers (AJC).

### Background

The Workforce Innovation and Opportunity Act provides for co-enrollment of participants into WIOA core programs offered at the American Job Center to expand access to employment, training, education, and supportive services for eligible individuals, particularly those with barriers to employment. These mandated programs include:

- Adult, Dislocated Worker, and Youth Activities (Title I)
- Adult Education and Literacy Activities (Title II)
- Wagner-Peyser (Title III)
- Vocational Rehabilitation Services (Title IV)

Co-Enrollment ensures that participants receive the necessary services to reduce the possibility of drop-out due to barriers. Co-enrollment also provides the added benefit of leveraging resources; which may increase the availability of funds to serve a higher number of participants.

### Policy & Instructions

Individuals entering an AJC will be greeted with a "no wrong door" approach. After logging in to the VOS greeter, a staff member will conduct a verbal assessment - mainly focused on the individual's needs. In addition, staff will conduct eligibility screening for WIOA Title I and III programs - that addresses barriers to employment, establishes priority of service, and identifies a disability that requires further resources. Using this assessment the staff member then offers guidance about the most appropriate next steps.

During the initial assessment, staff is required to ascertain the individual's long-term employment goal; furthermore, staff must work with the individual to formulate a plan to achieve this goal. The strategy for co-enrollment will focus on partner supports that will lead to long-term self-sustainability with the labor market.

### Co-Enrollment Process

Following the initial assessment, the individual may participate in core programs offered under WIOA or choose to seek staff assistance to establish which programs best fits their needs and eligibility. Career Center staff will refer customers to other core programs using the AJC Referral Form.

Co-enrollment can be utilized to leverage partner funding to provide support services and/or training services, along with a myriad of other partner services to assist the customer. Services will align with internal regulations such as "last dollar" requirements.

Initial intake for all customers will be through the VOS greeter system for all AJC partner services, and through Jobs4TN.gov for case management.

WIOA programs that target similar demographics should necessitate automatic referral such as Reemployment Services and Eligibility Assessments (RESEA) and dislocated worker programs.

Partners will coordinate strategies, enhance services, and avoid duplication of services. Jobs4TN will be used by all partner programs to view the entirety of services offered to an individual, including dates and times when services were received.

**Funding**

In order to maximize services offered to an individual enrolled in multiple programs funding for individual training accounts must be coordinated with funding from other Federal, State, local, or private job training programs or sources to assist the individual in obtaining training services. However, these programs must be identified and monitored to ensure that funds spent on each of the individuals' concurrent programs are allowed under their respective, specific provisions. For example, funds provided for youth programs must only be spent to carry out the guidelines described in WIOA Section 129(c)(2); similarly, funds spent on adult education and literacy programs must only be spent in accordance with the requirements explained in WIOA Section 232.

Funds within the Tennessee Reconnect and Tennessee Promise programs are considered to be "last dollars", meaning that they are intended to fill the gap between the expenses covered under financial aid (e.g. tuition) and additional costs such as computers, books, and other supplies. If either the Tennessee Promise or Reconnect grants are used then WIOA funds would be used for supportive services.

**Adherence to Military Selective Services Act**

One-Stop centers must ensure that each individual participating in any program or activity, or receiving any assistance or benefit, has not violated Section 3 of the Military Selective Service Act by not presenting and submitting to registration as required.

**Non-Discrimination**

No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.

Participation in programs and activities or receiving funds under this title shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States


**References**

20 CFR 679.560(b)(2)(ii); Tennessee Combined State Plan, WIOA Sections 3(12), 3(13)(A)-(D), 3(67); WIOA Section 108(b)(10), 108(b)(21 ); WIOA Section 129(c)(2); WIOA Section 134(c)(3)(F)(iv); WIOA Section 188(a)(2), 188(a)(5); WIOA Section 189(h); WIOA Section 232; Workforce Services Policy – Co-Enrollment of American Job Center Customers

Authorized by:

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