

Upper Cumberland  
Local Workforce Development Board  
**POLICIES AND PROCEDURES**

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Title: CO-ENROLLMENT OF AMERICAN JOB CENTERS  
Date of Adoption: 9-25-18

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**PURPOSE:** To establish the Upper Cumberland Local Workforce Development Board's (UCLWDB) policy for co-enrollment of American Job Center customers.

**POLICY:** This policy outlines the process for participant co-enrollment, according to eligibility, as a method to provide effective services by combining WIOA core programs offered at the American Job Centers. These program areas mandated by WIOA 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 an individual receives skills training, or other education, to carry out their individualized development plan while providing needed support to reduce the probability of participant drop-out due to barriers, such as lack of transportation. Participants who are co-enrolled in multiple programs have resources leveraged in a way that increases the probability to achieve long-term success in the labor market.

**INSTRUCTIONS:**

**A. How to Identify Eligible Participants:**

Individuals entering an American Job Center will be greeted with a “no wrong door” approach. After signing in to the VOS greeter, a staff member will conduct a verbal assessment – mainly focused on the individual’s eligibility 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 initial assessments staff are 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 support that will lead to long-term self-sustainability within the labor market.

**B 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 fit their needs and eligibility. Career Specialists will refer customers to other Core programs using the *Common Intake Form*.

Co-enrollment is in the best interest of the participant and 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.

**C. Use of Technology-Enabled Intake:**

Initial intake for all customers will be through the VOS greeter system for all AJC partner services, and through Jobs4TN.gov for case management. The completed *Common Intake Form* will be uploaded to the participant's case in VOS.

**D. Automatic Referral:**

WIOA programs that target similar demographics should necessitate automatic referral. One such example is Re-employment Services and Eligibility Assessments (RESEA), and dislocated worker programs. Other programs that may be paired could include Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), TRA/TAA, Temporary Assistance for Needy Families (TANF), Adult Education (AE), Dislocated Worker Programs and Youth Programs.

**E. Non-Duplication of Services:**

Partner staff will ensure that concurrent enrollment in programs, which enhances the services provided to an individual, will avoid duplication or redundancies 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; consequently, ineffective program co-enrollment will be reduced through the use of this online portal.

**F. Adherence to Military Selective Services Act:**

AJC Partners will 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 (50 U.S.C. App. 453) by not presenting and submitting to registration as required. WIOA Section 189(h).

For questions regarding this policy, contact Becky Hull, Executive Director, Upper Cumberland Local Workforce Development Board at [bhull@ucworkforce.org](mailto:bhull@ucworkforce.org)

**Attachments:** None

**Effective Date:** September 25, 2018

**Policy Duration:** Indefinite



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Board Chairperson, UCLWDB