



Participant Co-Enrollment and Re-Enrollment Procedures

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2022

OEWD wants to ensure all workforce development partners have the guidance to **actively serve all participants that are interested in workforce development services as well as foster collaboration between grantee partners to leverage placement goals and provide opportunities with upward mobility to clients.**

In order to streamline the process and ensure consistency among service providers, OEWD is providing the following definitions and procedures on Co-Enrollment and Re-Enrollment. To capture Co-Enrollment and Re-Enrollment, grantees will complete their application entry in WorkforceCentral (WFC) and maintain a record in the individual's participant case file.

Co-Enrollment

Co-Enrollment is when two or more OEWD Workforce providers collaborate to serve a particular client at the same time to provide workforce development services. Two or more agencies help a job seeker to achieve their employment and/or education goals through service delivery that overlaps in time, and both agencies seek to enroll the client into WorkforceCentral. Co-Enrollment should not occur for programs offered within the same agency.

Co-Enrollment is allowable when a participant has an active application with one OEWD provider but also seeks services from another provider. Examples include a participant working with a Job Center and being accepted in an occupational skills training with another agency, going through a particular OEWD provider for supportive services, or receiving support from multiple agencies during a hiring event.

Here are the steps providers can take to capture the Co-Enrollment:

- Confirm with the participant that they are engaged with two or more providers to receive services.
- Identify who is/was the lead agency to enroll the participant in the WorkforceCentral database.
- Communicate with the lead agency (agency who creates the application) about the participant's application information and expectation each provider might have in order to support the employment plan of the participant. (Providers can reach out to their Program Specialist to help to identify the corresponding point of contact, to facilitate the process and address any limitation/ concern on the co-enrollment including issues with educational placements.)
- To capture a co-enrollment, agencies that are co-enrolling with the lead agency are required to add an activity code once the application is entered in the WorkforceCentral database. The newly entered activity code should be specific to the organization and related to enrollment into services. A distinct set of services needs to be provided to a participant and not a duplication of services already provided by the other workforce agency.

- Provider staff should not create, edit or close the activity for other providers involved in the co-enrollment process.
- A new application is ONLY required for providers enrolling with different application type or funding stream. For example, a WIOA activity cannot be added in a General Fund application and vice versa.
- Agencies should maintain consistent communication with each other to notify the other agency on the status of an application and services provided.
- When one agency is ready to exit the co-enrolled participant, both agencies need to communicate with each other to ensure that all necessary activities are entered and closed for program completion.
- If the participant is placed in education, all agencies must capture the placement information in a Pre-Exit form only, not a regular Exit Form.
- If the participant is placed in employment, placement information and timeline for closure should be shared before exiting a participant.
- All agencies that have added an activity before placement start date to assist the participant in the job search process receive a positive outcome towards their contractual goal once an exit is completed and proper information is entered in the WorkforceCentral database

Re-Enrollment

Re-Enrollment is when an OEWD provider re-enters a previously exited participant application in WorkforceCentral, regardless if the participant was enrolled with the same or a different provider.

*It is important to note that re-enrollment of a client is not encouraged by OEWD as there are a number of vulnerable individuals in need of Workforce services.

Here are some important points to consider before considering Re-Enrollment of a program participant:

- Unless is approved by the Program Specialist, participants should not be re-enrolled in the same program within the same program year.
- Provider must demonstrate the need for re-enrollment with a participant if the participant exited the services within a year.
- Provider should use the “Search” button in WorkforceCentral to locate and review any record a participant has in WorkforceCentral to determine the necessity of re-enrollment (for example, if there is an active application created by another provider or if there are multiple profiles for the same client, provider should consult with their Program Specialist to decide the best way to capture the enrollment and outcome.)
- If a participant is placed in employment or education as an intermediate goal, consider capturing a pre-exit instead of an exit to maintain the “active” status in WorkforceCentral; provider could then consider the participant’s status at the end of the fiscal year to determine the exit and avoid re-enrollment.
- OEWD highly recommends only re-enrolling participants after 90 days of their latest exit date as goal to serve unique and unduplicated participants.
 - *A minimum of 90 days is required to re-enroll a WIOA participant into WIOA services.*
 - *There is no minimum day requirement to re-enroll into General Fund or CDBG services.*
- Participant will need to complete all required paperwork to re-engage with OEWD providers.

Providers should consult with their OEWD Program Specialist for guidance and recommendation on Co-Enrollment and Re-Enrollment. OEWD is open to grant exemption for individual cases if needed and applicable.

INQUIRIES

Inquiries should be addressed to your OEWD Workforce Programs Specialist.

OEWD and its service providers shall follow this procedure. This procedure will remain in effect from the date of issue until such time that a revision is required.