

WIOA Co-enrollment Policy

Policy Memorandum 20-01, rev.1

Date: February 13, 2025

To: All Workforce Innovation and Opportunity Act Contracted Service Providers (WIOA service providers)

Purpose: To provide guidance to WIOA service providers for WIOA applicants and participants.

Rescissions: 20-01, WBD approved September 16, 2020

References: Training and Employment Guidance Letter (TEGL) 4-15, August 13, 2015, Vision for the One-Stop Delivery System under WIOA; TEGL 16-16, January 18, 2017, One-Stop Operations Guidance for American Job Center Network; Employment Development Department (EDD) Workforce Services Directive (WSD) 19-09, February 12, 2020, Strategic Co-Enrollment- Unified Plan Partners

Background:

Workforce Innovation and Opportunity Act (WIOA) vision includes bringing together the necessary partners to provide job seekers with high quality career services, education and training to obtain good jobs and stay employed. Under WIOA, partner programs are jointly responsible for workforce and economic development and collaborate to create a seamless customer-focused one stop delivery system that integrates service delivery across all WIOA title programs and enhances access to services. WIOA identifies the America's Job Center of California (AJCC) network to promote the partnerships and their direct services to job seekers. The shared client base across multiple partner programs provides access to information and services that lead to positive employment outcomes.

Policy:

A. General Provisions

Co-enrollment referrals shall be completed/utilized across WIOA programs to access multiple resources for leveraging and braiding resources across partnerships for the benefit of the customer. Customers can access staff across programs for multiple levels of staff expertise, guidance and advice.

Referral opportunities exist in the AJCC resource room during basic career services or upon WIOA application, individualized career services, follow-up services or anytime customers financial situation has changed.

1. Referral between WIOA programs

Individuals between the ages of 18-24 should be assessed/considered for a referral between the WIOA Youth and Adult/Dislocated Worker programs. It is appropriate to refer individuals between the ages of 18-24 to the WIOA Youth program who have applied for Adult/Dislocated Worker program services when the individual is not

attending an educational institution and is considered out-of-school. Referrals between programs allows for concurrent program participation.

2. Referral for Government Benefit Programs

All low-income individuals who are not yet receiving government public assistance benefits such as Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and Medicaid should be referred for program eligibility determination.

TANF is a federally funded program which provides financial assistance and related support services to help families achieve self-sufficiency. The state-administered program, CalWORKs provides additional services such as childcare assistance, job preparation and work assistance.

SNAP is a federal program that provides nutrition benefits to supplement the food budget of families so they can move towards self-sufficiency. In California, CalFresh provides monthly food benefits to low-income individuals. For individuals receiving CalFresh, the CalFresh Employment and Training program (CFET) can assist individuals gain marketable job skills, basic education, training and work experience.

Medicaid is a public health insurance programs which provides coverage to eligible low-income individuals. Medicaid is administered by states, according to federal requirements. California's Medicaid program, Medi-Cal, is funded jointly by states and the federal government.

B. Co-Enrollment Guidelines

1. Co-enrollment between WIOA Programs

Co-enrolled individuals must meet requirements of both programs separately and independently and a referral to each program is a determination that the individual could benefit from the other program, however, not a guarantee of qualifying or eligibility determination.

WIOA service provider responsibilities include the following:

- Assessing for referral
- Reviewing/Discussing referral with individual
- Initiating/Submitting referral
- Creating CalJOBS case note entry regarding referral and outcome of referral
- Track referrals between WIOA programs

A strategic co-enrollment is intended to further reduce employment barriers and be participant-centered, avoiding duplication of services between programs. The Universal Referral Form (URF) should be used to make the appropriate referral.

Co-enrolled customers will count in the WIOA performance measures for all programs for which they are enrolled. Since the co-enrolled customer may have differing closure dates for each program, follow-up services will be coordinated between service providers.

2. Co-enrollment with CalWORKs Employment Services Program (CWES)

Co-enrollments between programs are to be utilized as a strategy to further leverage resources and maximize benefit to the participant. WIOA and CalWORKs Employment Services program staff collaborated to create the *Staff Guide for Co-Enrollment* and should be used for co-enrolling instructions.

The *Frequently Asked Question (FAQ)* document provides individuals with more information about co-enrollments from the perspective of the customer. FAQ can be shared to address common questions about a WIOA-CWES co-enrollment.

Staff Guide for Co-Enrollment and *FAQ* can be found in shared staff platforms: *Dropbox* and/or *Employment Benefit Services Division forms portal*.

Action: All WIOA service providers shall comply with this policy. This policy memorandum is on-going and effective immediately.

Inquiries: Any questions regarding this policy memorandum may be directed to the WDB Director.

Attachments:

- I. Universal Referral Form (URF)

This policy authorized by: Workforce Development Board on September 16, 2020, revised March 19, 2025.

Referral Date: _____

*This referral form contains useful information about agencies that can help you with the services you need.

Customer Information

Name: _____

Phone: _____

Email: _____

Referring Agency

Organization: (Select One) _____

Contact: _____

Title: _____

Phone/Email: _____

Receiving Agency 1

Organization (Select One) _____

Contact: _____

Title: _____

Phone/Email: _____

Receiving Agency 2

Organization:(Select One) _____

Contact: _____

Title: _____

Phone/Email: _____

Service(s) Customer is currently receiving (check all that apply):

☐ CalWORKs (TANF)

☐ WIOA Individualized Career Services

☐ WIOA Basic Career Services

☐ Other (please describe): _____

**Purpose of
referral/Services
needed:**

FOR WIOA USE ONLY – General Instructions

1. Partner Agency Completes the Initial Referral

The referring partners staff completes the fillable PDF Referral Form for all customers who have a need or interest in services that are provided by another Career Center partner.

2. Transmitting the Referral Form

The referring staff prints a copy of the Referral Form for the customer, with instructions to present the form to the receiving agency. The referring staff then e-mails the PDF to the receiving agency.

3. Receiving Agency Accepts the Referral

The receiving agency accepts the *Referral Form* and is to use the information to identify customer's service needs. The receiving agency is to follow up with the referred customer within 7 business days, if contact has not been established.

4. Receiving Agency Communicates Outcome Information

The receiving agency is to follow up with the referring point of contact on outcomes.

5. Limitations: This referral form is not to be used for services that require program specific information, the exchange of confidential information or follow up actions as specified in contract agreements between various Career Center partners.

Outcomes:

Universal Referral Form

☐ **Capitola Career Center
Employment Development
Department (EDD)**

2045 40th Ave., Suite B
Capitola, CA 95010
831-464-6286

[www.edd.ca.gov/Jobs and Training](http://www.edd.ca.gov/Jobs_and_Training)

☐ **Peninsula Family Service**

831-464-6280

www.peninsulafamilyservice.org

☐ **Unemployment Insurance (UI) Branch**

UI TOLL FREE Hotlines:

English: 800-300-5616

Spanish: 800-326-8937

<https://eapply4ui.edd.ca.gov>

☐ **Veteran Workforce**

831-464-6279

www.edd.ca.gov

☐ **Watsonville Career Center**

Workforce Santa Cruz County

18 W. Beach Street

Watsonville, CA 95076

831-763-8900

<https://www.santacruzhumanservices.org>

Santa Cruz County Human Services Department (HSD)

Customer Phone Center: 888-421-8080

www.hsd.co.santa-cruz.ca.us

☐ **Cabrillo Community College**

Student Resource & Support Network

6500 Soquel Drive, SAC West 110

Aptos, CA 95003

831-479-6344

www.cabrillo.edu/services/srsn

☐ **California State Department of
Rehabilitation (DOR)**

1350 41st Ave., Suite 108

Capitola, CA 95010

831-465-7100

www.dor.ca.gov

☐ **Center for Employment Training (CET)**

10 Blanca Lane.

Watsonville, CA 95076

831-728-4551

www.cetweb.org

☐ **Community Action Board of Santa Cruz County (CAB)**

406 Main Street, Suite 207

Watsonville, CA 95076

831-763-2147

www.cabinc.org

Santa Cruz County Immigration Project

Room 217

831-724-5667

www.cabinc.org/SCCIP/

☐ **Housing Authority of the County of Santa Cruz**

2160 41st Avenue

Capitola, CA 95010-2040

831-454-9455

info@hacosantacruz.org

www.hacosantacruz.org

☐ **Santa Cruz County Human Services Department
(HSD)**

1020 Emeline Avenue

Santa Cruz, CA 95060

Customer Phone Center: 888-421-8080

www.hsd.co.santa-cruz.ca.us

Food Connection: 800-984-3663

www.thefoodbank.org

☐ **Sueños Youth Employment Services**

229 Green Valley Road

Freedom, CA 95019

831-466-5672

<http://www.santacruzcoe.org>

☐ **Watsonville/Aptos/Santa Cruz Adult Education
(WASCAE)**

294 Green Valley Road

Watsonville, CA 95076

831-786-2160

<https://wascae/pvUSD.net>

☐ **SER National (NFJP)**

349 Main St. Suite 202

Watsonville, CA 95076

831-302-1520

www.ser-national.org

☐ **SCAIR – Southern California American Indian Resource**

877 South Victoria Ave, Suite 110

Ventura, CA

805-765-6243

www.scairinc.org