



## INTEGRATED SERVICE DELIVERY POLICY #: 4010

Date of Original Policy: 9/14/2022

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### **Purpose:**

Workforce Southwest Washington (WSW) is issuing this policy to set standards for delivering integrated service delivery with co-enrollment through WorkSource and as applicable, affiliate sites.

### **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 assessment, skill development, work-readiness, skill validation and certification. Staff working in a co-enrollment ISD environment are organized into functional teams (rather than by programmatic boundaries) to meet the needs of customers.

The components of co-enrolled ISD include:

- Co-enrolling as many job seekers accessing WorkSource services as 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 positive labor market outcomes (e.g., finding a job, keeping a job, and continuing on the career

ladder).

- Increase the focus on skill development, certification and work-based experiences based on what the job market requires.
- Gathering and using customer input (job seeker and business) to continuously improve services.

**Policy:**

WSW's co-enrolled ISD policy is as follows:

- a. One-Stop Centers engaging in ISD with co-enrollment must follow the requirements and procedures cited in WSW's Integrated Service Delivery with Co-Enrollment Handbook.
- 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. Please refer to the WSW Integrated Service Delivery with Co-Enrollment Handbook.
- c. WSW supports the use of functional teams at the One-Stop Centers for co-enrollment ISD and other efforts to better align staff functions to the needs of job seekers and businesses.

**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 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.

**References/Resources:**

- WorkSource System Policy 1019, Revision 2 – Eligibility Guidelines and Documentation Criteria
- Co-Enrolled Integrated Service Delivery Policy and Operations Manual
- [WSW's Integrated Service Delivery Handbook](#)

**Website:**

<http://workforcesw.org/providers#OperationsPolicies>

**Attachments:**

[Attachment A – Integrated Service Delivery with Co-Enrollment Handbook \(PDF\)](#)