

MARYLAND WORKFORCE DEVELOPMENT SYSTEM

Maryland Policy Issuance

Policy Issuance No. 01-2014 ☒ **Policy** ☐ **Information** ☐ **Guidance**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors

cc: WIA State Partners

From: Julie Squire, Assistant Secretary, 
Division of Workforce Development and Adult Learning (DWDAL)

Date: February 25, 2014

Effective Date: April 4, 2014

Expiration Date: Until rescinded

GWIB Approval Date: N/A

Authority: (TEGL) No. 17-05

Subject: Enrollment & Exit

Purpose: To inform Local Workforce Investment Boards (LWIBs) of the State's policy on common enrollments, common date of enrollment and exit, and inclusion in performance measures

Background: DOL TEGL 17-05 provides states' guidance on the Enrollment and Exit procedures.

Policy: **Common Enrollment:** Individuals 18 years of age or older who receive a service (including self-service or informational activities only) from a One Stop Career Center may be enrolled as a Workforce Investment Act (WIA) Adult, Dislocated Worker (DW) or Youth, and are considered participants in both the WIA and Wagner-Peyser (W-P) programs.

Common Date of Enrollment and Exit: Any participant who receives services funded in whole or in part from the WIA, W- P, Veteran's Employment and Training Service (VETS) and Trade Act Adjustment /Trade and Globalization Adjustment Assistance (TAA/TGAA)

programs, sequentially or simultaneously, will be counted as a participant in each program, and will share a common "date of participation" and a common "date of exit" for federal reporting.

Inclusion in Performance Measures:

- W-P Program– All participants of a One-Stop Career Center (including those who receive self-service or informational activities only), for whom a Social Security Number is voluntarily provided and recorded in the Maryland Workforce Exchange (MWE) are included in W-P performance measures.
- WIA Program –All participants of a One Stop Career Center, who receive a staff assisted service for whom a Social Security Number is voluntarily provided and recorded in MWE, are included in WIA performance measures. Please note that individuals who receive only self-service and/or informational activities are excluded from WIA performance measure calculations.

Common Enrollment TA Exceptions:

- Transitioning Service Members who participate in a Transition Assistance Program (TAP) Workshop at a federal military installation will be co-enrolled in the W-P and VETS programs only. They will be co-enrolled in the WIA program only if they receive additional service(s) at a One Stop Career Center.
- Individuals under 18 years of age (youth) who receive only self-service or informational activities :
 - Will be counted as a W-P participant.
 - Will not be counted as a WIA Youth participant.
 - Participation in the WIA Youth program requires that the youth be determined eligible and receive a service funded (in whole or in part) by the program. Self-service/information only activities do not provide a level of service sufficient to meet these requirements.
- Individuals who decline to provide their Social Security Number will be excluded from performance measure calculations because a Social Security Number is required to match customer records with wage and other administrative data in order to obtain performance measure outcomes
- Individuals who are manually exited due to exclusion are removed from performance measure calculations.

Additional Information and Procedures:

1. Common Enrollment

All individuals served in a One -Stop Career Center will be counted as WIA participants, provided they meet appropriate eligibility requirements, regardless of whether there is a WIA-funded staff presence at the office. All WIA participants will also be counted as W-P participants, regardless of having a W-P-funded staff presence at the One-Stop Career Center.

2. Common Date of Enrollment and Date of Exit Across the WIA, W-P, VETS and TAA/TGAA programs.

Date of Participation - If a participant receives services from multiple programs, then the common date of participation for reporting on each program is the earliest date of service across all programs.

Date of Exit – If a participant receives services from multiple programs, the common date of Exit for reporting on each program is the end date of the most recent service across all programs. Participation in any one program extends across all programs that share a common enrollment. There are only two types of exits:

- Automatic 90 - day exits; and
- Manual exits.

Automatic 90 -day Exit –WIA requires that most participants be exited 90 days after the conclusion of their last service. This allows staff to provide additional services within the 90 day period, if it is determined such services are necessary, without creating a new enrollment for the participant. It also allows for participants who have been unresponsive to services to be exited after 90 days. This process has been automated through the Automatic 90 -day Exit and is the standard method of exit to be used. It occurs automatically in the participant's record when a participant has received no service for 90 days. The common exit date is set equal to the end date of the last service received by the participant. The automatic exit applies to all programs, including the WIA Youth program .

Manual Exits –WIA requires participants who are subject to an exclusion to be exited immediately. Exclusions, as defined by the United States Department of Labor Employment and Training Administration (USDOL/ETA)in TEGL No. 17-05, include: death; institutionalization (incarceration); health/medical; family care; relocated to mandated residential program; or reservist called to active duty. This process is done through a Manual Exit from MWE. Staff are to record a manual exit ONLY when a participant is subject to an exclusion. Note that recording a manual exit for an exclusion will remove the individual from performance measure calculations for all programs. If a manual exit is not recorded, the individual will be exited under the Automatic 90 -day Exit rule and will be included in all appropriate performance measures.

3. Inclusion in Performance Measures Calculations

Two items are considered to determine if an individual will be counted in performance measures:

- Social Security Number
- Level of service received (Self - Service or Staff Assisted)

Social Security Number –Individuals are not required to provide their Social Security Numbers, proof of Alien Registration and/or authorization to work in the United States to be eligible for receipt of services funded through WIA, W-P,

VETS, TAA/TGAA. However, Social Security Number is an important data element because it is needed to determine employment related outcomes using administrative wage record data . Therefore, staff should seek to obtain an individual's Social Security Number, and in doing so should communicate the following to the customer:

- *You are not required to provide us with your Social Security Number. Your receipt of services will not be affected by disclosure or non-disclosure of your Social Security Number or any other information that is voluntarily requested.*
- *Social Security Numbers are used to facilitate efficient record keeping and integrated service delivery, and for performance measurement, research, planning and program evaluation.*
- *Your Social Security Number will be kept confidential and is intended for use only by the program administrator and the USDOL/ETA for federal reporting and evaluation.*

Staff should proceed with the registration and serve these customers.

Level of Service Received (Self-Service/Staff Assisted)—The distinction between self-service/informational activities and staff assisted service is based on federal guidance in TEGl No. 17-05, as follows:

Self -Service and Informational Activities

- Self-Service—Services accessed directly by the participant in a physical location (resource room) or remotely by electronic technologies
- Self-service and informational activities are those core services that are available and accessible to the general public; that are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, the range of services appropriate to their situation; and instructions on how to use the One Stop resources. These services do not require significant staff involvement with the individual in terms of resources or time.
- Self-service occurs when individuals serve themselves in accessing workforce information and tools using Maryland Workforce Exchange (MWE) either at the One-Stop site or from a remote electronic location. For reporting purposes, it is necessary for self-service participants to be identifiable as opposed to those individuals who anonymously browse the MWE.
- Registration in MWE, which offers individuals access to customized services, provides a means of identifying individuals who post a resume or application, apply to jobs, or request a referral to a job order. Because WIA and W-P funds support the MWE source infrastructure, self-service participants will be included in both WIA and W-P service participant counts. However, self-service and information only participants are excluded from WIA performance measures.

- Informational Activities –Readily available information about the labor market to assist in identifying/achieving employment goals, Self -service and/or informational activities only participants may receive help from staff regarding: general instruction on how to use/access self -service tools and information; an orientation to information and services available at the One –Stop Career Center, including tools in the resource room; and instructions on how to access the information and services. Such help does not constitute a staff assisted service, regardless of the amount of time spent with the participant.

Staff Assisted Service- Any service requiring staff assistance that goes beyond helping the participant with self -service and/or informational activities (as discussed above) is considered a staff assisted service. A staff assisted service includes customization of labor market information to the participant and staff assessment of the participant (e.g., assessment of skills, abilities, education/employment history, or career objectives). All staff assisted services are defined as having “significant” staff involvement. Please note that in most cases, a participant’s first staff assisted service will be an Initial Assessment. In a workforce investment setting significant staff-assisted service is any assistance provided by staff beyond the informational activities described above regardless of the length of time involved in providing such assistance. Significant staff involvement includes a staff member’s assessment of a participant’s skills, education, or career objectives in order to achieve any of the following:

- § Assist participants in deciding on appropriate next steps in the search for employment, training, and related services, including job referral;
- § Assist participants in assessing their personal barriers to employment; or
- § Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.

Staff-assisted services are captured in MWE. They may be entered either as jobseeker services or under a Service Plan. Accurate data entry of types of services and dates of service are critical to the Common Measures system in Maryland State. Examples of services or activities that do not trigger participation, or do not extend an exit date include: eligibility determination; case management activities involving gathering information on the participant’s employment status, educational progress or need for additional services; post-employment follow-up; and income-support payments, e.g. UI benefits. Also, not all services reported in MWE are applicable to common measures. For example, follow-up services do not extend exit.

Action Required by LWIB's:

LWIBs should:

1. Review this document with One-Stop Managers to determine whether processes for Enrollment and Exit are followed.
2. Ensure all One-Stop staff are aware of the processes and are educated as to proper data entry procedures.
3. Implement local policy to review/monitor this activity to ensure required procedures are being followed. Implement corrective action when applicable.

Inquiries:

Assistant Secretary's Office
Division of Workforce and Adult Learning
1100 N. Eutaw Street
Baltimore, Maryland 21201