

# OPERATIONALIZING CO-ENROLLMENT: STATE TEAM ACTION PLAN

## Vision for Co-enrollment

We will... Streamline Co-enrollment in the District of Columbia

| <b>WHAT DO WE WANT TO DO ?</b><br><i>Strategies, approaches, models</i>  | <b>HOW WILL WE GET THERE?</b><br><i>Specific action steps</i>   | <b>HOW LONG WILL IT TAKE?</b><br><i>Assign a time</i> | <b>WHO IS RESPONSIBLE?</b><br><i>Person or organization accountable</i>   | <b>HOW WILL WE KNOW WE ARE SUCCESSFUL?</b><br><i>Measure?</i>   |
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| <b>Think SMART: Specific</b> (simple, sensible, significant). <b>Measurable</b> (meaningful, outcome-based). <b>Achievable</b> (agreed, attainable, assignable). <b>Relevant</b> (reasonable, realistic and resourced, results-based). <b>Time-bound</b> (time-based, time limited, time/cost limited) |   |   |   |   |
| <ul style="list-style-type: none"> <li>Streamline the process of co-enrolling District residents in one or more WIOA core programs.</li> <li>Provide services that facilitate District residents' transition from dependency to self-sufficiency.</li> </ul>   | <ul style="list-style-type: none"> <li>Meet regularly with existing partners.</li> <li>Continue to identify additional partners.</li> <li>Increase our understanding of 1) programs and services offered by each WIOA core partner agency, 2) the eligibility requirements for participation in programs and/or to receive services, 3) the intake, assessment and referral processes, and 4) any other related information.</li> <li>Use data above to refine processes in AJCs and partner agency workflow and functionality in the DC Data Vault.</li> <li>Develop a PPT/reference guide that describes the WIOA core partner programs and services and include PPT/guide in the DC Data Vault.</li> <li>Schedule and offer</li> </ul> | 4-6 months  | <ul style="list-style-type: none"> <li>Department on Disability Services/ Rehabilitative Services Administration (DDS/RSA)</li> <li>Department of Human Services (DHS)</li> <li>Office of the State Superintendent of Education (OSSE)</li> <li>Department of Employment Services (DOES)</li> <li>Workforce Investment Council (WIC)</li> </ul> | <ul style="list-style-type: none"> <li>Partner agencies are meeting regularly to discuss co-enrollment, implement action plan and work towards systems alignment.</li> <li>Partner agencies have discussed and reviewed each other's intake, assessment and referral processes, compared them with the DC Data Vault, and determined needed modifications to workflows, forms and processes within and external to the DC Data Vault.</li> <li>Partner agency staff are able to articulate, inform and counsel District residents about the programs and services offered by each agency and their providers.</li> <li>District residents are receiving services needed to achieve self-sufficiency.</li> </ul> |

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|  | <p>orientation/training for staff at partner agencies.</p>   |                        |   |   |
| <ul style="list-style-type: none"> <li>• Provide District residents with comprehensive access to WIOA core programs and services at each of the American Job Centers, WIOA core partner agencies, other partner/provider agencies, and via the DC Data Vault.</li> </ul> | <ul style="list-style-type: none"> <li>• Identify key staff members from WIOA core partner agencies and other agencies to co-locate in the American Job Centers on specific dates and times.</li> <li>• Include key data about partner agencies' program and services in the DC Data Vault, including program type, names, addresses, dates, times, entry educational functioning level and/or other eligibility requirements, etc.</li> </ul> | <p>6-8 weeks (DHS)</p> | <ul style="list-style-type: none"> <li>• DDS/RSA employees have been co-located at each of the AJCs since 2009</li> <li>• An OSSE Adult and Family Education provider has been co-located at each of the AJCs since 2014.</li> <li>• DHS will assign/co-locate 2 staff members in the AJCs within 6-8 weeks.</li> </ul> | <ul style="list-style-type: none"> <li>• List of partner agency staff co-located in the AJCs and a schedule of activities – dates, times, locations, etc. is readily available for dissemination to staff and customers at the AJCs.</li> <li>• Partner agencies are able to report on efforts and strategies to integrate service at AJCs and align service delivery amongst the WIOA core partner agencies and other partner/provider agencies via the DC Data Vault.</li> <li>• Increase in referrals for programs and services and the ability to track the data in the DC Data Vault.</li> <li>• Increase in enrollment in programs and provision of needed services to District resident and the ability to track the data in the DC Data Vault.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Facilitate the sharing of data amongst WIOA core partner agencies to better serve District residents.</li> </ul>  | <ul style="list-style-type: none"> <li>• Create a multi-agency Data Sharing Memorandum of Agreement amongst WIOA core partner agencies. Draft MOA between OSSE, DOES, DHS and DDS/RSA was developed by OSSE in early May and being reviewed by OSSE DAR and OGC.</li> </ul>  | <p>4-8 weeks</p>       | <ul style="list-style-type: none"> <li>• DDS/RSA, DHS, DOES and OSSE Leadership and Point of Contact for each agency</li> </ul>   | <ul style="list-style-type: none"> <li>• MOA being reviewed by OSSE</li> <li>• Signed, multi-agency MOA.</li> <li>• WIOA core partners have identified data elements and/or opportunities for data system(s) interfaces with each agency's propriety data system(s)</li> </ul>  |

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| <ul style="list-style-type: none"> <li>• Increase the use of the DC Data Vault to facilitate co-enrollment and systems alignment</li> </ul> | <ul style="list-style-type: none"> <li>• Meet regularly.</li> <li>• Participate in DC Data Vault check-in sessions and trainings.</li> <li>• Monitor usage by partner agency staff.</li> </ul> | <p>In progress and ongoing</p> | <ul style="list-style-type: none"> <li>• DDS/RSA, DHS, DOES and OSSE</li> </ul> | <ul style="list-style-type: none"> <li>• Work collaboratively with partners to ensure the DC Data Vault reflects information relevant to program needs and requirements.</li> <li>• Partner agencies use the DC Data Vault daily/weekly to provide District residents with access to WIOA core programs and services.</li> <li>• Partner agencies are able to access to customer performance, progress and outcome data.</li> <li>• Partner agencies are able to track customers co-enrolled in programs.</li> <li>• Partner agencies are able to generate a variety of reports needed for accountability purposes.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Monitoring partner co-enrollment and systems alignment activities.</li> </ul>                      | <ul style="list-style-type: none"> <li>• Meet regularly.</li> <li>• Discuss and monitor all activities.</li> </ul>   | <p>In progress</p>             | <p>DDS/RSA, DHS, DOES and OSSE</p>  | <ul style="list-style-type: none"> <li>• Increase in staff attendance and participation in meetings.</li> <li>• Partner agencies are able to identify gaps, areas for improvements and develop an action plan to improve collaboration, co-enrollment and systems alignment.</li> </ul>  |