**Operationalizing Co-Enrollment: State Team Action Plan**

<table>
<thead>
<tr>
<th>Vision for Co-enrollment</th>
<th>We will...facilitate co-enrollment across WIOA partners by cross training staff using a customer-centered approach for the delivery of services using an integrated data system designed for co-management of shared customer progress through multiple partner programs, and where outcome data drives state and local development of co-enrollment policies.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>What do we want to do?</th>
<th>How will we get there?</th>
<th>How long will it take?</th>
<th>Who is responsible?</th>
<th>How will we know we are successful?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategies, approaches, models</td>
<td>Specific action steps</td>
<td>Assign a time</td>
<td>Person or organization accountable</td>
<td>Measure?</td>
</tr>
</tbody>
</table>

**Think SMART:** **Specific** (simple, sensible, significant). **Measurable** (meaningful, outcome-based). **Achievable** (agreed, attainable, assignable). **Relevant** (reasonable, realistic and resourced, results-based). **Time-bound** (time-based, time limited, time/cost limited)

1. Enhance cross-training efforts across WIOA Partners.
   - Follow-up on effectiveness of current cross-training efforts, i.e., establish baseline to determine increase in knowledge, surveys, etc.
   - Establish “library” of cross-trainings for new staff, i.e., electronic, virtual, etc.,
   - Incorporate career pathway framework as part of Partner cross-training modules.
   - January 2019
   - All Partners
   - Increase in meaningful referrals
   - Increase in program enrollments
   - Increased staff knowledge about Partner program services
   - Increase in integrated service delivery models reflected in the local MOUs

2. Implement Workforce Connect as the tool to facilitate co-enrollment across Partners.
   - Continued meetings with DCS Integrated Systems Workgroup
   - Partner agreement on shared customer data elements for common registration
   - Roll out of Workforce Connect across Partner program staff
   - June 2019
   - All Partners
   - Increase of shared data on customer activity
   - Ability to co-case management shared customers
   - Increase in meaningful referrals
   - Longitudinal data informs development of co-enrollment policies
## Operationalizing Co-Enrollment: State Team Action Plan

| 3. Develop a map of WIOA Partner programs to better inform staff of resources available to support customer-centered delivery of services. | - Partner agencies will submit a description of program services and eligibility criteria.  
- Program Map assembled and distributed to field staff. | June 2018 | All Partners | - Increase in meaningful referrals  
- Increase in program enrollments  
- Increased staff knowledge about Partner program services  
- Increase in integrated service delivery models reflected in the local MOUs |
|---|---|---|---|---|
| 4. Guidance on Co-Enrollments | - Develop guidance on how WIOA promotes alignment of services across Partner programs to support co-enrollment.  
- Continue to develop guidance on operationalizing co-enrollments between Partner programs. | June 2018 and on going | All Partners | - Increase co-enrollments across Partner programs.  
- Increased placements in employment and education. |
| 5. Ensure state and local Partners have the opportunity to stay engaged on all things WIOA and receive technical assistance for implementation of WIOA. | - Regular local MOUs meetings to discuss integrated service delivery strategies.  
- Annual meetings to bring state and local staff together for peer-to-peer sharing of best practices. | On Going | All Partners | - Increased staff knowledge about state plan goals and strategies to improve employment outcomes for job seekers and business.  
- Increased delivery of high quality services. |