

# INTEGRATED SERVICE DELIVERY FOR JOB SEEKERS

WIOA provides the basis for an integrated workforce system. The DLR job service offices, or One-Stop Career Centers, offer a seamless customer-focused delivery network. The job service offices ensure universal access to all job seekers. Integrated Service Delivery encourages cohesive intake, case management, and reporting systems. It eliminates the sequence of service, streamlines the administrative process, and allows for braiding resources and WIOA programs.

During registration, appropriate program enrollment and services will be determined based on the information provided by the individual. When enrollment is maximized and participants have access to a variety of services, individual success increases. These individual successes lead to a stronger workforce and economy. Case managers benefit through a shared responsibility of service delivery.

## **Programs and Enrollment**

- Refer to the Intake and Orientation [Policy 5.5](#) for required forms.
- Refer to One-Stop Partner Programs and Services [Form 3.2](#) for a list of partner programs and services an individual may benefit from.
- Refer to Services Chart [Resource 1](#). All basic and individualized services are available to these participants. Services identified with a 'PE' will create "Program Entry" in the customer group they are provided under.
- Refer to the Training Services [Policy 5.8](#). Training services can be made available if the individual meets eligibility and it is determined appropriate.

## **Alignment of Title I and Title III Programs**

States and local areas are encouraged to utilize common intake, case management, and job development systems in order to take full advantage of the One-Stop potential for efficiency and effectiveness. Wagner-Peyser, Adult, and Dislocated Worker programs are mandated to provide the same set of career services. There is a natural alignment of service delivery under Wagner-Peyser since all individuals are eligible for these services. Participants enrolled in only Wagner-Peyser can receive Basic Career Services. Only those enrolled in WIOA Title I can receive Individualized Career Services. Staff should consider enrolling as many participants into the WIOA Title I program as possible to increase access to services. If an individual is not enrolled into WIOA Title I, notes should reflect *why* the person did not need these services. All WIOA Title I participants will be dual enrolled with the Wagner-Peyser programs.

## **TITLE III**

Completion of the Title III Wagner-Peyser application in SDWORKS begins the basic career services all customers. Enroll in Title III as outlined in the Intake and Orientation [Policy 5.5](#). Individuals who are deferred from participation (i.e. TANF 12-week exemption, Dakota Roots, etc..) are exceptions and do not need be enrolled in Title III.

## **TITLE I**

Once enrolled in Title III, case managers should complete the application for WIOA Title I. Based on information provided by the individual, additional services and the following programs may be available to the individual: Title I Youth, Title I Adult, and Title I Dislocated Worker.

- **Individuals over the age of 18** should be enrolled in the Title I Adult program.
- **Individuals between the ages of 18 and 24** should be enrolled as a Title I Adult program and Youth program, if eligible. See Exception below.
- **Individuals under the age of 18** should be enrolled in the Title I Youth program, if eligible.
- **Individuals eligible for the Dislocated Worker program** should also be enrolled in the Title I Youth program, if eligible.
- **Individuals eligible for the QUEST National Dislocated Worker Grant** under categories 1-8 should also be enrolled in the Title I Dislocated Worker program. Individuals eligible for QUEST under category 12 should also be enrolled in the Title I Adult program.

To review eligibility for these three programs, review the corresponding policies:

- Title I Adult and Dislocated Worker: Eligibility and Priority of Service [Policy 4.1](#)
- Title I Youth: Youth Eligibility [Policy 4.3](#)

### ***Exceptions***

Youth who require low income be established to qualify and are currently living in one of the designated **high-poverty areas** should be enrolled exclusively in the youth program *only if there is no other way* to verify low income. Verification of address is required to verify high-poverty area.

## **PARTNER PROGRAMS**

It is encouraged participants receiving services from One-Stop partners under WIOA (including Adult Education and Literacy Title II, Vocational Rehabilitation Title IV, Native American programs, Job Corps, etc...) be enrolled into WIOA Title I and Wagner-Peyser Title III.

### ***Senior Community Service Employment Program***

The Senior Community Service Employment Program (SCSEP) is a federal training program to place program participants into unsubsidized employment. During Title III enrollment, anyone age of 55 years old or older who is unemployed and low-income (as defined by adapted SCSEP low-income guidelines) should be encouraged to apply to SCSEP. All eligible SCSEP participants will be enrolled into WIOA Title I and Wagner-Peyser Title III to assist in finding sustainable employment and receive career services to help with the mandatory search of employment.

### ***Re-employment Services***

All individuals who have been profiled for Reemployment Services (RES) will be enrolled into Wagner-Peyser Title III. By the second visit with DLR staff, the individuals should be enrolled into WIOA Title I Dislocated Worker programs. Co-enrollment with Wagner-Peyser and WIOA allows for increased access to services. Some exemptions may apply.

### ***Trade Adjustment Assistance***

After the eligibility determination has been established, Trade Adjustment Assistance (TAA) and Trade Readjustment Assistance (RTAA) participants must be enrolled in Wagner-Peyser Title III and WIOA Title I Dislocated Worker. This increases access to services for the participant.

### ***Temporary Assistance for Needy Families***

As the individual completes their initial Temporary Assistance for Needy Families (TANF) intake, they will also be enrolled into Wagner-Peyser Title III. Once an individual has completed their cooperation period and been approved for the TANF program, they will be enrolled in the WIOA Title I Adult program. This is a priority population under WIOA Title I Adult program. If deemed eligible for the Dislocated Worker program, a TANF participant may also be enrolled in the Title I Dislocated Worker program.

WIOA §678.435 & §678.440  
TEGL 3-15