



**MO Division of Workforce Development  
DWD Issuance 15-2012**

**Issued: January 31, 2013  
Effective: January 31, 2013**

**Subject: Dual Enrollment Policy for the Dislocated Worker Program**

- Purpose: All customers who meet the definition of a Workforce Investment Act (WIA) Dislocated Worker and receive re-employment services funded by the Trade Globalization Adjustment Assistance Act of 2009 (Trade Act), and subsequent Trade Act re-authorizations and extensions, and/or WIA Dislocated Worker National Emergency Grants (NEG) must be dually enrolled at a minimum in the core level of the WIA Dislocated Worker program. If WIA Dislocated Worker services are provided at the intensive and/or training level, the client should be enrolled at those levels at the time the services are provided.

The Division of Workforce Development's (DWD) goal is that the delivery of services will begin with enrollment in the WIA Dislocated Worker program and the funding for these services are appropriately assigned to the programs the customer is eligible for, including WIA Dislocated Worker NEGs, and Trade Act.

The Trade Act and subsequent Trade Act re-authorizations and extensions, created several changes in the delivery of services to dislocated workers who are eligible for Trade Act services. These services mirror the services provided by the WIA for dislocated workers.

The intention of this policy is to streamline delivery of services to dislocated workers, provide immediate entry into the workforce system, and maximize the resources available to customers.

- Background: DWD has encouraged dual enrollment for dislocated workers who were eligible for re-employment services through various programs based upon their eligibility resulting from their layoff. All laid off workers are eligible for re-employment services through the WIA Dislocated Worker program by virtue of their status of being a

member of a layoff, plant closing, or a mass layoff. These same workers may be eligible for targeted funding from a NEG, and if the layoff was a result of foreign trade impact as determined by the U.S. Department of Labor (USDOL), they may also be eligible to receive these services funded by the Trade Act.

DWD has always encouraged comprehensive service delivery, and enrolling customers in multiple programs (dual enrollment) has been a preferred approach. Missouri has participated in several grants and demonstration programs to dually enroll participants in multiple programs. The USDOL has created a specific category of NEGs that require enrollment into the WIA Dislocated Worker program when the participants are also eligible to receive Trade Act benefits. As noted below:

The excerpt from the Federal Register on Tuesday, April 27, 2004, Department of Labor – Employment and Training Administration, Workforce Investment Act: National Emergency Grants-Application follows:

“5. Trade dual-enrollment projects with identified single or multiple-company layoffs of more than 50 workers each, and where DOL has determined that workers were trade-impacted.”

“(b) The primary purpose of dual-enrollment projects is to provide trade-eligible dislocated workers with ‘wrap-around’ services that are not available through the trade program, and state formula Dislocated Worker program funds are not sufficient to provide such services, including conducting a comprehensive assessment, developing individual re-employment plans, providing on-going case management, and providing supportive service (WIA core, intensive and supportive services).”

“(f) All dislocated workers, including those for whom trade petitions have been filed, are required to have access to rapid response, core and intensive services (paid with WIA or other resources available to a state). This assistance should be available prior to a determination of trade certification to limit the period of unemployment. Once a worker has been determined eligible for trade assistance, those services authorized under the trade program (approved training, job search and relocation allowances and transportation) should be funded with trade funds to the extent those funds are available.”

The intent of all dual enrollment programs in which Missouri participates, is for the WIA Dislocated Worker program to be an active participant in the delivery of services to these eligible workers.

The reauthorization of the Trade Act program in 2009, and subsequent Trade Act re-authorizations and extensions, mandate service such as comprehensive assessment and individual re-employment plans are provided

to all Trade Act eligible workers before they can receive a training waiver or be placed in a training program. These services are also required for WIA Dislocated Workers. By dually enrolling the customer in both WIA Dislocated Worker program and the Trade Act program, we will be able to streamline the program, expedite services, avoid duplication of efforts, and provide comprehensive services from assessment to re-employment.

3. Substance: This policy requires that dislocated workers who request re-employment services, and are eligible for or may become eligible for funds available through a NEG, and/or Trade Act, must also be enrolled in the WIA Dislocated Worker program. Individual Employment Plans should be written to accommodate the additional funding sources available through the NEG and/or the Trade Act. Collaboration between the different funding sources must be obtained to ensure all services available to the participant are utilized.
4. Action: The effective date of this policy is January 31, 2013, and this Issuance must be distributed to appropriate individuals. Each Workforce Investment Board must incorporate this policy into their local plan.
5. Contact: Direct questions or comments regarding this Issuance to Randy Cottrell, Manager, Dislocated Worker Program, by telephone at (573) 526-8242 or by email at [randy.cottrell@ded.mo.gov](mailto:randy.cottrell@ded.mo.gov).
6. Reference: Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) No. 22-08 and Change 1, Operating Instructions for Implementing the Amendments to the Trade Act of 1974 Enacted by the Trade and Globalization Adjustment Assistance Act of 2009.  
  
TEG 10-11, Operating Instructions for Implementing the Amendments to the Trade Act of 1974 Enacted by the Trade Adjustment Assistance Extension Act of 2011.  
  
TEG 17-05, Common Measures Policy for Employment and Training Administration's Performance Accountability System and Related Performance Issues.  
  
Federal Register Tuesday April 27, 2004: Department of Labor ETA Workforce Investment Act: National Emergency Grants-Application.  
  
DWD Issuance 02-2012, Missouri's Wagner-Peyser Workforce Investment Act Adult and Dislocated Worker Automatic Enrollment Policy.

7. Rescissions: This Issuance rescinds and supersedes DWD Issuance 21-2009 dated March 24, 2010.
8. Attachments: (1) Dual Enrollment Procedures for Eligibility, Enrollment, Case Management and Re-employment. (2) Side by Side Comparison Chart of Workforce Services Available to WIA Dislocated Workers, WIA Dislocated Workers Covered by a National Emergency Grant, and Workers Covered by an Approved Trade Act Petition.



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Julie Gibson  
Director  
MO Division of Workforce Development



## MISSOURI DIVISION OF WORKFORCE DEVELOPMENT DUAL ENROLLMENT PROCEDURES FOR DISLOCATED WORKERS

### 1. Purpose

*What are the advantages of enrolling a dislocated worker in more than one funding source?*

- Dual enrollment offers an eligible customer immediate access to the resources in the Career Center. By enrolling in the Workforce Investment Act (WIA) Dislocated Worker program, Career Center staff can begin the assessment process and the development of the Individual Employment Plan (IEP) prior the approval of a National Emergency Grant (NEG) or Trade Act Petition, including joint case management and a full range of re-employment services.

### 2. Eligibility

*How will eligibility be determined for Dual Enrollment?*

- WIA Dislocated Workers and workers that meet the following criteria must be dually enrolled:
  - Workers that have been terminated or laid off, or who have received notice of termination or layoff from employment;
  - Workers eligible for, or that have exhausted entitlement to, unemployment insurance (UI) compensation, and is unlikely to return to a previous industry or occupation; (additional criteria for “unlikely to return” may include individuals who have not found suitable full-time employment within four weeks of their job separation, or the state, region, or sub-region unemployment has reached five percent or more);
  - Workers that have been terminated or laid off, or have received notice of termination or layoff from an employer as a result of any permanent closure or any substantial layoff at a plant, facility, or enterprise; and/or
  - Workers employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for the purpose of eligibility to receive services other than training service, intensive service, or supportive services; is employed at a facility at which the employer has made a general announcement that such facility will close. Workers who are employed at a company where the employer has provided written notification through Worker Adjustment and Retraining Notification or other written notification to the state, or the employees of unions where the union has received notice of the pending layoff or closure are eligible for all WIA services at the time of the written notification.

- WIA Dislocated Workers who worked for an employer included in a NEG:
  - Workers who meet one of the criteria listed previously in the first bullet, and where the company has been included in the NEG funding that meets the criteria for dual enrollment in the WIA Dislocated Worker program and the NEG. Information on enrollment in the NEG is included in the Dislocated Worker Desk Aid.
- Trade Adjustment Assistance (TAA)/Dislocated Workers who are:
  - Employed at a Trade Act impacted employer including incumbent workers;
  - Have applied for and been approved for UI;
  - Have received notice of eligibility for benefits through the Trade Act; and/or
  - Have applied for services (filed a Trade Readjustment Assistance (TRA) claim), been approved for services, and enrolled in the Trade Act program.

### 3. WIA Program Registration

#### *When must a dislocated worker be registered in the program?*

- Section 663.105 of the WIA Final Rule states when adults and dislocated workers must be registered:
  - Registration is the process for collection of information for supporting a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or individual application;
  - Adults and dislocated workers who receive services funded under Title I other than self-services or informational activities must be registered and determine eligible; and/or
  - Equal Employment Opportunity data must be collected on individuals during the registration process.
- The current DWD Issuance regarding Missouri's Wagner-Peyser, WIA Adult and Dislocated Worker Automatic Enrollment Policy, provides that Next Generation Career Center (NGCC) clients who complete the Membership Screens and have their Date of Birth verified by a Career Center staff person will automatically be enrolled into WIA adult core. Additional criteria must be met to be enrolled into WIA Dislocated Worker program at the core level. Those include:
  - Any WIA Adult participant with an active UI claim, while the statewide unemployment rate is over five percent, will be automatically enrolled in the WIA Dislocated Worker program at the core level; and/or
  - Individuals determined by Career Center staff to be in need of intensive and/or training services are subject to a high level of eligibility documentation as required by federal and state policies and procedures. The requirement for staff to determine and document eligibility for intensive and training services has not changed due to the automatic enrollment policy.

### *When does participation begin?*

- Participant means an individual who has registered under 20 CFS 663.105 or 20 CFR 664.215 and has been determined to be eligible to participate in and who is receiving services (except for follow-up services) under a program authorized by WIA Title I. Participation commences on the first day, following determination of eligibility, on which the individual begins receiving core, intensive, training, or other services provided under WIA Title I.

## 4. Services

### *What are “wrap-around” services?*

- Wrap-around services include conducting a comprehensive assessment, developing individual re-employment plans, and providing ongoing case management and supportive services. (WIA core, intensive, and supportive services may include training services when necessary to facilitate a continuous training plan for the participant.) Wrap-around services also include re-employment services after completion of training, and follow-up services.

### *How will services be provided?*

- When a customer enters a Missouri Career Center, they will be guided through the NGCC process. The Welcome Team will greet customers, ensure they have completed the Membership Screens, and begin the assessment process to determine the customer's eligibility for services. Consideration will be given first to determining eligibility for the WIA Dislocated Worker program. The following information should be available to Career Center staff:
  - The company name, layoff dates, and number of workers affected for each company with which the Rapid Response staff are currently working, including any special circumstances that may affect the customer.
  - The Trade Act Petition status that includes the following information:
    - Is the company covered by an existing Trade Act Petition, or will a Petition be filed for this group of workers?
    - Will the Trade Act Petition be supplemented by a NEG or will other WIA funds be available?
  - Notification should be provided to the staff when a Trade Act Petition has been approved so the customer can begin the application process (file a TRA claim with the Division of Employment Security through the Regional Claim Centers).
  - Notification should be provided to staff when a NEG has been approved and the process the customers will need to utilize to access these funds.
  - All eligible dislocated workers should complete an initial assessment (as established through Career Center or Region policy) to help the customer determine which career path they wish to pursue. This assessment, along with any additional assessments, should be used to help the customer develop their IEP. The IEP will include availability for all funding sources and eligibility criteria.

- Joint case management is required to ensure the customer receives full benefit of all services available to them. With the implementation of Trade Act, and subsequent Trade Act re-authorizations and extensions, services now required for Trade Act participants mirror services provided by the WIA Dislocated Worker program and the NEG. (See **Attachment 2**.)

## 5. Program Exits

### *When should a customer be exited from the program?*

- Customers will not exit from the program until 90 days after the last countable service delivered by any of the Common Measure programs.
  - Customers still accessing services at the Career Center should not be exited. Career Center staff should refer the customer to the WIA case manager for a revision to the IEP, and assist with additional re-employment services.
  - Communication is the key factor to providing customer services. When a customer enrolled in the WIA Dislocated Worker, NEG, or Trade Act program is seeking help at a Career Center, the customer should be immediately referred to the WIA case manager or supervisor for assistance.
  - Through the dual enrollment process, the customer will have an assigned case manager or available WIA staff person to assist them.
  - Individuals selected as Profiled Workers should be referred to the WIA case manager.
  - The customer's program status, located on DWD's information management system, should be reviewed each time the customer comes into the Career Center.
- Customers may have their enrollment closed with a "hard exit" reason, when they are determined to meet an exclusion from Common Measures reporting. Occasionally, circumstances arise that are beyond the control of both the participant and the program and are expected to last for an undetermined period beyond 90 days. If a customer falls into any of the following categories at the time of exit or during the common measure reporting period may be excluded:
  - Institutionalized;
  - Health/Medical or Family Care;
  - Deceased;
  - Reserve Forces Called to Active Duty;
  - Relocated to a Mandated Program; and/or
  - Invalid or Missing Social Security Number

## 6. Case Management

### *Who is responsible for the case management of the individual customer's case?*

- The responsibility for managing a case is the responsibility of all staff working with the customer regardless of which staff is identified as the primary or secondary counselor listed in DWD's information management system.

- Customer service requires that any staff at the Career Center be able to review a customer's online record, determine their status, and assist with the customer's needs including accompanying the customer to the appropriate NGCC team that can provide immediate assistance.
- Career Center staff should be knowledgeable about the programs, services, and re-employment plans and goals for all customers, including the following:
  - The eligibility rules for WIA Dislocated Worker program;
  - The services and funding available through an approved NEG; and
  - Which customers may be able to take advantage of the Re-employment Trade Adjustment Assistance programs, when a Trade Act Petition has been filed, etc.
- Case notes in DWD's information management system are the critical link in providing excellent case management. All program information should be accurately recorded in DWD's information management system. This will allow all staff the opportunity to provide a continuous stream of services, expedite the delivery of services, and in the long run, quicken the customer's ability to become re-employed. (Reference current issuance regarding Statewide Service Note Policy.)

## 7. Follow-Up Services

### *How will follow-up services be provided?*

- Follow-up services are the responsibility of all Career Center staff, and must be available to participants of the WIA program.
  - Verbal or written contact by staff with a participant or their employer, merely to confirm participant is still employed is not necessary or appropriate, with these two exceptions:
    - Supplemental employment information is needed for performance outcome documentation; or
    - The customer can benefit from periodic contact to help them remain employed or receive assistance for additional re-employment needs.
  - All staff should ask customer in the Career Center if the customer has taken advantage of the Career Center services before and quickly review the customer's history by reviewing closed services in DWD's information management system.
  - A customer seeking follow-up services should be immediately referred back to the case manager with the program that previously assisted the customer.
  - Staff should not assume that the customer knows how the workforce system works, and should be prepared to assist the customer through the system.

Note: The current DWD Issuance regarding WIA Follow-Up Services provides further guidance regarding follow-up requirements.



**Side-by-Side Comparison Chart**  
**Workforce Services Available to**  
**WIA Dislocated Workers, WIA Dislocated Workers**  
**Covered by a National Emergency Grant**  
**and Workers Covered by an Approved Trade Act Petition**

<b>WIA Dislocated Worker Services</b>	<b>National Emergency Grant Services</b>	<b>Trade Act 2009 and 2011</b>
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<p><u><b>Core Services</b></u></p> <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Job Search &amp; Placement</li> <li>• Job Referrals</li> <li>• Workshops</li> </ul> <p><u><b>Intensive Services</b></u></p> <ul style="list-style-type: none"> <li>• Comprehensive Assessment</li> <li>• Development of an Individual Employment Plan</li> <li>• Counseling</li> <li>• Case Management</li> <li>• Short Term Pre-Vocational Services &amp; Workshops</li> <li>• Out of Area Job Search Assistance</li> <li>• Relocation Assistance</li> </ul> <p><u><b>Training Services</b></u></p> <ul style="list-style-type: none"> <li>• Occupational Skills Training</li> <li>• On-the-Job Training</li> <li>• Workplace Training</li> <li>• Entrepreneurial Training</li> <li>• Job Readiness Training</li> <li>• Adult Basic Education (ABE)</li> <li>• Private Sector Training</li> <li>• Customized Training</li> </ul> <p><u><b>Other Allowable Services</b></u></p> <ul style="list-style-type: none"> <li>• Supportive Services</li> </ul>
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