**No Wrong Door/Strategic Co-Enrollment Policies**

The State Coordination Subcommittee will discuss no wrong door/strategic co-enrollment policies for people with disabilities in relation to employment services. The California Committee for Employment of People with Disabilities (CCEPD) has advocated these approaches and now will develop a set of policy recommendations to be submitted to Agency Secretaries by November. In January, Members will receive information on areas where discussion of no wrong door and strategic co-enrollment are being developed in the State of California. The goal of these discussions is to improve employment services and employment outcomes for people with disabilities.

This document captured efforts in health and human services and workforce and training programs. Beginning next month, the State Coordination Subcommittee will receive an overview of efforts of the Aging and Disability Resource Center efforts and will request presentations or information from local workforce areas. The overall policy goal and recommendation will be to institute strategic co-enrollment for employment services for people with disabilities. Members need to identify what aspects of employment and support services need to be explored, areas where strategic co-enrollment is needed and what entities should be involved in the conversations. As each meeting is held, this document will be changed and developed into a policy recommendation.

**Aging and Independent Living Centers**

In California, legislation was passed to fund and develop [Aging and Disability Resource Centers (ADRC)](https://www.aging.ca.gov/Providers_and_Partners/Aging_and_Disability_Resource_Connection/#pp-lib) to create no wrong door policies for long term services and supports for both people with disabilities and older adults. The Department of Aging, in collaboration with Area of Agencies on Aging and Independent Living Centers, have undertaken to develop ADRCs. These ADRC efforts are being developed and implemented in parts of the State. Members will receive a presentation from the Department of Aging in February.

**California Department of Social Services**

In June 2021, the California Department of Social Services released an [All-County Letter](https://www.cdss.ca.gov/Portals/9/Additional-Resources/Letters-and-Notices/ACINs/2021/I-57_21.pdf?ver=2021-06-17-065444-353) to encourage strategic co-enrollment among programs and an integrated service delivery model for CalFRESH Employment and Training, California Work Opportunity and Responsibility for Kids (CalWORKs) and Refugee programs.

**English Language Learners**

In 2019-2020, the California Workforce Development Board developed a [pilot for English Language Learners](https://cwdb.ca.gov/initiatives/english-language-learners-navigator-initiatives/) to develop strategic co-enrollment approaches through the America’s Job Centers of California or local workforce development boards, Adult Education programs and community-based organizations. The [California Workforce Association](https://calworkforce.org/initiatives/ell-portal/) developed a toolkit and a portal for English Language Learners.

**Independent Living and Vocational Rehabilitation Integration**

The Department of Rehabilitation and Independent Living programs are developing strategies to better align independent living services with the vocational rehabilitation program.

**No Wrong Door Policies/Strategic Co-enrollment**

Although these phrases are used in different systems, they are essentially the same concept. The concept is to develop a better customer experience by developing a coherent service delivery by ensuring all programs serving an individual work together and enroll the individual in needed programs and support services. The “No Wrong Door” phrase is used in health and human services and “strategic co-enrollment” phrases is used for workforce and training programs. Essentially, both concepts have the same goal of delivering services through a more coordinated approach and reduce fragmentation among the programs serving an individual.

**Previous Strategic Co-enrollment Guidance**

In 2019, the California Workforce Development Board (CWDB) released guidance ([WSD 18-12](https://www.edd.ca.gov/Jobs_and_Training/Active_Directives.htm)) on how WIOA partners develop Memorandums of Understanding (MOU) agreements between the America’s Job Centers of California (AJCC) and WIOA partners. The MOU agreements include the three aspects of the partnership: shared costs, shared customers, and services between the AJCCs and WIOA partners. The guidance provides definitions and various cost allocations.

In 2020, the CWDB released guidance ([WSD 19-09](https://www.edd.ca.gov/Jobs_and_Training/Active_Directives.htm)) defined key concepts in strategic co-enrollment for AJCCs and WIOA partners. It also describes the roles and responsibilities as the Local Board as being responsible to implement strategic co-enrollment efforts. Using these definitions will make the conversations easier to understand.

**Local Workforce Development Plans**

Local Workforce Development Boards develop plans with partners that largely centers on service delivery. Many of the local workforce development plans did not specifically discuss strategic co-enrollment strategies for people with disabilities. Many of them discussed information and referral systems within local area with WIOA partners and community-based organizations. CCEPD staff is proposing to Employment and Training Subcommittee to hold collaborative discussions to determine best practices. These conversations can also include strategic co-enrollment strategies. Lastly, adding questions to the survey on strategic co-enrollment.

**Federal Resources**

The LEAD Center released the [Access and Equity within the Workforce Development System](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDUsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMjAxMTQuNTE4MDM5MzEiLCJ1cmwiOiJodHRwOi8vbGVhZGNlbnRlci5vcmcvd3AtY29udGVudC91cGxvYWRzLzIwMjIvMDEvSW5jcmVhc2luZ0FjY2Vzc0FuZEVxdWl0eS5wZGYifQ.g-QYUUHxWOaUHXM-xdNyNcbOUFLGuKbn-ecwCq-Flk4/s/1815530695/br/124986269473-l) document that outlines best practices from other states and approaches. This document outlines existing best practices that can assist in strategic co-enrollment for people with disabilities. As mentioned in previous discussions, the Integrated Resource team model and systemic disability resource coordinator teams are considered best practices and used in other states more sytstemically. The [Workforce Innovation Technical Assistance Center](http://www.wintac.org/topic-areas/integration-of-vr-into-the-workforce-development-system) has information on how various states have integrated vocational rehabilitation programs into the workforce development systems. Members should review these websites on how and what parts of services have been integrated in other states.

**Next Steps**

Discuss other state efforts and take lessons learned and apply it to the strategic co-enrollment discussions.