



Subject: Reciprocity of Services Policy for Formula WIOA Programs (Adult, Dislocated Worker and Youth)

Purpose: To transmit policy on Reciprocity

Statutory Authority: Workforce Investment Opportunity Act 29 USC §§ 3101 et. seq., (including §3122) ; §§ 678.400; 679.370

Action: WIOA Service providers are required to adhere to all policies and guidelines set forth in the policy below.

Effective Date: March 14, 2002

Revision Date(s): May 30, 2008; August 29, 2011; **December 14, 2023**

Expiration Date: Indefinite

Definitions

Resident Center: A CareerCenter (or Workforce Solutions Center) that is in the same Local Area and/or the same county as the customer's residence.

Non-Local Center: A CareerCenter (or Workforce Solutions Center) that is in a different Local Area than the customer's residence. Utilization of a non-local CareerCenter (or Workforce Solutions Center) suggests the involvement of two Local Areas' service providers.

Local Area: The geographic jurisdiction of a Local Workforce Board (LWB) (in Maine there are three) under WIA, usually made up of five or more counties.

Service Reciprocity Involving Two or More Local Areas

If proximity is an issue (i.e., creates a hardship for a client) and a customer prefers services at a CareerCenter (or Workforce Solutions Center) in a different Local Area from that in which he/she resides, program staff will communicate with staff in the other Local Area (i.e., the Non-Local CareerCenter). The Non-Local CareerCenter will be asked to assess, identify interests, assist the customer in developing an individualized employment plan, and communicate this information to the Resident Center.

Should training services be needed as determined by the Non-Local CareerCenter/Workforce Solutions Center, staff will communicate such to the Resident Center and check on the availability of training funds in the Resident Center’s Local Area. If training funds are available, the Non-Local Center will be directed to follow through on the provision of training services and the invoicing of the Resident Center for the customer’s direct training and support costs. No staff costs may be assessed at any time.

If no training funds are available from the Resident Center, the Non-Local Center may, on a case-by case basis, select to underwrite the costs of training. All Local Areas have agreed that whichever Local Area assumes the cost of training and/or supportive services will also use that Area’s training and supportive service policies for implementation of the individual’s plan.

In MaineJobLink (MJL), there can only be one primary case manager (and one Local Area) managing a client’s enrollment in MJL at any given time. The local area that chooses to enroll a client in a program and provide services (whether they be individualized or training services) is the one responsible for all MJL case management of that case. If the case were to be transferred to a new Local Area, the service provider would need to request a transfer of the client’s case from MDOL and the other Local Area must approve.

Staff will work closely together to ensure that seamless and easily accessible services are offered with the customary high level of customer service. In all cases, the case manager who sees the customer first should immediately notify other potentially involved Center(s) of the customer’s arrival.

Service Provider staff should make a note of any issues that arise that are not addressed by this policy and report such issues to their local Workforce Development Board.

LWB Approved: 12/14/2023


Reciprocity Policy Statement is hereby agreed to:

Galan Williamson, Executive Director
Northeastern Workforce Development Board (NWDB)

Date: _____

Erin Benson, Executive Director
Central Western Maine Workforce Development Board (CWMWD)

Date: _____



Antoinette Mancusi, Executive Director
Coastal Counties Workforce, Inc. (CCWI)

Date: 12/15/2023 _____