

**ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
DIVISION of EMPLOYMENT and REHABILITATION SERVICES  
AJC SERVICE DICTIONARY**

Service/ Component Name	Service/Component Descriptions	Program	Category of Service/ Components	Trigger Inclusion as a Participant	Extends Exit Date
Adult Basic Education (ABE)	Instruction in reading, writing, and math to eligible individuals with educational functioning levels at a particular literacy level as listed in the National Reporting System (NRS) educational functioning level as ABE 1, 2, 3 and 4.	Adult Education	N/A	N/A	N/A
Adult Secondary Education (ASE)	<p>Instruction in reading, writing, science, social studies, math and problem solving to eligible individuals with educational functioning levels at a particular literacy level as listed in the NRS table as ABE 5 and 6.</p> <p>Participation in ASE activities must also be designed to lead to the attainment of a secondary diploma or its equivalent and transition to postsecondary education, training or employment for applicable individuals.</p>	Adult Education	N/A	N/A	N/A
Adult Ed. and Literacy Activities Provided in Combo w/ Another Training Service	<p>Adult Education and Literacy Activities, including English Language Acquisition, provided concurrently or in combination with:</p> <ul style="list-style-type: none"> <li>A) Occupational Skills Training;</li> <li>B) On-the-Job Training;</li> <li>C) Incumbent Worker Training;</li> <li>D) Programs that combine workplace training with related instruction, which may include cooperative education programs;</li> <li>E) Training programs offered by the private sector;</li> <li>F) Skill upgrade and retraining; or</li> <li>G) Entrepreneurial training.</li> </ul>	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes

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Alternative Secondary School Services	Alternative secondary school services, such as basic educational skills training, individualized academic instruction, and English Language Acquisition Training, are those that assist youth who have struggled in traditional secondary education. Alternative secondary school services are provided with the goal of helping the youth re-engage and persist in education that leads to the completion of a recognized high school equivalent.	Youth	Career Service (Program Element 2)	Yes	Yes
Adult Mentoring	Adult mentoring must last at least 12 months, may take place during both the program and following exit from the program, and be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Group mentoring activities and mentoring through electronic means are allowed, but at a minimum, the Youth Program must match the youth with an individual mentor with whom the youth interacts face-to-face.	Youth	Career Service (Program Element 8)	Yes	Yes
Apprenticeship	Registered Apprenticeship, as described by the National	Adult	Training Service	Yes	Yes

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	Apprenticeship Act of August 16, 1937, may be offered by individual businesses, employer associations, or labor market organizations. Registered Apprenticeship is an industry-driven system of employment, on-the-job training, and related technical instruction approved by the State of Arizona and sponsored by employers, employer associations, and jointly by management and labor. As an employee, an apprentice receives supervised, structured on-the-job work experience combined with technical instruction training and built-in career placement. Apprenticeships include a minimum of 2000 hours of on-the-job training and a minimum of 144 hours a year of related technical instruction.	Dislocated Worker	Training Service	Yes	Yes
		TAA	ETA – TAA Apprenticeship Training; ETA – TAA Occupational Skills	Yes	Yes
		Youth	Training Service	Yes	Yes
		SNA E&T	Education and/or Training Activity	Yes	No
Assistance with Eligibility for Financial Aid	Assisting the participant to fill out Financial Aid applications and to adhere to changing guidelines.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Rapid Response	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		Vet	Basic Career Service	Yes	Yes
Attended TAP Workshop	The Transition Assistance Program (TAP) was established to meet the needs of separating service members, during their period of	Employment Service	Basic Career Service	Yes	Yes

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	transition into civilian life, by offering job-related assistance and related services. TAP workshop topics include Transition Planning, Career Exploration & Validation, Job Search plan, Job Search and Networking Methods, Resume Building, Federal Hiring, Federal Resumes and Federal Programs, Skilled Interviews, and Interview Post Analysis.	RESEA	Basic Career Service	Yes	Yes
		Vet	Basic Career Service	Yes	Yes
Career Counseling	Staff provides a wide range of information, materials, suggestions, and advice intended to assist in a vocational decision regarding employment and training, including information on in-demand occupations and sectors. Career Counseling includes “staff-assisted career guidance.”	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
	ES staff provides a wide range of information, materials, suggestions, and advice intended to assist in a vocational decision regarding employment and training. Career Counseling includes “staff-assisted career guidance.”	Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
	Interactions between appropriate staff and claimants are designed to establish and reach realistic employment-related goals. Assistance may include support in choosing or changing occupations, making a suitable job adjustment, and addressing personal issues that may limit the claimant’s ability to achieve employment-related goals.	RESEA	Basic Career Service	Yes	Yes

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	Career Guidance- A meeting in which a trained counselor provides ongoing assistance to help applicants and participants gain a better understanding of themselves, so they can more realistically choose or change an occupation, or make a suitable job adjustment.	TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
Career Planning	Career planning means the provision of a client- centered approach in the delivery of services, designed to:  A) Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services using, where feasible, computer- based technologies; and  B) Provide job, education, and career counseling both during program participation and after job placement.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
		Youth	Design Framework	Yes	Yes
Case Management	“Case management” means the provision of a client- centered approach in the delivery of services, designed to:  A) Coordinate the ISS or IEP for participants and ensure access to workforce development activities and supportive services.  B) Provide job, education, and career counseling both during program participation and after job placement.	SNA E & T	Case Management Services	Yes	Yes
Comprehensive	A comprehensive and specialized assessment of skill levels and	Adult	Individualized	Yes	Yes

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and Specialized Assessment	activity/service needs including diagnostic testing or other assessment tools in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals.		Career Service		
		Dislocated Worker	Individualized Career Service	Yes	Yes
		Employment Service	Individualized Career Service	Yes	Yes
		RESEA	Individualized Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
		VET	Individualized Career Service	Yes	Yes
Comprehensive Guidance & Counseling	Comprehensive Guidance & Counseling provides individualized counseling to participants. Including, drug and alcohol abuse counseling, mental health counseling, and referrals to partner programs as appropriate. This does not include career and academic counseling.	Youth	Career Service (Program Element 10)	Yes	Yes
Customized Resume Assistance	Instruction provided in resume preparation, writing, maintenance, and submittal methods.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes

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		Employment Service	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
		VET	Basic Career Service	Yes	Yes
Customized Training	Training: A) Designed to meet the special requirements of an employer (including a group of employers);	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes

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	<p>B) Conducted with a commitment by an employer to employ an individual upon successful completion of the training; and</p> <p>C) For which the employer pays a significant cost of the training, as determined by the LWDB involved, taking into account the size of the employer and other such factors as the LWDB determines to be appropriate. This may include the number of employees participating in the training, wage and benefit levels of the employees (at present and anticipated upon completion of the training), relation of the training to the competitiveness of the participant, and other employer-provided training and advancement opportunities. In the case of customized training involving an employer located in multiple local areas in the state, a significant cost of the training, as determined by the governor of the state, taking into account the size of the employer and other such factors the governor determines to be appropriate.</p>	TAA	ETA - TAA Customized Training	Yes	Yes



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Community Service	Community Service is defined as unpaid activities in the public or private sector designed to help the community-at-large, and would not generally result in unsubsidized employment. Community Service activities are established among non-profit organizations and must serve a useful purpose for the community in fields such as health care, social service, environmental, urban, and rural development, welfare, recreation, public facilities, and public safety.	SNA E&T	Community Service Component	Yes	No
Development of IEP/ISP	Development of an Individual Employment Plan (IEP) or Individual Service Plan (ISP), which identifies the employment goals, appropriate achievement objectives, and combination of activities/services for the participant to achieve his or her goals, including the list of eligible training providers.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
		Employment Service	Individualized Career Service	Yes	Yes
		R/ATAA	ETA – TAA Individual Service Plan	Yes	Yes
		RESEA	Individualized Career Service	Yes	Yes
		VET	Individualized Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes

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Development of ISS	Development of an Individual Service Strategy (ISS), which identifies the employment goals, appropriate achievement objectives, and combination of activities/services for the participant to achieve his or her goals, including the list of eligible training providers.	Youth	Design Framework	No	No
Dropout Recovery Services	Dropout Recovery Services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school. Dropout Recovery Services are provided with the goal of helping the youth re-engage and persist in education that leads to the completion of a recognized high school equivalent.	Youth	Career Service (Program Element 2)	Yes	Yes

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Education Offered Concurrently with Workforce Preparation Activities	Education offered Concurrently with Workforce Preparation Activities is a program element that reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. While programs developing basic skills, which are included as part of alternative secondary school services and dropout recovery services (program element 2), workforce preparation activities that occur as part of work experience (program element 3), and occupational skills training (program element 4) can all occur separately and at different times (and are thus counted under separate program elements), this program element refers to the concurrent delivery of these services which make up an integrated education and training model.	Youth	Career Service (Program Element 5)	Yes	Yes
Eligibility Determination	The collection of information and documentation to determine if a participant is eligible for a specific program	Adult	Basic Career Service	No	N/A
		Dislocated Worker	Basic Career Service	No	N/A
		Youth	Design Framework	No	N/A
		Rapid Response	Basic Career Service	No	N/A

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		Employment Service	Basic Career Service	No	N/A
		Vet	Basic Career Service	No	N/A
Emergency Assistance Services	The provision of emergency assistance adapted to the particular layoff or disaster.	Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
English Language Acquisition for Adults (ELAA)	Instruction in reading, writing, speaking, and comprehension of English language to eligible individual with educational functioning level table ESL 1-6. Participation in ELAA activities also must be designed to lead to the attainment of a secondary school diploma or its equivalent and transition to postsecondary education, training or employment for applicable individuals.	Adult Education	N/ A	N/A	N/A
English Language Acquisition Training and Integrated Education and Training Programs	English Language Acquisition Training and Integrated Education and Training means a program of instruction designed to help eligible individuals who are English Language Learners achieve competence in reading, writing, speaking and comprehending the English language, leading to:  A) Attainment of a secondary school diploma, or its recognized equivalent, and transition to postsecondary education and training; or  B) Employment.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes

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English Language Acquisition Training	English Language Acquisition Training assists participants in their efforts to be more proficient in the English Language. Services may be provided in a classroom or through individual tutoring.	SNA E&T	Education and/or Training Activity	Yes	No
Entered into Federal Job	The participant entered into a federal job.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
Entered into a Federal Contractor Job	The participant entered into a federal contractor job.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes

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		RESEA	Basic Career Service	Yes	Yes
Entrepreneurial Skills Training	Entrepreneurial Skills Training provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship, such as:  A) Taking initiative; B) Creatively seeking out and identifying business opportunities; C) Developing budgets and forecasting resource needs; D) Understanding various options for acquiring capital and the trade-offs associated with each option; and E) Communicating effectively and marketing oneself and one's ideas.	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes
		Youth	Career Service (Program Element 12)	Yes	Yes
Federal Bonding Assistance	Provides fidelity bonding needed for employment, when an offer of employment is accepted and no other bonding source is available.	Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes

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Financial Literacy Education	<p>The Financial Literacy Education Program includes activities which:</p> <ul style="list-style-type: none"> <li>A) Support the ability of the participant to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;</li> <li>B) Support participants in learning how to effectively manage spending, credit, and debit, including student loans, consumer credit, and credit cards;</li> <li>C) Teach participants about credit reports and credit scores; what their rights are regarding their credit and financial information, how to determine accuracy of credit report and how to report inaccuracies, and how to improve their credit score;</li> <li>D) Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities to make informed financial decisions;</li> <li>E) Educate participants about identity theft, ways to protect themselves from identity theft, how to resolve cases of identity theft, and in other ways understand their rights and protections related to personal identity and financial data;</li> <li>F) Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them with benefits planning and work incentives counseling;</li> </ul>	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
		Employment Service	Individualized Career Service	Yes	Yes
		VET	Individualized Career Service	Yes	Yes
		RESEA	Individualized Career Service	Yes	Yes

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	<p>G) Support activities that address the particular financial literacy of non-English speakers, including the development and distribution of multilingual financial literacy and educational materials;</p> <p>H) Provide financial education that is age appropriate, timely, and includes opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings, and;</p> <p>I) Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age appropriate, and relevant strategies and channels including, where possible, time and customized information, guidelines, tools, and instruction.</p>	Youth	Career Service (Program Element 11)	Yes	Yes
Follow-up Services – Activities that Ensure Success in Employment and Postsecondary Ed.	Services necessary to ensure the success of youth in employment and/or postsecondary education.	Youth	Career Service (Program Element 9)	Yes	No



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Follow-up Services –Adult Mentoring	Adult Mentoring during follow-up is a formal relationship between a youth participant and an adult mentor which may include tutoring, coaching, and the guiding of youth progress. The goal of a mentoring relationship is to help the participant gain/retain employment and prepare for future promotional opportunities. Mentoring activities may be work-based or non-work based.	Youth	Career Service (Program Element 9)	Yes	No
Follow-up Services –Assistance with Additional Career Planning and Career Counseling	Career planning and Career Counseling, including provision of labor market information, information on in-demand occupational sectors, and information on career pathway development including assistance to secure higher paying employment.	Adult	Follow-up Service	N/A (must be a participan t first to receive)	No
		Dislocated Worker	Follow-up Service	N/A (must be a participan t first to receive)	No
Follow-up Services – Career Development Assistance	Services that include providing labor market information, information on in-demand occupation sectors in the local area, career counseling, and career exploration services.	Youth	Career Service (Program Element 9)	Yes	No
Follow-up Services –Employer Contact	Providing effective intercession, through positive communication between the employer and individual, to ensure job retention and growth. Communication should effectively address and resolve	Adult	Follow-up Service	N/A (must be a participan	No

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	workplace issues, as well as recognize the individual's strengths, abilities, and potential for growth in the workforce. Contact should also help identify further training or supportive service needs (Youth only) that will help the individual to maintain employment while working towards career goals and self-sufficiency. The WIOA Adult and Dislocated Worker Program requires re- enrollment when additional training or supportive services are needed.			t first to receive)	
		Dislocated Worker	Follow-up Service	N/A (must be a participant first to receive)	No
		Youth	Career Service (Program Element 9)	Yes	No
Follow-up Services –Financial Literacy Ed.	Financial Literacy Education provided during follow-up. See the Financial Literacy Education Definition above.	Youth	Career Service (Program Element 9)	Yes	No
Follow-up Services –Supportive Services	Supportive services provided during follow-up to allow youth to participate in postsecondary education or employment.	Youth	Career Service (Program Element 9)	Yes	No
Follow-up Services –Information of	Provision of information on educational opportunities, including career pathways, and training providers listed on the Eligible Training Provider List.	Adult	Follow-up Service	N/A (must first be a participant	No

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Educational Opportunities				t to receive)	
		Dislocated Worker	Follow-up Service	N/A (must first be a participan t to receive)	No
Follow-up Services –Referrals to Supportive Services in the Community	Referral of Adults and Dislocated Workers, who have exited the WIOA Title I-B Adult and Dislocated Worker Program, to supportive Services available in the community.	Adult	Follow-up Service	N/A (must first be a participan t to receive)	No
		Dislocated Worker	Follow-up Service	N/A (must first be a participan t to receive)	No
Follow-up Services – Veterans' Retraining Assistance	DVOPs and LVERs provide Veterans with follow-up services within 30 days following completion or termination of the Veterans Retraining Assistance Program (VRAP).	Employment Service	Follow-up Service	N/A (must first be a participan t to receive)	No
		VET	Follow-up Service	N/A (must first be a participan t to	No

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				receive)	
Group Counseling	Group counseling includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in a group setting.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
Health Care Tax Credit (HCTC)	A tax credit for current participants in the TAA Program, which lowers monthly health insurance payments. Participants must be enrolled in TAA, and receiving reemployment services, job searching, researching training options, on a Waiver from Training, participating in TAA Approved Training or participating in RTAA) and who are receiving some sort of payment: UI, TRA or RTAA.	RTAA	ETA-TAA HCTC	No	N/A
		TAA	ETA-TAA HCTC	No	N/A
		TRA	ETA-TAA HCTC	No	N/A
		UI	ETA-TAA HCTC	No	N/A
High School Equivalency Diploma	High School Equivalency Diploma consist of structured activities that may include use of learning centers, computer labs, and/or supervised environments. Participants learn subject matter equivalent to what is taught in a high school in order to pass the GED exam.	SNA E&T	Education and/or Training Activity	Yes	No
Incentives and Bonuses	Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and	Youth	Career Service (Program Element 7)	Yes	Yes

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	work activities. Written policies must ensure that such incentives are tied to the specific goals of the program. Incentives must not be used to pay for entertainment or other non-allowable incentives (see WIOA Title I-B Incentives Fiscal Policy).  Incentive payments to Adult and Dislocated Workers require pre-approval for DES DERS Finance and Budget Unit.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
Incumbent Worker Training	Training designed to meet the special requirements of an employer (including a group employers) to retain a skilled workforce, or to avert the need to lay off employees by assisting the workers in obtaining the necessary skills to retain employment. Incumbent worker training is conducted with the employer committing to retain or avert layoffs of the incumbent workers trained.	Adult	Training Service	No	No
		Dislocated Worker	Training Service	No	No
		Rapid Response	Training Service	No	No
		Rapid Response Additional Assistance	Training Service	No	No
Individual Counseling	Individual counseling includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in an individual setting.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
Info on the ARIZONA@WORK System	Information on ARIZONA@WORK partner-provider program and services	Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
Info on Access to	Information on access to the TAA program	Rapid	Basic Career Service	No	No

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the TAA Program		Response			
		Rapid Response Additional Assistance	Basic Career Service	No	No
Info on Access to the GI Bill	Information on access to the GI bill	Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
Info on Financial Aid	The provision of information on financial assistance, including Pell Grant. (This service does not include providing assistance in completing financial aid applications.)	Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
Info on Local In- demand Occupations	Provision of in-demand occupations, including earnings, skill requirements, and opportunities for advancement for those jobs.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No

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		Rapid Response	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Info on In- demand Sectors, Occupations, or Non-traditional Employment	Provision of information on in-demand sectors, occupations, or non-traditional employment. Non- traditional employment is defined as employment where more than 75 percent of the workforce is of the opposite gender--or conversely where less than 25 percent of the workforce is the same gender.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Info on Workforce and Labor Market Employment Statistics	Workforce and labor market employment information, including accurate information relating to local, regional, and national labor markets, including: A) Job Vancancy listings; B) Information on job skills necessary to obtain jobs listed; C) Information relating to local occupations in-demand; and the earnings, skill requirements, and opportunities in advancement for occupations in demand.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No

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		VET	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
		TAA	ETA - TAA Case Management and Reemployment Services	No	No
Info on Job Vacancies	Provision of information on job vacancies.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Info on LWDA Performance	Provision of Information on Local Workforce Development Area Performance.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No



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		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Info on Availability of Supportive Services	Provision of Information on the Availability of Supportive Services or Assistance.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No

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Initial Assessment	<p>Initial assessment of a participant’s skills, education, and/or career objectives in order to achieve any of the following:</p> <p>A) Assist participants in deciding on appropriate next steps in the search for employment, training, and related services, including job referral;</p> <p>B) Assist participants in assessing their personal barriers to employment; and/or</p> <p>C) Assist participants in accessing other related services necessary to enhance their employability and individual employment-related needs.</p>	TAA	ETA – TAA Case Management and Reemployment Services	Yes	Yes
Initial Assessment of Skill Level & Supportive Service Needs	Initial assessment of skill levels including literacy, numeracy, English language proficiency, as well as aptitudes and abilities, including skills gaps and supportive service needs.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Rapid Response	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	No

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Internships and Work Experiences	An internship or work experience is a planned, structured learning experience that takes place in the workplace for a limited period of time. Internships may be paid or unpaid, as appropriate and consistent with other laws such as the Fair Labor Standards Act (FLSA). An internship may be arranged within the private for-profit sector, the non-profit sector or the public sector. Labor standards exist where there is an employer/employee relationship as defined by the FLSA. This is not limited to the summer months.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
		Youth	Career Service (Program Element 3)	Yes	Yes
Integrated English Literacy and Civics Education (IELCE)	Education services provided to English Language learners who are adults, including those who are professionals with degrees and credentials in their native countries that enable those adults to achieve competency in the English language and acquire the basic and more advanced skills needed to function effectively as parents, workers, and citizens of the United States. Services must include instruction in literacy and English language acquisition, math and instruction on the rights and responsibilities of citizenship and civic participation, and may include workforce training.	Adult Education	N/A	N/A	N/A

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Integrated Education and Training (IET)	<p>A service approach to providing adult education and literacy activities concurrently with and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement. Required IET components are:</p> <ol style="list-style-type: none"> <li>1) Adult education and literacy;</li> <li>2) Workforce Preparation Activities;</li> <li>3) Workforce training.</li> </ol> <p>Instruction is based on occupational relevant materials for the purpose of education and career advancement. Participation is intended for eligible individuals at all skill level, including adults with low academic skills.</p>	Adult Education	N/A	N/A	N/A
Integrated Education and Training Programs, Provided Concurrently or in Combination with Another Training Service	<p>Integrated Education and Training Programs, Provided Concurrently or in combination with:</p> <ol style="list-style-type: none"> <li>A) Occupational Skills Training;</li> <li>B) On-the-Job Training;</li> <li>C) Incumbent Worker Training;</li> <li>D) Programs that combine workplace training with related instruction, which may include cooperative education programs</li> <li>E) Training programs offered by the private sector;</li> <li>F) Skill upgrade and retraining; or</li> <li>G) Entrepreneurial training.</li> </ol>	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes

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Job Search Labor Market Assistance	Provides information concerning the occupational staffing patterns, working conditions, and pay of firms or industries.	RESEA	Basic Career Service	Yes	Yes
Job Club/ Workshops	Instruction in the completion of resumes and applications, interviewing skills, professional communication, computer basics, career exploration, and labor market information.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth	Services that provide Labor Market Information (Program Element 13)	Yes	Yes
		Rapid Response	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes

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		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
		Youth	Career Service	Yes	Yes
Job Development	Contact(s) made to a public or private employer to secure a job interview for a specific applicant for whom the local office has no suitable opening.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
Job Shadowing	Job shadowing is designed to increase career awareness, help model youth behavior through examples, and reinforce the youth and young Adult link between academic learning and occupational work requirements. It is youth conducting interviews with people in the prospective professions to learn more about those fields of participating in an expanded informational interview in the work place. Job shadowing is a type of work experience.	Youth	Career Service (Program Element 3)	Yes	Yes

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Job Referral	Staff initiated referrals made to effectively connect job seekers to job openings based on an employer's listings.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth	Services that Provide Labor Market Information (Program Element 13)	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
		TAA	ETA –TAA Case Management and Reemployment Services	Yes	Yes

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Job Readiness	Skills taught in Work Preparation Activities include career exploration and planning, work ethics, personal appearance, resume preparation, job search techniques, and other work-related activities. These activities can include completing an application, participating in interviews, dealing with rejection, career advancement, and conflict resolution, as well as leaving a job. Job readiness is limited to 240 hours in the preceding 12-month period. The 240 hours need not be consecutive.	SNA E & T	Career Service	Yes	Yes
Job Readiness Provided in Combination with Other Training Services	Job readiness training provided in combination with the following training services: <ul style="list-style-type: none"> <li>A) Occupational Skills Training;</li> <li>B) On-the-Job Training;</li> <li>C) Incumbent Worker Training;</li> </ul>	Adult	Training Service	Yes	Yes



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	<p>D) Programs that combine workplace training with related instruction, which may include cooperative education programs</p> <p>E) Training programs offered by the private sector;</p> <p>F) Skill upgrade and retraining;</p> <p>G) Entrepreneurial training; or</p> <p>H) Transitional Job</p>	Dislocated Worker	Training Service	Yes	Yes
Job Readiness Provided in Combination with Transitional Job	Job readiness training provided in combination with a transitional Job.	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes
Job Search	Job Search is an intensive, structured activity in which participants actively seek employment. Structured job search activities include: identifying employment opportunities, applying for employment, attending job fairs, and participating in job clubs where participants share experiences, successes, job leads and referrals. Job search is limited to hours in the preceding 12-month period. The 240 hours do not need to be consecutive.	SNA E&T		Yes	No
Job Search Assistance	A job search match is performed on behalf of an individual with no job referrals provided. (staff- assisted)	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth	Services that	Yes	Yes

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			provide Labor Market Info (Program Element 13)		
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	TAA

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Layoff Aversion	<p>Layoff aversion activities may include:</p> <p>1) Providing assistance to employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs, as provided by WIOA sec. 134(d)(1)(A)(ix)(II)(cc);</p> <p>2) Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to dislocated workers in</p>	Rapid Response	Rapid Response/ Business Downsizing Assistance (Business Service)	No	No

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	<p>obtaining reemployment as soon as possible;</p> <p>3) Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs;</p> <p>4) Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;</p> <p>5) Connecting companies to:</p> <p style="padding-left: 20px;">i) Short-time compensation or other programs designed to prevent layoffs or to reemploy dislocated workers quickly, available under Unemployment Insurance programs;</p> <p style="padding-left: 20px;">ii) Employer loan programs for employee skill upgrading; and</p> <p style="padding-left: 20px;">iii) Other Federal, State, and local resources as necessary to address other business needs that cannot be funded with resources provided under this title;</p> <p>6) Establishing linkages with economic development activities at the Federal, State, and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities;</p> <p>7) Partnering or contracting with business-focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered;</p> <p>8) Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer;</p> <p>9) Engaging in proactive measures to identify opportunities for</p>	<p>Rapid Response Additional Assistance</p>	<p>Rapid Response/ Business Downsizing Assistance (Business Service)</p>	<p>No</p>	<p>No</p>
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	<p>potential economic transition and training needs in growing industry</p> <p>obtaining reemployment as soon as possible;</p> <p>9) Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses; and</p> <p>10) Connecting businesses and workers to short-term, on-the-job, or customized training programs and registered apprenticeships before or after layoff to help facilitate rapid reemployment.</p>				
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Leadership Development	<p>Leadership development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination and other positive social behaviors such as:</p> <ul style="list-style-type: none"> <li>A) Exposure to postsecondary education possibilities;</li> <li>B) Community service learning projects;</li> <li>C) Peer-centered activities, including peer mentoring and tutoring;</li> <li>D) Organizational and team work training, including team leadership training;</li> <li>E) Training in decision making, including determining priorities and problem solving;</li> <li>F) Citizen training including life skills training, such as parenting training and work behavior training;</li> <li>G) Civic engagement promoting quality of life in a community; and</li> <li>H) Other leadership activities that place a youth in a leadership role, such as serving on a youth leadership committee (e.g. a Standing Youth Committee).</li> </ul>	Youth	Career Service (Program Element 6)	Yes	Yes
Local Employer Recognized Training	Training, provided to adults or dislocated workers in a local area, which is required by an employer and results in employment. This does not include on-the- job training, customized training, transitional jobs, or incumbent worker training.	Adult	ETA – Non Reportable Service	Yes	Yes
		Dislocated Worker	ETA – Non Reportable Service	Yes	Yes

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MSFW Field Contact	Provision of information to MSFWs at their work, residence, or meeting areas, by means of written or oral presentations, in a language which they understand, to include: <ul style="list-style-type: none"> <li>• Services available from Employment Service (ES)</li> <li>• Types of employment opportunities currently available through ES</li> <li>• The ES complaint system</li> <li>• Organizations serving MSFWs</li> <li>• Farm worker rights regarding terms and conditions of employment</li> </ul>	Employment Service	ETA – JS Referred to Supportive Services (Migrant)	Yes	Yes
Objective Assessment	Objective assessment of the academic skills, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs.	Youth	Design Framework	No	No
Occupational/ Advanced Training After Exit	The participant is participating in occupational or advanced training in the second and/or fourth quarter after exit.  (This service is used when an individual earns a High School Diploma or HSE, and enters Occupation/ Advanced Training after Exit and it is used to calculate the Credential Attainment Rate.)	Adult	N/A	N/A	N/A
		Dislocated Worker	N/A	N/A	N/A
		Youth	N/A	N/A	N/A
Occupational Skills Training	An organized program of study providing specific vocational skills that lead to a proficiency in the performance of actual tasks and	Adult	Training Service	Yes	Yes
		Dislocated Worker			

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	<p>technical functions required by certain occupational fields at entry, intermediate, or advanced levels.</p> <p>For the WIOA Title I-B Youth Program, this element includes Registered Apprenticeship.</p>	TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
		Youth	Training Service (Program Element 4)	Yes	Yes
On-the-Job Training (OJT)	<p>Training of an individual in the public or private sector, while engaged in productive work, which provides the knowledge and skills essential to the full and adequate performance of the job. On-the-job training is conducted by an employer and the training costs are obligated through contractual agreement between the employer and the LWDA, WIOA, or TAA Program service provider.</p> <p>For the WIOA Title I-B Youth program On-The-Job training is a type of Work Experience, and not consider training.</p>	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes
		Youth	Career Service (Program Element 3)	Yes	Yes
		TAA	ETA - TAA On-the-Job Training (Youth)	Yes	Yes
Out of Area Job Search Assistance	Out of Area Job Search Assistance and Relocation Assistance is provided to an individual to conduct a job search in a geographic area outside the individual's labor market area. It must be documented that employment opportunities are not available within	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes



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	the commuting area. Relocation assistance includes assisting an individual and his/her family to move to a new residence for the purpose of accepting permanent employment.	RESEA	Individualized Career Service	Yes	Yes
Outreach, Intake, Orientation	Outreach, intake (including identification of unemployment insurance claimants likely to exhaust benefits through the state's Reemployment Service and Eligibility Assessment program), and orientation to information and other services available through the One-Stop system.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Participated in Rapid Response	Attended an information session discussing reemployment resources; session may have been led by TAA, WIOA, another partner agency or a contracted agency.	TAA	ETA-TAA Participated in Rapid Response	No	No

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Placed in Federal Training	Individuals verified to have entered into any federal training program to which they were referred by ES.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
Programs that Combine Workplace Training with Related Instruction	Programs that Combine Workplace Training with Related Instruction, which may include Cooperative Education.	Adult	Training Service	Yes	Yes
		Dislocated Worker	Training Service	Yes	Yes
Performance and Program Cost Info	Provision of performance and program cost information for providers of education and training, including providing information	Adult	Basic Career Service	No	No

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for Providers of Training	regarding registered apprenticeships.	Dislocated Worker	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Postsecondary Education After Exit	The participant is participating in postsecondary education in the second and/or fourth quarter after exit.  (This service is added when an individual earns their High School Diploma or HSE, and is in Postsecondary Education after exit, and it is used to calculate the Credential Attainment Rate.)	Adult	N/A	N/A	N/A
		Dislocated Worker	N/A	N/A	N/A
		Youth	N/A	N/A	N/A

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Postsecondary Preparation and Transition Activities	Activities that prepare youth for transition to postsecondary education and training. Postsecondary preparation and transition activities and services prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options, including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeships. Additional services include, but are not limited to, assisting youth prepare for SAT/ACT testing, assisting with college admission applications, searching and applying for scholarships and grants, properly filling out a Financial Aid application, adhering to changing guidelines, and connecting youth to postsecondary education programs.	Youth	Career Service (Program Element 14)	Yes	Yes
Rapid Response Assessment Plan	Rapid Response staff makes immediate and on-site contact w/the employer, representative of affected workers and the local community including an assessment of and plans to address the:  (1) Layoff plans and schedule of the assess and develop plan to address employer;  (2) Background and probable assistance needs of the affected workers;  (3) Reemployment prospects for workers; and  (4) Available resources to meet the short and long-term assistance needs of the affected workers.	Rapid Response	Layoff Planning Response	No	No
		Rapid Response Additional Assistance	Layoff Planning Response	No	
Recruitment/	Recruitment/referral business services other than those	Adult	Basic Career	Yes	Yes

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Referral to Specialized Business Services	traditionally offered through the ARIZONA@WORK System.		Service		
		Dislocated Worker	Basic Career Service	Yes	Yes
		Rapid Response	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
Reemployment Orientation Service	Services that provide the individual an overview of the programs and services available, the criteria and requirements for program participation and receipt of services, and an understanding of what is required and what is optional. Orientation may be individual or in group sessions. It may provide information on the services available, including other community services, and the completion of forms.	Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
Referral to Educational Services	Referral to a provider to develop competency in basic educational skills or programs leading to educational credentials such as ESL, HSE, high school diploma or college degree.	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Rapid Response	Basic Career	No	No

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		Additional Assistance	Service		
		RESEA	Basic Career Service	No	No
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
Referral to Federal Contractor Job	Referral to a job opening with a federal contract.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
Referral to Federal Employment	Referral to a job opening filed with a placement office by a department or agency of the federal government or other entity under the jurisdiction of the U.S. Office of Personnel Management.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET			

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		RESEA	Basic Career Service	Yes	Yes
Referral to Federal Training	Referral to federally funded training programs other than WIOA.	Adult/Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		Rapid Response	Basic Career Service	Yes	Yes
			Basic Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
Referral to Employment Service	Referral to Employment Service for Reemployment Assistance	Adult	Basic Career Service	No	No
		Dislocated	Basic Career	No	No

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		Worker	Service		
		Youth	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
Referral to Supportive Services	Referral to Supportive Services, such as public assistance and community-based organizations	Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Employment Service	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
RESEA	Basic Career Service	No	No		



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		TAA	ETA-Case Management and Reemployment Service	No	No
Referral to Vocational Rehabilitation	Referral to the Vocational Rehabilitation Program	Employment Service	Basic Career Service	No	No
		Adult	Basic Career Service	No	No
		Dislocated Worker	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No
		Rapid Response Additional Assistance	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		TAA	Basic Career Service	No	No
		RESEA	Basic Career Service	No	No
Referral to WIOA Title I-B Services	Referral to WIOA Title I-B to obtain appropriate program services, such as support services and training.	Employment Service	Basic Career Service	No	No
		Rapid Response	Basic Career Service	No	No

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		Rapid Response Additional Assistance	Basic Career Service	No	No
		VET	Basic Career Service	No	No
		TAA/R/ATAA	ETA - TAA Case Management and Reemployment Services	No	No
		RESEA	Basic Career Service	No	No
Referred by Parole Officer	Job Seeker was referred by Parole Officer	Employment Service (Second Chance Program)			
Remedial Education	Remedial Education provides basic literacy skills and other basic education not otherwise specified in a class room or in an individual setting. Remedial Education is for participants whose reading skills are at or below the seventh grade level, or who have demonstrated an inability to participate in program activities due to functional illiteracy.	SNA E&T	Education and/or Training Activity	Yes	No
Reverse Job Fair	Assistance matching a group of job seekers who are being laid off	Rapid	Basic Career Service	No	No

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	and have a specific skill set with employers who have current job openings with similar skill requirements.	Response			
		Rapid Response Additional Assistance	Basic Career Service	No	No
Services that Provide LMI	Services that Provide Labor Market Information about in-demand industry sectors or occupation in the local area, such as career awareness, career counseling, and career exploration services. This element includes job search, job referral, and Job Club/ Workshops.	Youth (Program element 13)	Career Services	Yes	Yes
Secondary Education Program	Secondary Education Program must be used when a participant enrolls in the WIOA Title I-B Youth program and is already enrolled in a secondary education (at or above the 9 <sup>th</sup> grade level up to the 12 <sup>th</sup> grade.).	Youth	Education activity	No	No
Short Term Pre-Vocational Services	Short-term development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	Adult	Individualized Career Service	Yes	Yes
		Dislocated Worker	Individualized Career Service	Yes	Yes
		Employment Service	Individualized Career Service	Yes	Yes
		VET	Individualized Career Service	Yes	Yes
		RESEA	Individualized Career Service	Yes	Yes

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		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
Skill Upgrade/ Retraining	A short-term or part-time training designed to upgrade skills in the workplace and provide re-training to enhance current skills for modern technology.	Adult/Dislocated Worker	Training Service	Yes	Yes
Subsequent Contact – RESEA	An additional RESEA appointment (maximum of three), unrelated to contacting claimants who do not report to their appointments.	RESEA	ETA - REA Subsequent REA Activities	Yes	Yes
Summer Employment/Internship Opportunities	Summer employment opportunities are a type of work experience. Summer employment opportunities, include internships provided during the summer. See Internships and Work Experiences above for definition of Internship.	Youth	Career Service (Program Element 3)	Yes	Yes
Supportive Services – Assistance with Ed. Testing	Assistance with Educational Testing.	Adult/	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Services – Child Care and Dependent Career Assistance	Includes, but is not limited to, providing care to an individual's family member to enable the individual to participate in career or training services. Family care ranges from adult or child daycare to after-school programs (outside the home or in house), usually including	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes

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	supervision and shelter, and possibly including subsistence and transportation.	Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Services – Legal Aide Services	Legal Aide Services assistance provided to offer legal solutions and enable participation in career or training services.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker			
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Services – Housing and Utility Bills Assistance	Includes assisting individuals in maintaining or obtaining adequate shelter for themselves and their families, to enable an individual to participate in career and training services.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Services – Linkages to Community Services	Provides linkages to community services, to enable the individual to participate in career or training services.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes

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Supportive Services – Non-Transportation - related Expenses	Non-transportation-related expenses may be authorized for participants to participate in work activities and/or to accept and maintain employment. Allowable expenses are limited to: <ul style="list-style-type: none"> <li>• Books and/or training manuals;</li> <li>• Background checks;</li> <li>• Clothing for job interviews and/or work uniforms;</li> <li>• Drug testing fees;</li> <li>• Finger printing; and</li> <li>• Test fees (e.g. GED test, Tuberculosis test, etc.)</li> </ul>	SNA E&T	Non-Transportation-related Expenses	Participant Reimbursement	N/A
Supportive Services – Referral to Healthcare	Referrals to preventive and clinical medical and dental treatment, to enable the individual to participate in career or training services.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Services – Reasonable Accommodations	Providing participants with disabilities with reasonable accommodations to assist them with participation in career and training services.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes

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Supportive Services – Needs-related Payments	Needs-related payments providing financial assistance to participants for the purpose of enabling them to participate in training are a supportive service. Unlike other types of supportive services, a participant must be enrolled in training in order to qualify for need-related payments.	Adult	Basic Career Service Services	Yes	Yes
		Dislocated Worker			
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Services – Training-related Expenses	Providing participants assistance with payments and fees for employment and training-related expenses for applications, tests, and certifications, including CPR certificates and OSHA 10 Certificates.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Service –Transportation- related Expenses	Providing participant transportation assistance, such as bus passes, taxi fare, and gas vouchers, to enable the individual to participate in career and training services.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
	Transportation reimbursement to assist participants with transportation expenses incurred as a result of participating in allowable SNA E&T Program Activities.	SNA E&T	Participant Reimbursement	Yes	No
Supportive Services – Work-related	Providing participants with uniforms, appropriate work attire, and work-related tools, including eye glasses and protective eye gear, to	Adult	Basic Career Service	Yes	Yes

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Expenses	enable the individual to participate in WIOA activities.	Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
Supportive Service–Other	Any other supportive service not previous included, either arranged or financed by the WIOA program or non-WIOA program, and provided to eligible individuals to enable them to participate in career and training services per LWDA Supportive Services policy.	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth (Program Element 7)	Career Service	Yes	Yes
TAA Job Search Allowance	Reimburses approved expenses when an individual must travel to a scheduled job interview or conduct a job search in a geographic area outside the individual’s labor market area. It must be documented that employment opportunities are not available within the individual’s local labor market area.	TAA	ETA - TAA Job Search Allowance	Yes	Yes
TAA Relocation Allowance	Reimburses approved expenses when a participant must relocate their household to a new area of employment outside of their normal commuting area	TAA	ETA – TAA Relocation Allowance	Yes	Yes
TAA Subsistence Allowance	An allowance intended to provide for the costs of maintaining the TAA participant in an out-of-area locality during the period of training. Subsistence allowance may include meals and lodging.	TAA	ETA – TAA Subsistence Allowance	Yes	Yes



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TAA Transportation Allowance	An allowance to help pay transportation expenses for individuals who must commute to a training facility outside their normal commuting distance.	TAA	ETA – TAA Travel Allowance	Yes	Yes
Testing -Other	Administration of aptitude test that measure a broad range of general abilities found in all jobs, or administration of the USES Interest Inventory, in which an individual indicates a “like” or “dislike” for various occupations and occupational activities. Administration of a test used to measure the skill or knowledge that an individual has acquired (e.g. typing).	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
		Rapid Response	Basic Career Service	Yes	Yes
		RESEA	Basic Career Service	Yes	Yes
		TAA	ETA - TAA Case Management and Reemployment Services	Yes	Yes
Trade Readjustment (TRA) Additional	A monetary benefit granted only when a participant is participating in an approved training and has exhausted all rights to Basic TRA.	TRA	ETA - Additional TRA	Yes	Yes

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Trade Readjustment (TRA) Basic	A monetary benefit intended to help participants while enrolled or participating in an approved training, conducting work searches after or in lieu of training, or who have obtained a waiver from training. Basic TRA cannot be granted until the participant has exhausted all of their UI benefits. The amount of Basic TRA to be paid out is based on the participant's weekly UI benefit amount.	TRA	ETA - Basic TRA	Yes	Yes
Trade Readjustment (TRA) Completion	A monetary benefit granted only to a participant when: A) The participant is governed by the 2011 & 2015 Trade Acts; B) The participant has exhausted their Basic and Additional TRA benefits; C) The Completion TRA funds are needed to finish the training plan; D) The participant has met the established training benchmarks.	TRA	ETA -Completion TRA	Yes	Yes
Training Programs Offered by the Private Sector	Training Programs Offered by the Private Sector.	Adult	Training	Yes	Yes
		Dislocated Worker	Training	Yes	Yes
Transitional Job	Transitional job is employment that provides a time- limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors, for those individuals with barriers to	Adult	Individualized Career Service	Yes	Yes

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	employment who are chronically unemployed or who have an inconsistent work history, as determined by the LWDB.	Dislocated Worker	Individualized Career Service	Yes	Yes
Tutoring, Study Skills Training, Dropout Prevention	<p>Tutoring, study skills training, instruction and evidence-based dropout prevention recovery strategies that lead to the completion of the requirements for a secondary diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.</p> <p>Tutoring, study skills training, and training that leads to a high school diploma under this program element. Such services focus on academic support, helping the youth identify areas of academic concern, assisting with overcoming learning obstacles, and providing tools and resource strategies. Tutoring, study skills training, and instruction can be provided in a one-on-one or group setting, through resources and workshops.</p> <p>Secondary school dropout prevention strategies that lead to the completion of a high school diploma are also reported under this element. Secondary school dropout prevention strategies include services and activities that keep a young person in school and engaged in a formal learning and/or training setting.</p> <p>Strategies include, but are not limited to, tutoring, literacy development, active learning experiences, after-school learning experiences, after-school opportunities, and individualized instruction.</p>	Youth (Program Element 1)	Career Service	Yes	Yes

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UI Eligibility Review	A review to ensure that an unemployment insurance claim was processed correctly.	RESEA	ETA – RESEA Orientation	Yes	Yes
Vocational Rehabilitation Referral	Received a referred veteran from Vocational Rehabilitation (other than Veteran's Administration VR).	Adult	Basic Career Service	Yes	Yes
		Dislocated Worker	Basic Career Service	Yes	Yes
		Youth	Career Service	Yes	Yes
		Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
Vocational Training for SNA E&T	Vocational Training consists of organized educational and/or training programs that must prepare the participant for employment in a current or emerging occupation.	SNA E&T	Education and/or Training Activity	Yes	No
VR&E Referral	Received a referred veteran from Veteran's Administration VR.	Employment Service	Basic Career Service	Yes	Yes
		VET	Basic Career Service	Yes	Yes
Wage Subsidy	Amounts paid to TAA participants who become reemployed and qualify for the ATAA or RTAA programs.	R/ATAA	ETA – TAA Wage Subsidy(A/RTA)	Yes	Yes

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Waiver	A waiver from TAA-approved training may be issued to a TAA participant to ensure ongoing eligibility for Basic TRA Benefits. A waiver must be updated monthly and cannot exceed 6 months in duration. A waiver does not exempt participants from active work search requirements.	TAA	ETA – TAA Training Waivers	Yes	Yes
Work Experience	Work experience is any unpaid work performed in the public or private sector that improves the employability of a participant who is not otherwise able to obtain employment. It allows participants to develop good work habits and a current work history. Work experience is considered for participants who have been unable to find paid employment, lack entry level skills, or need to develop current job references.	SNA E&T	Work Experience Component	Yes	No
Workforce Preparation	Instruction that is designed to help eligible individuals acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self- management skills. Participation in workforce preparation activities also must be designed to lead to employability skills and the development of competencies in using resources and information, working with others, and understanding systems to successfully transition to and complete postsecondary education, training and employment.	Adult Education	N/A	N/A	N/A
Workforce Preparation Activities Job	Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in:	Adult	Individualized Career Service	Yes	Yes

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Readiness	<p>A) Utilizing resources; B) Using information; C) Working with others; D) Understanding systems; E) Obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment; F) Other employability skills that increase an individual's preparation for the workforce.</p> <p>This service includes Career Readiness Training that results in a Career Readiness Certificate.</p>	Dislocated Worker	Individualized Career Service	Yes	Yes
		RESEA	Individualized Career Service	Yes	Yes
WOTC Eligibility Determination	Determination of an individual's eligibility for the WOTC-WTS tax credit program and the issuance of a conditional certification.	Employment Service	ETA – JS Received Staff Assisted Services	Yes	Yes