

**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
Account Reactivation	Reactivation to an employer account after a period of inactive status.	Employer Engagement	Business Service	N/A
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	Training Service	Yes
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	Training Service	Yes
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> </ul>	Adult	Training Service	Yes

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	D) Programs that combine workplace training with related instruction, which may include cooperative education programs; E) Training programs offered by the private sector; F) Skill upgrade and retraining; or G) Entrepreneurial training.	Dislocated Worker	Training Service	Yes
Advanced Search	A search conducted by a Business Service Team (BST) member to match job seekers with job postings within the AJC System.	Employer Engagement	Business Service	N/A
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	Individualized Career Service (Program Element 2)	Yes

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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	Individualized Career Service (Program Element 8)	Yes
Apprenticeship	Registered Apprenticeship, as described by the National 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.  Apprenticeship under the TAA Program includes registered	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
		TAA	Work Based Training	Yes
		Youth	Training Service (Program Element 4)	Yes

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	apprenticeships under the National Apprenticeship Act of August 16, 1937, as well as other training programs that include a paid work-based learning component and required educational or instructional component and must result in the issuance of a recognized postsecondary credential, which includes an industry-recognized credential.			
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
		Dislocated Worker	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
Attended TAP Workshop	The Transition Assistance Program (TAP) was established to meet the needs of separating service members, during their period of transition into civilian life, by offering job-related assistance and related services. TAP workshop topics include Transition Planning,	RESEA	Basic Career Service	Yes

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	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.	Veteran	Basic Career Service	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
		Dislocated Worker	Basic Career Service	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
		Veteran	Basic Career Service	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	

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	Individual and group career counseling, including job search and placement counseling, during the period in which the worker is receiving a trade adjustment allowance or training, and after receiving such training for purposes of job placement and employment retention.	TAA	Employment and Case Management Service	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
		Dislocated Worker	Individualized Career Service	Yes
Career Planning Youth	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	Youth	Design Framework, Individualized Career Service	No

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	<p>B) Provide job, education, and career counseling both during program participation and after job placement.</p> <p>Note: In order to trigger participation, an objective assessment, eligibility determination, development of an ISS, and a youth element must be added for the system to trigger participation into the youth program.</p>			
Case Management	<p>Under TAA "Case Management," means the provision of a client-centered approach in the delivery of services, designed to:</p> <p>A. Coordinate the IEP for participants and ensure access to workforce development activities and supportive services.</p> <p>B. Provide job, education, and career counseling both during program participation and after job placement.</p> <p>C. The TAA Program will make eight case management services available as described in <u>SEC. 235. Employment and Case Management Services</u>.</p>	TAA	Case Management Services	Yes
Comprehensive Job Order Review	<p>In conjunction with employers, review the job posting with the objective of increasing matching outcomes by virtue of modifications made. Review of a job posting with an employer to recommend revisions that may be needed for improved matching outcomes.</p>	Employer Engagement	Business Service	N/A

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Comprehensive and Specialized Assessment	<p>A comprehensive and specialized assessment of skill levels and activity/service needs including diagnostic testing or other assessment tools, in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals. The provision of in-depth interviewing must include discussion of training opportunities.</p> <p>A comprehensive and specialized assessment which expands upon the initial assessment regarding the trade-affected worker's interests, skills, aptitudes, and abilities. This may include use of diagnostic testing tools and instruments and in-depth interviewing and evaluation to identify barriers to employment and appropriate employment goals. The in-depth interviewing of trade-affected workers must include discussion of training opportunities reasonably available to each trade-affected worker; reviewing the opportunities with each trade-affected worker; and informing each trade-affected worker of the requirements for participating in training, including the enrollment deadlines required for TRA eligibility.</p>	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes
		Employment Service	Individualized Career Service	Yes
		RESEA	Individualized Career Service	Yes
		TAA	Employment & Case management services	Yes
		Veteran	Individualized Career Service	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	Individualized Career Service (Program Element 10)	Yes



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Consultation	An initial assessment of employer’s needs and development of a service plan, resulting from joint conversation during the verification process, worksite visit, or general follow-up between the Business Services Team (BST) member and the employer.	Employer Engagement	Business Service	N/A
Consultation Declined	The employer has refused the consultation and a tailored service plan was not developed by the BST member.	Employer Engagement	Business Service	N/A
Customized Labor Market Information	The provision of all quantitative and qualitative data and analysis related to industry, location, and business needs.	Employer Engagement	Business Service	N/A
Customized Resume Assistance	Instruction provided in resume preparation, writing, maintenance, and submittal methods.	Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes
		TAA	Employment & Case management services	Yes
		Veteran	Basic Career Service	Yes

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Customized Training	<p>Training:</p> <p>A) Designed to meet the special requirements of an employer (including a group of employers);</p> <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>	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
		TAA	Training Service	Yes
		Employer Engagement	Business Service	N/A
Community Resources Provided	Information on supportive services (i.e., completeness of critical information, Division of Developmental Disabilities and Regional Behavioral Health Authorities).	Employer Engagement	Business Service	N/A
		Adult	Individualized Career	No

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Development of IEP/ISP	It is a case management function service, and it is combined with career planning. Career Planning includes the 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.		Service	
		Dislocated Worker	Individualized Career Service	No
		Employment Service	Individualized Career Service	No
		RESEA	Individualized Career Service	No
		Veteran	Individualized Career Service	No
		TAA	Individualized Career Service	No
Development of ISS	<p>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.</p> <p>Note: In order to trigger participation, an objective assessment, eligibility determination, development of an ISS, and a youth element must be added for the system to trigger participation into the youth program.</p>	Youth	Design Framework, Individualized Career Service	No

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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	Individualized Career Service (Program Element 2)	Yes
Education Offered Concurrently with Workforce Preparation Activities and Training	Education offered Concurrently with Workforce Preparation Activities and Training 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	Individualized Career Service (Program Element 5)	Yes

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Eligibility Determination	<p>The collection of information and documentation to determine if a participant is eligible for a specific program.</p> <p>For the WIOA Title I-B Adult and Dislocated Worker programs, this service is used when eligibility for career services is determined.</p> <p>Note: For the Youth program ONLY, eligibility must be one of the four items that are initially provided to the youth in order for the system to trigger participation. The other items that must occur are: Objective assessment, development of an ISS, and one of the youth elements.</p>	Adult	Basic Career Service	N/A
		Dislocated Worker	Basic Career Service	N/A
		Youth	Design Framework, Individualized Career Service	No
		Rapid Response	Basic Career Service	N/A
		Employment Service	Basic Career Service	N/A
		Veteran	Basic Career Service	N/A
		TAA	Employment and Case Management Service	N/A
Eligibility Determination for Training Services	The determination of eligibility for training services, as described in WIOA Title I-B Training Services Policy.	Adult	Basic Career Service	N/A
		Dislocated Worker	Basic Career Service	N/A

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Emergency Assistance Services	The provision of emergency assistance adapted to the particular layoff or disaster.	Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No
Employer Verification	Employer's Federal Identification Employer number has been verified.	Employer Engagement	Business Service	N/A
English Language Acquisition for Adults (ELAA)	Instruction in reading, writing, speaking, and comprehension of English language to eligible individuals 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	Training Services	Yes
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	Training Service	Yes
		Dislocated Worker	Training Service	Yes

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Enrolled in Secondary Education Program	<p>Use this service if the participant was enrolled in a Secondary Education Program at or above the 9th Grade level. A Secondary Education program includes both secondary school and enrollment in a program of study with instruction designed to lead to a high school equivalent credential. Examples may include adult high school credit programs and programs designed to prepare participants to pass recognized high school equivalency exams such as the GED, HiSET, or TASC.</p> <p>Note: Programs of study designed to teach English proficiency skills or literacy skills below the 9th grade equivalent are not considered Secondary Education Programs.</p>	Youth	Administrative Tracking	No
Enrolled in Postsecondary Education	Staff add this service if the individual is in a postsecondary education program that leads to a credential or degree from an accredited postsecondary education institution at any point during program participation.	Youth	Administrative Tracking	No
Entered into Federal Job	The participant entered into a federal job.	Adult	Administrative Tracking	N/A
		Dislocated Worker	Administrative Tracking	N/A

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		Employment Service	Administrative Tracking	N/A
		Veteran	Administrative Tracking	N/A
		RESEA	Administrative Tracking	N/A
Entered into a Federal Contractor Job	The participant entered into a federal contractor job.	Adult	Administrative Tracking	N/A
		Dislocated Worker	Administrative Tracking	N/A
		Employment Service	Administrative Tracking	N/A
		Veteran	Administrative Tracking	N/A
		RESEA	Administrative Tracking	N/A



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Entrepreneurial Skills Training	<p>Entrepreneurial Skills Training provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship, such as:</p> <ul style="list-style-type: none"> <li>A) Taking initiative;</li> <li>B) Creatively seeking out and identifying business opportunities;</li> <li>C) Developing budgets and forecasting resource needs;</li> <li>D) Understanding various options for acquiring capital and the trade-offs associated with each option; and</li> <li>E) Communicating effectively and marketing oneself and one's ideas.</li> </ul>	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
Entrepreneurial Training (Youth)	<p>This training provides the basics of starting and operating a small business, the approaches to teaching youth entrepreneurial skills include but are not limited to:</p> <ul style="list-style-type: none"> <li>A) Entrepreneurship education that provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and also may include simulations of business start-up and operation.</li> <li>B) Enterprise development which provides support and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operation and by providing more</li> </ul>	Youth	Individualized Career Service (Program Element 12)	Yes

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	<p>individualized attention to the development of viable business ideas.</p> <p>C) Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young people participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.</p>			
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
Federal Job Order Entered	Reviewing and entering all required criteria on a job order form (i.e. completeness of critical information such as, clear job title, detailed job description, minimum/preferred requirements, minimum/maximum wages, job site location, benefits, and how to apply) and activation.	Employer Engagement	Business Service	N/A
Financial Literacy Education	The Financial Literacy Education Program includes activities which:	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes

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	financial decisions; B) Support participants in learning how to effectively manage spending, credit, and debit, including student loans, consumer credit, and credit cards; 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; D) Support a participant’s ability to understand, evaluate, and compare financial products, services, and opportunities to make informed financial decisions; 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; F) Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them with benefits planning and work incentives counseling; 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; 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	Employment Service	Individualized Career Service	Yes
		Veteran	Individualized Career Service	Yes
		RESEA	Individualized Career Service	Yes
		Youth	Individualized Career Service (Program Element 11)	Yes

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	<p>money management and savings, and;</p> <p>l) 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>			
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	Follow-up Service (Program Element 9)	No
Follow-Up Email	An email sent to obtain feedback on a job, schedule, requirements, effectiveness, or other factors pertaining to a job order.	Employer Engagement	Business Service	N/A
Follow-up Incentives and Bonuses	<p>Incentive and bonuses payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. Written policies must ensure that such incentives and bonuses 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).</p> <p><i>Incentive payments to Adult and Dislocated Workers require pre-</i></p>	Youth	Follow-up Service (Program Element 9)	No
		Adult	Follow-up	No
		Dislocated Worker	Follow-up	No

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	<i>approval for DES DERS Finance and Budget Unit.</i>			
Follow-Up Message Left	A message left on voice mail to either increase the effectiveness or receive clarity on an action.	Employer Engagement	Business Service	N/A
Follow-Up Phone Call	A phone call placed with an employer to discuss the need for additional services or status of outcomes.	Employer Engagement	Business Service	N/A
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	Follow-up Service (Program Element 9)	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	No <small>(must be a participant first to receive)</small>
		Dislocated Worker	Follow-up Service	No <small>(must be a participant first to receive)</small>

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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	Follow-up Service (Program Element 9)	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 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 Title I-B Adult and Dislocated Worker Program requires re- enrollment when additional training or supportive services are needed.	Adult	Follow-up Service	No (must be a participant first to receive)
		Dislocated Worker	Follow-up Service	No (must be a participant first to receive)
		Youth	Follow-up Service (Program Element 9)	No
Follow-up Services – Financial Literacy Ed.	Financial Literacy Education provided during follow-up. See the Financial Literacy Education Definition above.	Youth	Follow-up Service (Program Element 9)	No
Follow-up Services – Post Placement	Follow up services aiming at evaluating the placement support which is a critical component of our service commitment to ensure a job seeker is retained by an employer.	Employment Services	Administrative Tracking	N/A

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Follow-up Services – Supportive Services	Supportive services provided during follow-up to allow youth to participate in postsecondary education or employment.	Youth	Follow-up Service (Program Element 9)	No
Follow-up Services –Information of Educational Opportunities	Provision of information on educational opportunities, including career pathways, and training providers listed on the Eligible Training Provider List.	Adult	Follow-up Service	No (must first be a participant to receive)
		Dislocated Worker	Follow-up Service	No (must first be a participant to receive)
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	No (must first be a participant to receive)
		Dislocated Worker	Follow-up Service	No (must first be a participant to receive)
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	No (must first be a participant to receive)
		Veteran	Follow-up Service	No (must first be a participant to receive)

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Group Counseling	Counseling includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs.	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes
Grow with Google Career Certificate	Staff, use this service for tracking purposes if provided:  The Arizona Department of Economic Security (ADES) and ARIZONA@WORK partnered with Google to provide Arizona job seekers with scholarships to improve their employability skills through online professional-level training from Google.	Employment Services	Administrative Tracking	N/A
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	Income Support Service	No
		TAA	Income Support Service	No
		TRA	Income Support Service	No
Hiring Event	Customized hiring events, on-site hiring events, personalized recruitment services, and job fairs.	Employer Engagement	Business Service	N/A
Housing Inspection	An examination of the condition of living quarters for Migrant Seasonal Farm Workers.	Employer Engagement	Business Service	N/A



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Incentives and Bonuses	<p>Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. 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).</p> <p>Note: For the youth program incentive payments are:</p> <ul style="list-style-type: none"> <li>a) Tied to the goals of the specific program;</li> <li>b) Outlined in writing before the commencement of the program that may provide incentive payments;</li> <li>c) Align with the local program’s organizational policies; and</li> <li>d) Are in accordance with the requirements contained in 2 CFR part 200.</li> </ul> <p><i>Note: Incentive payments to Adult and Dislocated Workers require pre-approval for DES DERS Finance and Budget Unit.</i></p>	Youth	Career Service	Yes
		Adult	Basic Career Service	N/A
		Dislocated Worker	Basic Career Service	N/A
Incumbent Worker Training	<p>Training designed to meet the special requirements of an employer (including a group of 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</p>	Adult	Training Service	No
		Dislocated Worker	Training Service	No
		Rapid Response	Training Service	No
		Rapid Response	Training Service	No

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	<p>or avert layoffs of the incumbent workers trained.</p> <p>If the incumbent worker participant receives any additional services other than the incumbent worker training, then they will be included in the performance.</p>	Additional Assistance		
Individual Training Account (ITA) Cohort Training	An employer that is participating in an ITA Cohort and is engaged in the training and hiring process.	Employer Engagement	Business Service	N/A
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
		Dislocated Worker	Individualized Career Service	Yes
Information on the ARIZONA@WORK System	Information on ARIZONA@WORK partner-provider program and services.	Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No
Information on Access to the TAA Program	Information on access to the TAA program.	Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No

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Information on Access to the GI Bill	Information on access to the GI bill.	Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No
Information 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
		Rapid Response Additional Assistance	Basic Career Service	No
Information 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
		Dislocated Worker	Basic Career Service	No
		Employment Service	Basic Career Service	No
		Veteran	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		RESEA	Basic Career Service	No
Information on In- demand Sectors,	Provision of information on in-demand sectors, occupations, or non-traditional employment. Non- traditional employment is defined as	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No

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Occupations, or Non-traditional Employment	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.	Rapid Response	Basic Career Service	No
		Employment Service	Basic Career Service	No
		Veteran	Basic Career Service	No
		RESEA	Basic Career Service	No
Information 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 Vacancy 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
		Dislocated Worker	Basic Career Service	No
		Employment Service	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		Veteran	Basic Career Service	No
		RESEA	Basic Career Service	No
		TAA	Employment and Case Management Service	No
Information on Job Vacancies	Provision of information on job vacancies.	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No

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		Employment Service	Basic Career Service	No
		Veteran	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		RESEA	Basic Career Service	No
Information on LWDA Performance	Provision of Information on Local Workforce Development Area Performance.	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No
		Employment Service	Basic Career Service	No
		Veteran	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		RESEA	Basic Career Service	No
Information on Availability of Supportive Services	Provision of Information on the Availability of Supportive Services or Assistance.	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No
		Employment Service	Basic Career Service	No

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		Veteran	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		RESEA	Basic Career Service	No
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	Employment and Case Management	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
		Dislocated Worker	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes

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		Veteran	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes
Internships and Work Experiences	<p>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 nonprofit 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.</p> <p>Note: Virtual work experiences are allowed under WIOA youth program when remote work experiences are possible and practical.</p>	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes
		Youth	Individualized Career Service (Program Element 3)	Yes
Integrated English Literacy and Civics Education (IELCE)	<p>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</p>	Adult Education	N/A	N/A

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	training.			
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 levels, including adults with low academic skills.</p>	Adult Education	N/A	N/A



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Integrated Education and Training Programs, Provided Concurrently or in Combination with Another Training Service	Integrated Education and Training Programs, Provided Concurrently or in combination with: A) Occupational Skills Training; B) On-the-Job Training; C) Incumbent Worker Training; D) Programs that combine workplace training with related instruction, which may include cooperative education programs E) Training programs offered by the private sector; F) Skill upgrade and retraining; or G) Entrepreneurial training.	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
ISY, OST, ITA	Staff use this service for:  In-School Youth (ISY) who are placed in Occupational Skills Training (OST) and ONLY if the OST was paid using an Individual Training Account (ITA). Staff must follow the local area's policy and ensure the ISY waiver remains active.  Note: Do NOT use this specific service for Out-of-School Youth (OSY), as the waiver only applies to ISY.	Youth	Administrative Tracking	N/A
Job Club/	Instruction in the completion of resumes and applications, interviewing skills, professional communication, computer basics,	Adult	Basic Career Service	No

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Workshops	career exploration, and labor market information.	Dislocated Worker	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		Veteran	Basic Career Service	No
		RESEA	Basic Career Service	No
		TAA	Income Support Service	No
Job Club/Workshops Youth	Instruction in the completion of resumes and applications, interviewing skills, professional communication, computer basics, career exploration, and labor market information.	Youth	Individualized Career Service – Services that provide LMI (Program Element 13)	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
		Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes

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		Veteran	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes
Job Order Entered	Reviewing and entering all required criteria on a job order form (i.e.: completeness of critical information such as, clear job title, detailed job description, minimum requirements/preferred requirements, minimum/maximum wages, job site location, benefits, and how to apply) and activation.	Employer Engagement	Business Service	N/A
Job Referral	Staff initiated referrals made to effectively connect job seekers to job openings based on an employer's job listings.	Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Youth	Individualized Career Service, Services that Provide LMI (Program Element 13)	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes

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		TAA	Employment and Case Management	Yes
Job Readiness Provided in Combination with Other Training Services	Job readiness training provided in combination with the following training services: A) Occupational Skills Training; B) On-the-Job Training; C) Incumbent Worker Training; D) Programs that combine workplace training with related instruction, which may include cooperative education programs; E) Training programs offered by the private sector; F) Skill upgrade and retraining; G) Entrepreneurial training.	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
Job Search Assistance	A job search match is performed on behalf of an individual with no job referrals provided.	Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Youth	Individualized Career Service –Services that provide LMI	Yes

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			(Program Element 13)	
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes
		TAA	Employment and Case Management Service	Yes
Job Search Labor Market Assistance	Provides information concerning the occupational staffing patterns, working conditions, LMI and pay of firms or industries.	RESEA	Basic Career Service	Yes

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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 workplace. Job shadowing is a type of work experience.	Youth	Individualized Career Service (Program Element 3)	Yes
Layoff Aversion Services	Layoff aversion activities may include: <ol style="list-style-type: none"> <li>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);</li> <li>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 obtaining reemployment as soon as possible;</li> <li>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;</li> <li>4) Developing, funding, and managing incumbent worker</li> </ol>	Rapid Response	Rapid Response/ Business Downsizing Assistance (Business Service)	No

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	<p>training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;</p> <p>5) Connecting companies to:</p> <ul style="list-style-type: none"> <li>a. Short-time compensation or other programs designed to layoffs or to reemploy dislocated workers quickly, available under Unemployment Insurance programs;</li> <li>b. Employer loan programs for employee skill upgrading; and</li> <li>c. Other Federal, State, and local resources as necessary to address other business needs that cannot be funded with resources provided under this title;</li> </ul> <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>			

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	<p>potential economic transition and training needs in growing industry obtaining reemployment as soon as possible;</p> <p>10) Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses; and</p> <p>11) 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 and service 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 activities which promote the 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	Individualized Career Service (Program Element 6)	Yes

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MSFW Outreach	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
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.  Note: Eligibility, Objective assessment, the development of an ISS, and a Youth Program Element must occur before participation is triggered for a youth, in the Youth Program.	Youth	Design Framework, Individualized Career Service	No
Occupational/	The participant is participating in occupational or advanced training	Adult	N/A	N/A

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Advanced Training After Exit	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).	Dislocated Worker	N/A	N/A
		Youth	Tracking Purposes	No
Occupational Skills Training	An organized program of study providing specific vocational skills that lead to a proficiency in the performance of actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
		Youth	Training Service (Program Element 4)	Yes
		TAA	Individualized Services	Yes
On-the-Job Training (OJT)	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 Title I-B, or TAA Program service provider.  For the WIOA Title I-B Youth program On-The-Job training is a type of Work Experience, and not considered training.	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes
		Youth	Individualized Career Service (Program Element 3)	Yes
		TAA	Training Service	Yes
		Employer Engagement	Business Service	N/A

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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 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.	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes
		RESEA	Individualized Career Service	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
		Dislocated Worker	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No
		Employment Service	Basic Career Service	No
		Veteran	Basic Career Service	No
RESEA	Basic Career Service	No		
Participated in Rapid Response	Attended an information session discussing reemployment resources; sessions may have been led by TAA, WIOA Title I-B, another partner agency or a contracted agency.	TAA	Rapid Response Assistance Service	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	Administrative Tracking	N/A
		Dislocated Worker	Administrative Tracking	N/A
		Employment Service	Administrative Tracking	N/A
		Veteran	Administrative Tracking	N/A
		RESEA	Administrative Tracking	N/A
Pre-Employment Testing/Screening	Assistance provided to an employer for screening of potential employees.	Employer Engagement	Business Service	N/A
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
		Dislocated Worker	Training Service	Yes
Performance and Program Cost Info for Providers of Training	Provision of performance and program cost information for providers of education and training, including providing information regarding registered apprenticeships.	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		Rapid Response	Basic Career Service	No

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		Additional Assistance		
		Employment Service	Basic Career Service	No
		Veteran	Basic Career Service	No
		RESEA	Basic Career Service	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	Administrative Tracking	N/A
		Dislocated Worker	Administrative Tracking	N/A
		Youth	Administrative Tracking	N/A
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	Youth	Individualized Career Service (Program Element 14)	Yes

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	scholarships and grants, properly filling out a Financial Aid application, adhering to changing guidelines, and connecting youth to postsecondary education programs.			
Pre-apprenticeship programs	<p>Record this service if the participant participated in a pre-apprenticeship program.</p> <p>A pre-apprenticeship is a program designed to prepare individuals to enter and succeed in Registered Apprenticeship Programs and includes the following elements:</p> <ul style="list-style-type: none"> <li>a) Training and curriculum that aligns with the skill needs of employers in the economy of the State or region involved;</li> <li>b) Access to educational and career counseling and other supportive services, directly or indirectly;</li> <li>c) Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options, and understanding how the skills acquired through coursework can be applied toward a future career;</li> </ul>	Youth	Individualized Career Service (Program Element 3)	Yes

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	<p>d) Opportunities to attain at least one industry-recognized credential; and</p> <p>e) A partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program.</p> <p>Note: If employment opportunities not limited to summer months are part of a pre-apprenticeship program, or if on-the-job training for WIOA Youth is part of a pre-apprenticeship program, choose Code 3 for pre-apprenticeship.</p>			
Process Complaints	<p>ES staff, use this service for tracking purposes to:</p> <p>Process of a Complaint which is a representation made or referred to a State or ES office of an alleged violation of the ES regulations, against One Stop Centers, and/or other Federal laws enforced by the Department's Wage and Hour Division (WHD), or Occupational Safety and Health Administration (OSHA), as well as other Federal, State, or local agencies enforcing employment-related law. This does not include complaints against other programs such as UI, FAA, CCA, or other state programs.</p>	Employment Services	Administrative Tracking	N/A



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Rapid Response Assistance	Cooperative effort to offer assistance and services to workers and employers affected by layoffs, business closures, and natural and other disasters.	Employer Engagement	Business Service	N/A
Rapid Response Assistance-Non-WARN	Cooperative effort to offer assistance and services to workers and employers affected by layoffs, business closures, who do not meet WARN criteria or have not submitted a WARN Notice.	Employer Engagement	Business Service	N/A
Rapid Response Assessment Plan	<p>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:</p> <ul style="list-style-type: none"> <li>(1) Layoff plans and schedule of the employer; assess and develop plan to address employer's needs;</li> <li>(2) Background and probable assistance and service needs of the affected workers;</li> <li>(3) Reemployment prospects and services for affected workers; and</li> <li>(4) Available resources to meet the short and long-term assistance needs of the affected workers.</li> </ul>	Employer Engagement	Business Service	N/A
Received Unemployment Insurance (UI)	Provision of information and meaningful assistance to individuals seeking in filing a claim for unemployment compensation.	Employment Service	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes

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Claim Assistance	<p>“Meaningful assistance” means –</p> <p>(A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or</p> <p>(B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.</p>	MSFW	Basic Career Service	Yes
		Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Youth	Basic Career Service, Services that provide LMI (Program Element 13)	Yes
Received Individualized Career Services – (Vets Only)	<p>Record the most recent date on which the participant received individualized career services (excluding case management) from a DVOP specialist, as described as "intensive services" in Veteran's Program Letter <u>07-10</u>. This includes the provision of a combination of:</p> <p>a) a comprehensive assessment; and</p> <p>b) the development of a participant employment plan.</p> <p>Upon receipt of both of these services, the participant can be reported as receiving a single instance of individualized career services.</p>	Employment Service	Individualized Career Service	Yes
		RESEA	Individualized Career Service	Yes

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Recruitment/ Referral to Specialized Business Services	Referral business services other than those traditionally offered through the ARIZONA@WORK System.	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		Employment Service	Basic Career Service	No
Re-employment 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	No
		Veteran	Basic Career Service	No
		RESEA	Basic Career Service	No
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	Yes
		Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes

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		Additional Assistance		
		RESEA	Basic Career Service	Yes
		TAA	Employment and Case Management Service	Yes
Referral to Federal Contractor Job	Referral to a job opening with a federal contract.	Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		RESEA	Basic Career Service	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
		Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes
Referral to Federal	Referral to federally funded training programs other than WIOA	Adult	Basic Career Service	Yes

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Training	Title I-B.	Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes
		TAA	Training Service	Yes
		RESEA	Basic Career Service	Yes
Referral to Employment Service	Referral to Employment Service for Reemployment Assistance.	Adult	Basic Career Service	No
		Dislocated Worker	Basic Career Service	No
		Youth	Basic Career Service	No
		Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No
Referral to Supportive	Referral to Supportive Services, includes but is not limited to public assistance, community-based organizations, the “Veteran Toolkit Assistance” for Veterans, among other referrals.	Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes

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Services		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes
		Rapid Response Additional Assistance	Basic Career Service	Yes
		RESEA	Basic Career Service	Yes
		TAA	Employment and Case Management Service	Yes
Referral to Vocational Rehabilitation	Referral to the Vocational Rehabilitation Program.	Employment Service	Basic Career Service	Yes
		Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes
		Rapid Response Additional Assistance	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		TAA	Employment and Case	Yes

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			Management Service	
		RESEA	Basic Career Service	Yes
Referral from VR & E	Received a referred veteran from Veteran's Administration VR.	Employment Service	Administrative Tracking	N/A
		Veteran	Administrative Tracking	N/A
Referral from Vocational Rehabilitation	Received a referred veteran from Vocational Rehabilitation (other than Veteran's Administration VR).	Adult	Basic Career Service	Yes
		Dislocated Worker	Basic Career Service	Yes
		Youth	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
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
		Rapid Response	Basic Career Service	No
		Rapid Response Additional Assistance	Basic Career Service	No
		Veteran	Basic Career Service	No

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		TAA/R/ATAA	Employment and Case Management Service	No
		RESEA	Basic Career Service	No
Referred by Parole Officer	Job Seeker was referred by the Parole Officer.	Employment Service (Second Chance Program)	Administrative Tracking	N/A
Resource Event	Customized event providing resources to the community (i.e. housing, Nutrition, Educational, Emergency, or Social Services).	Employer Engagement	Business Service	N/A
Service Level 1	<p>The level of interaction/communication between the employer and the BST member that helps inform strategy and resource allocation in order to best serve the needs of the employer.</p> <p><i>Service Level 1</i> means the partnership is fully developed and communication is transparent between the BST member and the employer for at least 90 days. The employer is engaged and responsive to the requests for data and feedback made by the BST. The BST has completed a worksite visit or has documentation as to why a visit cannot be achieved.</p>	Employer Engagement (DERS BSR Team specific)	Business Service	N/A
Service Level 2	The level of interaction/communication between the employer and the BST member that helps inform strategy and resource allocation in order to best serve the needs of the employer.	Employer Engagement (DERS BSR Team	Business Service	N/A



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	<i>Service Level 2 means the partnership is reasonably developed. Communication is accessible between the BST and the employer for less than 90 days.</i>	specific)		
Service Level 3	<p>The employer and the BST member’s level of interaction/communication that helps inform strategy and resource allocation in order to best serve the needs of the employer.</p> <p><i>Service Level 3 means the partnership is moderately developed and communication is sporadic. Although the verification process and job orders are completed, no worksite visit is made, and no hiring data is disclosed upon request.</i></p>	Employer Engagement (DERS BSR Team specific)	Business Service	N/A
Service Level 4	<p>The employer and the BST member’s level of interaction/communication that helps inform strategy and resource allocation in order to best serve the needs of the employer.</p> <p><i>Service Level 4 means the partnership is new or re-established and communication is developing. Both verification and job orders are in process.</i></p>	Employer Engagement (DERS BSR Team specific)	Business Service	N/A
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	Individualized Career Service (Program Element 13)	Yes

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Service/ Component Name	Service/Component Descriptions	Program	Category of Service/ Components	Trigger Inclusion as a Participant
	and the Arizona Career Readiness Credential (ACRC) Program.			
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
		Dislocated Worker	Individualized Career Service	Yes
		Employment Service	Individualized Career Service	Yes
		Veteran	Individualized Career Service	Yes
		RESEA	Individualized Career Service	Yes
		TAA	Employment and Case Management Service	Yes
Skill Upgrade/ Retraining	A short-term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills for modern technology.	Adult	Training Service	Yes
		Dislocated Worker	Training Service	Yes

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Summer Employment/Intern ship 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	Individualized Career Service (Program Element 3)	Yes
Supportive Services – Assistance with Ed. Testing	Assistance with Educational Testing.	Adult	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services- Assistance with Ed. Testing (Youth)	Assistance with educational testing.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive Services – Child Care and	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	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No

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Dependent Career Assistance	supervision and shelter, and possibly including subsistence and transportation.	Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services – Child Care and Dependent Career Assistance (Youth)	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 supervision and shelter, and possibly including subsistence and transportation.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive Services – Food (Youth)	Staff use this service when providing food as a supportive service.  Note: The use of grant funds for food should be limited to reasonable and necessary purchases that are coordinated, when possible, with other community, state, or federal services that provide food for low-income individuals.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive Services – Food	Staff use this service when providing food as a supportive service.  Note: The use of grant funds for food should be limited to reasonable and necessary purchases that are coordinated, when	Adult	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No

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	possible, with other community, state, or federal services that provide food for low-income individuals.	Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
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	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services –Housing and Utility Bills Assistance (Youth)	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.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive Services – Linkages to Community Services	Provides linkages to community services, to enable the individual to participate in career or training services.	Adult	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
				No

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		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	
Supportive Services –Linkages to Community Services (Youth)	Provides linkages to community services, to enable the individual to participate in career or training services.	Youth	Individualized Career Service (Program Element 7)	Yes
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	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	Yes
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services – Referral to Healthcare (Youth)	Referrals to preventive and clinical medical and dental treatment, to enable the individual to participate in career or training services.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive	Providing participants with disabilities with reasonable	Adult	N/A  The individual must receive	No

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Services -- Reasonable Accommodations	accommodations to assist them with participation in career and training services.		another staff-assisted career or training service prior to receiving this service.	
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services Reasonable Accommodations (Youth)	Providing participants with disabilities with reasonable accommodations to assist them with participation in career and training services.	Youth	Individualized Career Service (Program Element 7)	Yes
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	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services -- Needs-related	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-	Youth	Individualized Career Service (Program Element 7)	Yes

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Payments (Youth)	related payments.			
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	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services – Training-related Expenses (Youth)	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.	Youth	Individualized Career Service (Program Element 7)	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	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No



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		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Service -- Transportation-related Expenses (Youth)	Providing participant transportation assistance, such as bus passes, taxi fare, and gas vouchers, to enable the individual to participate in career and training services.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive Services -- Work-related Expenses	Providing participants with uniforms, appropriate work attire, and work-related tools, including eyeglasses and protective eye gear, to enable the individual to participate in WIOA Title I-B Adult and Dislocated Worker Program activities.	Adult	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Services -- Work-Related Expenses (Youth)	Providing participants with uniforms, appropriate work attire, and work-related tools, including eyeglasses and protective eye gear, to enable the individual to participate in WIOA Title I-B youth activities.	Youth	Individualized Career Service (Program Element 7)	Yes
Supportive Service	Any other supportive service not previously included, either arranged	Adult	N/A	No

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-- Other	or financed by the WIOA Title I-B program or non-WIOA Title I-B program and provided to eligible individuals to enable them to participate in career and training services per LWDA Supportive Services policy.		The individual must receive another staff-assisted career or training service prior to receiving this service.	
		Dislocated Worker	N/A  The individual must receive another staff-assisted career or training service prior to receiving this service.	No
Supportive Service- - Other (Youth)	Any other supportive service not previously included, either arranged or financed by the WIOA Title I-B program or non-WIOA Title I-B program and provided to eligible individuals to enable them to participate in career and training services per LWDA Supportive Services policy.	Youth	Individualized Career Service (Program Element 7)	Yes
TAA Job Search Allowance	A job search allowance is for activities outside of the worker's commuting area but within the United States may be provided to pay for costs including, but not limited to:  1) Travel to and attendance at job fairs and interviews; 2) Travel to and attendance at pre-vocational workshops; 3) Making an in-person visit with a potential employer who may reasonably be expected to have openings for suitable employment; 4) Completing a job application in person with a potential	TAA	Income Support Payment	Yes

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	<p>employer who may reasonably be expected to have openings for suitable employment;</p> <p>5) Going to a local one-stop, copy shop, Post Office, or similar entity to print, copy, mail, email, or fax a job application, cover letter, and/or a resume;</p> <p>6) Going to a local one-stop, public library, community center, or similar entity to use online job matching systems, to search for job matches, request referrals, submit applications/resumes, attend workshops, and/or apply for jobs; and</p> <p>7) Attending a professional association meeting for networking purposes.</p>			
TAA Relocation Allowance	<p>A relocation allowance is to help a worker and the worker's family relocate within the United after they have been enrolled in the TAA Program. A relocation allowance is provided to only one member of a family for the same relocation, even if there are multiple members in the same family who are enrolled in the TAA Program. If more than one member of a family applies for a relocation allowance for the same relocation, then it is granted for who files first, if otherwise eligible.</p>	TAA	Employment and Case Management Service	Yes
TAA Subsistence Allowance	<p>Subsistence payments are for the reasonable costs of meals and incidental expenses, and of separate maintenance, which means maintaining temporary living quarters, when the training facility is</p>	TAA	Income Support Payment	Yes

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	located outside the trade-affected worker's commuting area.			
TAA Transportation Allowance	A transportation payment is a reimbursement for transportation expenses when commuting to and from a training facility located outside the worker's commuting area. Transportation expenses, funded by the TAA Program, are payable only for the actual days traveled. Mileage eligible for reimbursement is, round-trip, from the first mile outside the boundary of the worker's commuting area to the location of the training facility.	TAA	Income Support Payment	Yes
Tailored Employment Plan	In partnership with employers, develop a tailor-made strategy from any previously identified opportunities and gaps with a defined action and follow-up plan.	Employer Engagement	Business Services	N/A
Testing Other	Administration of aptitude test that measures 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
		Dislocated Worker	Basic Career Service	Yes
		Employment Service	Basic Career Service	Yes
		Veteran	Basic Career Service	Yes
		Rapid Response	Basic Career Service	Yes

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		RESEA	Basic Career Service	Yes
		TAA	Individualized Career Service	Yes
Trade Readjustment Allowances (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	Income Support Payment	No
Trade Readjustment Allowances (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	Income Support Payment	Yes

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Trade Readjustment (TRA) Completion	<p>A monetary benefit granted only to a participant when:</p> <ul style="list-style-type: none"> <li>A) The participant is governed by the 2011 &amp; 2015 Trade Acts;</li> <li>B) The participant has exhausted their Basic and Additional TRA benefits;</li> <li>C) The Completion TRA funds are needed to finish the training plan;</li> <li>D) The participant has met the established training benchmarks.</li> </ul>	TRA	Service to Income Support Payment	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 employment who are chronically unemployed or who have an inconsistent work history, as determined by the LWDB.	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes

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Training Waiver	A waiver of the requirement to be enrolled in or participating in approved training as a condition of Basic TRA eligibility when training is not feasible or appropriate as determined on the basis of health, training enrollment is unavailable, or because training is not available under the TAA Program requirements. No waiver of the training requirement is permitted for Additional TRA or Completion TRA eligibility. Waivers must be issued no later than the latest of the applicable deadlines.	TAA	Employment and Case Management Service	Yes

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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	Individualized Career Service (Program Element 1)	Yes



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UI Eligibility Review	A review to ensure that an unemployment insurance claim was processed correctly.	RESEA	Administrative Activity	N/A
Use of Job Center Space	Space used by an employer for employment activities such as training or new hire orientation.	Employer Engagement	Business Service	N/A
Unresponsive	Failure of the employer to engage in communication despite BSR' attempt to call, email, or physically visit the employer.	Employer Engagement	Business Service	N/A
Veterans Toolkit Assistance	Helps unemployed eligible veterans obtain the supplies needed to start working.  Items may include: work clothing, tools, protective equipment, transportation, and essential electronic devices.	Employment Service	Administrative Tracking	N/A
Wage Subsidy	TAA Program benefit available to certain participants 50 years of age and older who obtain qualifying reemployment.	TAA	Income Support Payment	Yes
Work Site Visit	A visit to the employer's place of business as part of assessment and plan development.	Employer Engagement	Business Service	N/A

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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
Workforce Preparation Activities Job Readiness	<p>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:</p> <ul style="list-style-type: none"> <li>A) Utilizing resources;</li> <li>B) Using information;</li> <li>C) Working with others;</li> <li>D) Understanding systems;</li> <li>E) Obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment;</li> <li>F) Other employability skills that increase an individual’s preparation for the workforce.</li> </ul> <p>This service includes Career Readiness Training that results in a</p>	Adult	Individualized Career Service	Yes
		Dislocated Worker	Individualized Career Service	Yes
		RESEA	Individualized Career Service	Yes

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	Career Readiness Certificate.			
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