

EMPLOYMENT ADMINISTRATION
Workforce Innovation and Office of Apprenticeship
Informational Broadcast
IB 15-008
Registration, Service Entry and Exit Requirements
Effective Immediately
Date Issued: June 17, 2015

This Informational Broadcast is to remind Local Workforce Investment Areas (LWIAs) and interested parties of the policy requirements to:

- Register and enroll all Adult and Dislocated Workers in the Arizona Job Connection (AJC) system;
- Record all core staff-assisted, intensive, and training services in AJC; and
- Ensure all program exits are service-based.

Adherence to the policy requirements is essential in maintaining data integrity and ensuring compliance with the reporting requirements described in the Workforce Investment Act (WIA) Section 136, 20 CFR 667.300, and Training and Employment Guidance Letter (TEGL) 17-05. The relevant policies and procedures described below were reviewed at the Technical Assistance sessions conducted by the DES Workforce Innovation and Office of Apprenticeship Section in the spring of 2015.

REGISTRATION AND ENROLLMENT

As described in the WIA Policy Manual, Chapter 2, Sections 106 and 206, all Adults and Dislocated Workers must be registered and enrolled in AJC. Enrollment must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information, and WIA Title IB funds are used. It is not acceptable to delay registration/enrollment in AJC until intensive or training services are provided or determined necessary. The registration process includes creating an account, as well as completing data demographics and work history questions in AJC.

AJC Registration/Enrollment Procedures

To register a participant in a WIA program and add an initial core service, follow these steps in AJC:

- 1) Check to see if the applicant is registered in AJC.

- If the applicant is registered, the applicant or LWIA staff must complete or update the participant's account in AJC.
 - If the applicant is not registered, allow the applicant to create a username and password or assist the individual in doing so, and answer all of the required questions to complete the registration process.
- 2) Once the applicant is registered in AJC, log into the system and determine if the applicant is receiving services from another partner program(s), e.g. Employment Service.
 - 3) LWIA staff must review other enrollment services (e.g. Employment Service) and case notes, and create a WIA enrollment. It is common for an applicant to participate in multiple programs at the same time.
 - 4) LWIA staff must pay special attention to an applicant's registrations, activities and case notes to determine in what programs the applicant may be participating at the time. LWIA staff must consult with partner program staff to coordinate services and to ensure that services are not duplicated.
 - 5) LWIA staff must complete the Demographics and Demographics Snapshot screens. This includes:
 - Editing the "Eligibility Date." The date entered is the date on which LWIA staff interview the applicant;
 - Answering all low income questions on the **Low Income** page. Use the Lower Living Standard Income Levels (LLSIL) chart to assist in determining low income. This does not include collecting income verification information as income verification is only required for determining eligibility for intensive and training services; and
 - Completing the **Needs and Barriers** page. Answer all questions that apply to the applicant.

TIMELY ENTRY OF STAFF-ASSISTED SERVICES

As described in the WIA Policy Manual, Chapter 2 Section 103.04, all staff-assisted services and activities must be entered into AJC within 15 days. Staff-assisted program services include core services, intensive services and training services. Staff-assisted

program services are described in the WIA Policy Manual, Chapter 2, Sections 101 and 201.

Adding Services and Activities in AJC Procedures

To add a service to a participant's Services and Training (S&T) Plan, follow these steps in AJC:

- 1) On the **Case Details** page, select the "S&T Plan" link located to the left of the Workforce Investment Act;
- 2) On the **Program Details** page, select the "Open" WIA enrollment link;
- 3) From the **WIA Enrollment Details** page, select the "Service & Training Plan" link;
- 4) From the **WIA Service and Training Plan** page, select the "Add Service" button;

Add any services provided to the participant on the "**Add Service**" page and select the "Save" button. The next screen will confirm that the services were added successfully.

AJC Registration and Enrollment Resources

AJC contains an extensive library of Quick Start Guides which provide step-by-step instructions for functions most frequently used by WIA Title IB programs. To access the guides, follow the steps below:

- 1) After logging into AJC, hover the mouse over "Training Resources" on the left side of the menu;
- 2) Hover the mouse over "Quick Start Guides"; and
- 3) Hover the mouse over "ServiceLink Guides" which will display a list of available guides.
 - a. For instructions on registering an individual in AJC, select "Registering a New Client."
 - b. For instructions on recording services in AJC, select "Adding Client Services."

AJC Service Dictionary

A list of services can be found in the AJC Service Dictionary. To locate the AJC Service Dictionary, follow the steps below:

- 1) Click on the <https://www.azdes.gov/wia/> link;
- 2) In the lower right hand corner, click on the “Resources” link;
- 3) In the Resources section, click on the “AJC Service Dictionary” link; and
- 4) Review the “Service reported as:” column to determine which services are WIA core staff-assisted.

PROGRAM EXITS

As described in the WIA Policy Manual Chapter 2, Sections 108 and 208, all program exits must be service-based. The exit date is the last date on which a participant receives a WIA funded service. Staff enters the date of the last service in AJC and on the 91st day the enrollment will exit if that was the last service provided by any program. If a participant receives service from multiple partners, the most recent service is the date of exit. Follow-ups with the participant do not extend the exit.

It is not acceptable to prevent a participant from exiting a program until the LWIA determines the participant's outcome will have a positive effect on performance or the participant becomes employed. When service extensions are provided, based on a participant's needs, the reason for the extension, any additional services provided to the participant and expenditures must be addressed in the case notes section of AJC.

All requests for clarification should be sent via e-mail by your policy designee to your Field Operations Liaison.