



**WORKFORCE INNOVATION AND OPPORTUNITY ACT POLICY MANUAL**

**CHAPTER 2 - SECTION 100**

**SUBJECT: ADULT & DISLOCATED WORKER PROGRAM REGISTRATION, ELIGIBILITY, ENROLLMENT, AND TRACKING ELIGIBILITY POLICY**

**100 BACKGROUND AND PURPOSE**

Local Workforce Development Boards (LWDBs) have responsibility to oversee the provision of services for Adults and Dislocated Workers (DW) under Workforce Innovation and Opportunity Act (WIOA). This section provides policy and procedures for the LWDBs to use when determining eligibility and providing services governed by Title I-B of WIOA for both Adult and DW clients.

References: Workforce Innovation and Opportunity Act (WIOA) of 2014 ([P.L. 113-128](#)), WIOA Final Rules 20 § CFR [678.430](#), [680.100 - 680.660](#), Training and Employment Guidance Letters (TEGLs) [10-16 Change 1](#), [19-16](#), and [07-20](#). Section 3 of the Military Selective Service Act, as amended at 50 U.S.C. Appendix 453.

**101 ADULT AND DW PROGRAM**

The WIOA Title I-B Adult program provides workforce activities that increase, particularly for individuals with barriers to employment, the employment, retention, earnings, and attainment of recognized postsecondary credentials of adults age 18 and older, and as a result, improving the quality of the workforce, reducing dependency on public assistance, increasing economic self-sufficiency, and enhancing the productivity and competitiveness of the nation.

The WIOA Title I-B DW program provides services to individuals who have been terminated through no fault of their own, laid off, or have received notice of termination or layoff, from employment due to plant closures or downsizing. Self-employed individuals who are unemployed due to general economic conditions or natural disasters, and individuals who meet the WIOA Title I-B definition of a displaced homemaker under section [104.01.D](#) of this policy, and some spouses of active-duty members of the Armed Forces, may also be eligible for services.

**102 PROGRAM PRIORITY FOR WIOA PROGRAMS**

**.01 Statutory Priority for Adult Program Funds**

- A. WIOA establishes priority requirements with respect to funds allocated to a local area for adult individualized career services and training activities; there is no priority applied for receipt of basic

career services. Priority of funds for the Adult program must be provided to any of the following:

1. Public Assistance recipients;
  2. Other low-income individuals (refer to [Exhibit 100.1](#)); or
  3. Individuals who are basic skills deficient to include ELLs (refer to [Exhibit 100.1](#)).
- B. Veterans and their eligible spouses continue to receive priority of service (refer to section [102.03](#) of this chapter).
- C. LWDBs must have a priority of service policy that includes the requirements for priority of service provision for all WIOA Title I-B Adult program formula funds for individualized career and training services activities.
- D. LWDBs may establish a process that also gives priority to other adult eligible individuals to receive services, provided that is consistent and is reflected as follows:
1. The priority of services for veterans (Veterans' Priority of Service [Policy](#), Section 1100);
  2. The State's WIOA Combined Plan; and
  3. The local area plan.

## **.02 Services for Individuals with Barriers to Employment**

In addition to policies ensuring priority of services to populations identified in section [102.04.A](#) of this chapter, LWDBs must also ensure access to quality services for individuals with barriers to employment across all titles, as defined in [WIOA sec. 3\(24\)](#). Service providers must record all barriers that are self-identified by the client in the Arizona Job Connection (AJC) system.

- A. Individuals with barriers to employment include:
1. Displaced homemakers (refer to section [104.01.D](#) of this policy under DW Category IV);
  2. Low income individuals (refer to [Exhibit 100.1](#));
  3. Indians, Alaska Natives, and Native Hawaiians;

4. Individuals with disabilities, including individuals who are in receipt of Social Security Disability Insurance (see [WIOA Policy](#) section 707 for the definition of disability). It also includes veterans with disabilities (refer to section [102.C.2](#) of this chapter);
  5. Ex-Offender- Ex-offender means adult or juvenile who:
    - a. Is or has been subject to any stage of the criminal justice process and for whom services under the act may be beneficial; or
    - b. Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.
  6. Older Individuals (age 55 and older);
  7. Homeless individuals or homeless children and youth;
  8. Individuals who have aged out of the foster care system;
  9. Individuals who are English Language Learners (ELLs) - refer to [Exhibit 100.1](#);
  10. Eligible migrant and seasonal farmworkers (as defined in [WIOA sec. 167\(i\)\(1-3\)](#));
  11. Single parents (including single pregnant women); and
  12. Long-term unemployed individuals (unemployed for more than 27 or more consecutive weeks).
- B. Individuals who meet the definition of an individual with a barrier to employment who are underemployed, defined by the LWDB in the Local Workforce Development Plan, may be served by the Adult and DW program.
- C. LWDBs must have a policy and process in place to address instances when staff identifies an individual with a barrier to employment. All partner agency staff are required to have sufficient knowledge of all other programs and services available within the Local Workforce Development Area (LWDA) to screen individuals applying for services to determine an appropriate referral. Applicants are to be provided with information needed to

understand the “why” they are being referred, so that they have appropriate expectations of the agency to whom they are being referred.

1. All LWDBs must use the One-Stop Memorandum of Understanding (MOU) to outline their local referral process. All referrals must be reviewed, followed and documented in the AJC system.
2. The process must include a referral to the Jobs for Veterans State Grant (JVSG) program’s Disabled Veterans’ Outreach Program (DVOP) for veterans or members of a veteran population identified by the Secretary of Veterans Affairs under 38 U.S. Code § 4103A(a)(1)(C) as eligible for DVOP services with significant barriers to employment (SBE) and career services, or were discharged or released from active duty because of a service connected disability (TEGL 20-13, [Change 2](#), TEGL [19-13](#) Change [1](#) and [2](#), 38 U.S. Code § 4103A(a), and Veterans’ PL No [03-19](#)).
3. Service provider staff must also follow the Veterans’ Priority of Service [Policy](#), Section 1100.

### **.03 Veterans and Adult Priority Groups**

Veterans and eligible spouses who meet eligibility requirements receive priority of service for all WIOA Title I-B programs (refer to the Veterans’ Priority of Service [Policy](#), Section 1100). The Adult statutory priority for individualized career and training services must be coordinated with the Veterans Priority of Service as follows:

- A. First priority: to veterans and eligible spouses (covered persons) who are either recipients of public assistance, basic skills deficient, or low income.
- B. Second priority: non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Adult formula funds:
  1. Receiving public assistance, or has received public assistance in the last 6 months;
  2. Low-income (refer to [Exhibit 100.1](#)); or

3. Basic skills deficient (refer to [Exhibit 100.1](#)).
- C. Third priority: veterans and eligible spouses who are not recipients of public assistance, not low-income, or who are not basic skills deficient.
  - D. Last priority: all other persons not listed above, and those who do not qualify as veterans, eligible spouses, recipients of public assistance, low-income individuals, or basic skills deficient individuals.
    1. If an individual is not determined to be low-income, he or she does not meet the low-income requirements of the Adult program.
    2. Individuals who are not low-income may still be served based on the LWDB's Priority of Service policy.

#### **.04 Priority of Service Policy**

LWDBs must establish a policy(ices) to ensure priority for the statutory populations described in [102.01](#) and the special populations described under [102.02](#) of this section is being implemented and describe how this priority of service will be applied in accordance with the Veterans and Adult Priority Groups as per section 102.03 of this policy. In addition, LWDBs must:

- A. Not establish policies that undermine Adult program's focus on providing services to targeted veterans and other priority populations.
- B. Ensure that at least 75 percent of participants receiving individualized careers and training services in the Adult program meet one of the priorities listed in [102.02](#) of this section.
- C. Clearly state how the LWDBs serve adults who do not meet priority of service criteria and how this information is tracked.

#### **.05 Determining and Documenting Low-Income Status for Adult Program Priority of Service**

Service providers must refer to [Exhibit 100.1](#) for how to determine and what documentation is needed for collecting income documentation for the Adult program.

## **.06 Income Inclusions/Exclusions for the Adult Program**

- A. When the Lower Living Standard Income Level (LLSIL) chart is used to determine self-sufficiency for the adult program, service providers must review [Exhibit 100.2](#) which provides information on types of countable income that are included in and those that are excluded from income calculations. LWDBs may determine the LLSILs low-income levels for the adult program in their Local Workforce Development Area (LWDA) and review [section 105](#) of this policy for more information.
- B. Exclusions are based on WIOA Title I-B definitions, and/or exclusions listed in the United States Department of Health and Human Services (U.S. DHHS) Poverty Income Level and United States Department of Labor (USDOL) 70 % [LLSIL](#).

## **103 ADULT AND DW PROGRAM ELIGIBILITY**

Unemployed and underemployed adults must meet eligibility requirements to receive individualized career services in the Adult program. Individuals enrolled in the Adult and/or DW program must meet the training services eligibility requirements listed in section 502 of the WIOA Title I-B Training Services [Policy](#) to receive training services.

### **.01 Adult and DW Program Eligibility**

- A. An individual is eligible for individualized career services or training services under the Adult program when the individual meets items 1-3 below, and for the DW program when the individual meets items 2 and 3 below.
  - 1. Is 18 years of age or older (applies to Adults only, not DWs);
  - 2. Is a citizen or national of the United States, or a lawfully admitted permanent resident alien, refugee, asylee, parolee; or other immigrant authorized by the United States Attorney General to work in the United States; and
  - 3. Meets section 3 of the Military Selective Service Act, as amended at 50 U.S.C. Appendix 453, to register for Selective Service.

- a. Each service provider is responsible for determining Selective Service status of males prior to program enrollment.
- b. Every male citizen, or any male residing in the United States, born on or after January 1, 1960, unless exempt, is required to register with the Selective Service System (SSS) between their 18<sup>th</sup> and 26<sup>th</sup> birthdays. Registration with Selective Service can occur within 30 days of a male's 18<sup>th</sup> birthday and prior to attaining his 26<sup>th</sup> birthday.
- c. A detailed list of males who are and who are not required to register with Selective Service due to an exemption may be found online at [www.sss.gov](http://www.sss.gov) under "Who Needs to Register" or by clicking [here](#).
- d. Selective Service registration can be verified online at [www.sss.gov](http://www.sss.gov) under "Verify Registration" or by clicking [here](#). The male's name, date of birth, and social security number is needed to verify registration.
- e. If a male who is required to register with Selective Service has failed to do so and has attained his 26<sup>th</sup> birthday, he must provide the service provider with a Status Information Letter. A male must complete a *Status Information Letter Request* form, which can be found by clicking [here](#). When he receives the Status Information Letter from Selective Service, he must provide the documentation to the service provider and the form may be uploaded into the AJC system.
- f. The LWDBs must develop a policy for determining whether a male knowingly and willfully failed to register with Selective Service. When a male was required to register but failed to do so as determined by the Status Information Letter, or by his own acknowledgement, he may only receive WIOA Title I-B Adult and/or DW program services if he can establish by a preponderance of evidence, which he presents to the service provider, that his failure to





## **104 DW ELIGIBILITY AND CATEGORIES**

### **.01 DW Categories for Eligibility**

All individuals who are served by the DW program must meet one of the DW categories listed below. Eligibility is determined at the time of enrollment. This determination remains intact for the period of participation in the DW program.

A DW must meet the requirements under section [103.01.A.2](#) (must be a citizen or legal resident) and section [103.01.A.3](#) (Selective Service compliance) of this policy, and who meets one of the following four categories.

- A. Category I - General Dislocation, includes an individual (non-retiree), who has been terminated or laid off, or has received a notice of termination or layoff, from employment, including recently separated U.S. veterans within 48 months after discharge or release from active duty (under other than dishonorable conditions);
  1. Is eligible for or has exhausted entitlement to Unemployment Insurance (UI) compensation; or
  2. Has been employed for a duration sufficient to demonstrate attachment to the workforce (determined on a case-by-case basis by the service provider), but is not eligible for unemployment compensation due to insufficient earning or having performed services for an employer that was not covered under state unemployment compensation law; and
  3. Is unlikely to return to a previous industry or occupation under [WIOA](#) sec. 3(15)(A)(iii) and 20 CFR [§ 680.660](#) (separating service members; such as a veteran). An individual is considered unlikely to return to a previous industry or occupation when:
    - a. Labor market information for the occupation shows a zero or negative growth rate;
    - b. The local Chamber of Commerce, Economic Development representative, or other credible sources of regional economic information confirm the

occupation or industry has shown a significant employment decline in the local labor market area;

- c. Employment Service confirms that, in the previous sixty days, there was a lack of job orders for that industry or occupation, as determined by the service provider;
- d. A plant closure or substantial layoff within the labor market area in the same industry or occupation has occurred in the last six months;
- e. The individuals have been actively seeking but are unable to find employment in their previous industry or occupation for a period of 90 days or more from employment separation; or
- f. A person is laid off from a job due to lack of certification.

B. Category II - Dislocation from Facility Closure/Substantial Layoff, includes an individual who:

- 1. Has been terminated through no fault of their own or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise. A substantial layoff is defined as an extended mass layoffs that either involve 500 or more workers or in which the number of separations is at least one-third of the employment prior to the separation, excluding those employees that work less than 20 hours a week (U.S. Bureau of Labor Statistics). For purposes of WIOA Title I-B eligibility, all business closed due to an emergency are considered permanent; or
- 2. Includes an individual who is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days. This includes an announcement of a temporarily business closure. LWDBs must define "general announcement" in LWDB policy; or
- 3. For purposes of eligibility to receive services, such as Rapid Response activities, other than training services,

individualized career services, or supportive services, includes an individual employed at a facility at which the employer has made a general announcement that such facility will close.

C. Category III - Self-employed Dislocation, includes an individual who:

1. Was self-employed, including employment as an independent contractor, small business owner, farmer, rancher, fisherman or gig worker, defined as follows:
  - a. Gig workers are self-employed individuals providing labor services and completing single projects or tasks on demand for pay.
  - b. Gig work may be obtained or performed either offline or online.
  - c. Gig workers may be independent contractors, online platform workers, contract firm workers, on-call workers, or temporary workers.
  - d. Gig workers may enter into formal agreements with on-demand companies.
2. The individual is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters, as defined in LWDB policy.

D. Category IV - Displaced Homemaker, includes an individual as defined in WIOA [§ 3\(16\)](#). A displaced homemaker is an individual who:

1. Has been providing unpaid services to family members in the home;
2. Is unemployed or underemployed and experiencing difficulty finding or upgrading employment; and
3. Meets one of the following:
  - a. Has been dependent on the income of another family member but is no longer supported by that income due

to the spouse's medical condition, divorce or death of the spouse. In addition, the loss of support income may be the result of a former wage earner's job loss and that the former wage earner may still be living in the home; or

- b. Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of deployment, a call to active duty, a permanent change of station, or the service-connected death or disability of the member.

E. Category V - Dislocated/Spouse of an Active-Duty Member of the Armed Forces:

- 1. Who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such members. Active duty is defined in section 101(d)(1) of title 10, United States Code (U.S.C)); or
- 2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. A person is considered underemployed if they are employed either full or part-time, whose current annualized wage does not exceed the highest of either:
  - a. 80% of their wages at the date dislocation; or
  - b. The individual's earned wages are at or below the self-sufficiency threshold established by the LWDB.

**.02 DW Verification of Layoff or Termination**

- A. Possible methods to verify layoff include verification from the employer, a WARN notice, a public announcement with a follow-up cross-match with the UI system, or a Rapid Response list showing names of affected employees, and self- attestation to include the WIOA Title I-B Applicant Statement (for a full list of acceptable methods to verify layoff or termination, please refer to the WIOA Title I-B Adult Eligibility Checklist ([Exhibit 100A](#))).
- B. The WIOA Applicant Statement ([Exhibit 100B](#)) may be used as permitted on the WIOA Title I-B Adult Eligibility Checklist ([Exhibit 100A](#)) when the information is unverifiable or it is unreasonably

difficult for the applicant to obtain, and as permitted under the Data Validation Checklist (Exhibit [1500B](#)).

- C. The term “terminated” includes furloughed workers but does not include workers who were terminated for cause, left voluntarily, or voluntarily retired.
  - 1. Furlough, means the placing of an employee in a temporary termination or layoff status without duties and pay because of lack of work or funds or other non-disciplinary reasons [Title 5 United States Code ([USC](#)) 7511(a)(5)].
  - 2. A temporary business closure is considered to be a “business closure” for WIOA Title I-B eligibility purposes (refer to section [104.B.2](#) of this policy).
- D. The status of an individual must be determined prior to providing services. Underemployed individuals may be served by the DW Program as described in section [104.03](#) below.

### **.03 DW Employment Status**

Employed individuals may be served by the DW Program. Individuals who are eligible for the DW program and are employed at the time of eligibility determination may receive services if they are underemployed or if employed temporarily in a “Stop-Gap Employment.”

- A. A person is considered underemployed and may receive dislocated worker services if they are employed either full or part-time, whose current annualized wage does not exceed the highest of either:
  - 1. The individual or the individual’s family income is at or below the self-sufficiency threshold established by the LWDB, using the income levels of the LLSIL Matrix ([Exhibit 100C](#)); or
  - 2. 80% of their wages at the date of dislocation.
- B. Individuals may obtain “Stop-Gap Employment” and remain eligible to receive services under the DW program.
  - 1. Stop-Gap Employment is temporary work an individual accepts for the purposes of income maintenance.

2. If the stop-gap employment provides a self-sufficiency wage, (e.g., gig worker, contract employment or employment obtained through a temporary employment service agency known as interim employment), such employment would not change the individual's DW status and eligibility for DW services.
  3. LWDBs must establish a time period to define the stop-gap employment.
  4. If the LWDB definition of stop-gap employment is met, there is no requirement to document income to determine self-sufficiency.
- C. Income calculation is only required to determine eligibility for the DW program if the applicant is employed at the time of eligibility determination and the employment does not meet the definition of stop-gap employment and their current wages are at least 80% of their wages at the date of dislocation.
1. Service providers may use "Self-Sufficiency for DW" Column to compare the family's total income to the income level for the individual's family size on the LLSIL matrix (Exhibit [100C](#)) to determine if the individual is considered self-sufficient in the local area, and not underemployed.
  2. For the definition family and/or dependent, refer to [Exhibit 100.1](#), under section II.

## **105 UNDEREMPLOYMENT AND SELF-SUFFICIENCY LEVELS**

DES requires LWDBs to determine the self-sufficiency levels as a percentage of the LLSIL and include the self-sufficiency levels in the local plan. Each year, DES calculates the self-sufficiency income levels for the LWDBs based on the percentage of the LLSIL approved by the LWDB and identified in the local plan and issues the LLSIL Matrix, refer to Exhibit [100C](#).

- A. LWDBs may provide career and training services to unemployed and underemployed individuals in the Adult and DW programs. LWDBs must determine if employed workers are underemployed prior to providing individualized career and training services.

- B. For DW applicants who are employed at the time of eligibility determination, LWDBs and service provider staff must follow section [104.03.C](#).
- C. When an individual is employed the service provider may use the “Self-Sufficiency for Adults” column to determine if the individual’s family income is less than the self-sufficiency level for the LWDA. If it is less, then the individual is considered underemployed and he or she may receive individualized career and training services through the Adult program.
- D. When LWDBs do not use the LLSIL self-sufficiency levels to determine underemployment for adults:
  - 1. The LWDB must develop a policy for determining underemployment; and
  - 2. “Underemployed individuals” must be defined in the LWDB policy. “Underemployed individual” may be defined in the LWDB policy as an individual who:
    - a. Is employed less than full-time and is seeking full-time employment;
    - b. Is employed in a position that is inadequate with respect to their skills and training;
    - c. Meets the definition in [WIOA](#) sec. 3(36); and
    - d. Is employed, but whose current job’s earnings are not sufficient compared to their previous job’s earnings from previous employment.
- E. Adults who are underemployed and meet the low-income definition may receive individualized career and training services on a priority of service basis.
- F. Adults who are determined to be basic skills deficient, meet the priority of service requirements regardless of the family’s income level.

**106 SERVICES FOR ADULTS AND DW**

WIOA Title I-B establishes two levels of employment and training services for Adults and DWs: career services and training services. In addition, there are

three types of career services, which include basic career services, individualized careers services and follow-up services (please refer to the Adult and DW program Career Services [Policy](#), section 200).

In order for an Adult and/or DW to be eligible for training services and/or incentives, the Adult and/or DW must first meet eligibility requirements (Adults and DWs have different eligibility requirements). The WIOA Title I-B Training Service [Policy](#), is listed under section 500.

## **107 REGISTRATION, ENROLLMENT AND DATA ENTRY FOR ADULTS AND DW**

WIOA Title I-B addresses an important distinction between registration and enrollment.

- A. A registration in the AJC system occurs when an Adult and/or a DW creates an account that includes complete data demographics and work history. However, documentation of eligibility verification of income is not required.
- B. Registration in the AJC system must occur when an Adult and/or a DW has taken action that demonstrates an intent to use program services and who meets specific reporting criteria for the program, including Adults who:
  1. Provide identifying information;
  2. Use the self-service system;
    - a. The self-service system includes Adults who independently access any workforce development system program's information either in a physical location, such as an ARIZONA@WORK Job Center resource room or partner agency or remotely via use of electronic technologies.
    - b. Virtual services that provide a level of service beyond independent job search or information seeking on the part of an Adult would qualify as not self-service.
  3. Receive information-only services or activities:

Informational-only services include providing readily available information that does not require assessment by a staff member of the individual's skills, education, and career



objective. Examples of informational services include providing:

- a. Labor market information;
- b. The unemployment rate;
- c. Information on businesses that are hiring or reducing their workforce;
- d. Information on high growth industries; and
- e. Referrals other than referrals to employment.

C. Enrollment into the Adult and/or DW program begins when an individual requires services beyond activities listed for registration. The program enrollment will depend on the participant's eligibility (see [section 103](#) of this policy). It is not acceptable to delay registration or enrollment in the AJC system until individualized career services or training services are provided or determined necessary. Service providers must verify income-related documents and/or documents determining skill levels for Adults receiving individualized career or training services to determine priority of service as described in section [102.01.A](#) of this policy. [Exhibit 100.1](#) provides guidance on how to document priority of service. Verification of income-related documents or documents determining skills levels is not required for eligibility for basic career services.

1. Enrollments are pending in the AJC system until they are approved by a designated service provider staff. Pending enrollments must be approved within 30 calendar days to ensure expediency of service.
2. If a pending enrollment is not approved within 30 calendar days, the AJC system requires that the participant's eligibility be re-determined for its respective program. This includes collecting new/updated verification documentation for eligibility determination.

D. Documents required for eligibility and data validation must be uploaded to the AJC system:

1. If the document contains Personal Identifiable Information (PII) that is not needed for eligibility or data validation, the PII must be redacted before uploading.
  2. Documents that contain medical information must NOT be uploaded and must be maintained in a separate, physical or electronic secure file.
- E. LWDBs must develop local policies that address timely entry of enrollments and run the appropriate reports to monitor the timeliness of the pending client record.
- F. Transactions relating to Adult program-provided activities and services must be entered or updated in the AJC system within five calendar days to ensure the accuracy of reports.
- G. The LWDBs designated staff or designated service provider must run reports monthly as needed to assist the LWDB with its responsibility to provide program oversight and ensure timely follow-ups and accurate data recording.

## **108 ARIZONA ADDRESS CONFIDENTIAL PROGRAM (ACP) PARTICIPANTS**

Service providers must accept and use the substitute address in the AJC system, and in all other documents that contain the [ACP](#) participants address. The Secretary of State's [ACP](#) is a program that helps victims of domestic violence, sexual offenses, and/or stalking by:

- A. Issuing a substitute address to be used instead of the person's home, work, and school address.
- B. Accepts all first class, registered and election mail for the participant and forwards to her/ his real address at no cost. Service providers must verify the individuals [ACP](#) participation by:
  1. Contacting the Secretary of State's [ACP](#) office; or
  2. Viewing the ACP authorization card. When possible, the service provider must make a copy of the ACP authorization card for the WIOA Title I-B participant's file.
- C. The use of substitute address in ACP may be discontinued only if:

1. The ACP participant, or the ACP participant's parent or legal guardian if the participant is a minor or an incapacitated adult, requests DES cease providing ACP protection.
2. Mail sent to the participant's substitute address is returned as undeliverable.

## **109 CO-ENROLLMENTS FOR ADULTS AND DW**

Co-enrollment occurs when a participant is simultaneously enrolled in more than one employment and training program. Service providers must work closely to address the needs of co-enrolled customers and ensure services are made available to eligible individuals who are referred by partner programs based on priority of service criteria.

A. Programs that Adult may have co-enrollments with include:

1. The DW program;
2. The Youth program;
3. Employment Service (WIOA Title III), including those Title III participants who are receiving RESEA services;
4. Title II Adult Education and Literacy programs;
5. Vocational Rehabilitation (WIOA Title IV);
6. Section 166 Native American programs;
7. Migrant Seasonal Farmworker (MSFW);

MSFWs must be identified at the point of entry to assure equity of services is provided.

8. Jobs Program (TANF Work Program);

Jobs Program clients must be identified at the point of entry to assure both priority of service and equity of services is provided.

9. Supplemental Nutrition Assistance Employment and Training (SNA E&T);

SNA E&T clients must be identified at the point of entry to assure both priority of service and equity of services are provided.

10. Trade Adjustment Assistance (TAA) for Workers;
  - a. All members of a certified worker group must be co-enrolled in the DW program unless one of the following exceptions apply to an individual worker:
    - i. A member of a certified worker group who does not meet the individual eligibility requirements under the WIOA DW program, including but not limited to the Selective Service registration requirements; or
    - ii. An individual member of a certified worker group who declines to be co-enrolled. Any member of a certified worker group who declines to be co-enrolled in the DW program will not be denied benefits and services under the TAA program at DES if otherwise eligible.
  - b. LWDB service provider will provide timely access to appropriate employment services, benefits, training, supportive services, and supplemental assistance to trade-affected workers who are co-enrolled in the DW program.
  - c. LWDB service provider will coordinate with the TAA program at DES when a DW is likely to be eligible for benefits and services available under the TAA program as follows:
    - i. The TAA Program at DES will assist the LWDB service provider in determining who is considered likely to be eligible and provide guidance on the TAA petition filing process; and
    - ii. The TAA Program at DES will ensure that rapid response assistance and appropriate career services are made available to a group of

workers after a TAA petition is filed in coordination with LWDB service provider.

d. Under certain circumstances, including but not limited to, a general announcement of a closure, a partially separated worker and adversely affected incumbent worker (AAIW) are required to be co-enrolled when they meet the eligibility criteria as defined under WIOA section 3(15) for a DW.

i. A partially separated worker means an individual including an employer, who has not experienced a total separation due to a lack of work.

ii. For the purpose of filing a TAA petition to DOL, a partially separated worker for an employer is any worker with hours and wages that have been reduced to anything under 80% of the average weekly hours and wages during a period which is subject to the DOL petition investigation.

iii. For the purpose of providing TAA benefits and services to a worker group covered under a TAA Certification issued by DOL, a partially separated worker will be any worker with hours and wages that have been reduced to anything under 80% of the average weekly hours and wages during a certification period.

11. Programs under the Second Chance Act;

Currently incarcerated individuals who are soon-to-be released from prison, or recently released prisoners may be enrolled in programs under the Second Chance Act. and

12. Other employment related programs.

B. When an Adult and DW is co-enrolled, services provided by the ARIZONA@WORK partner program must be added to the Service & Training (S & T) plan in the AJC system under partner-provided services. When a service is provided by a partner that uses the

AJC system (such as employment service or TAA) the services do not need to be added to Partner-Provided services because the AJC system automatically considers the individual co-enrolled when the participant is receiving services from more than one program.

## **110 TRANSFER OF A PARTICIPANT TO ANOTHER LWDB**

When a participant requests to be transferred to another LWDB's WIOA Title I-B Adult and/or DW program, due to relocation or any other reason, service provider staff from both areas (transferring and receiving) must exercise due diligence to assist the participant and follow the steps listed under [Exhibit 100.5](#).

## **111 SERVING INDIVIDUALS OUTSIDE THE LWDA**

There are no geographical boundaries in providing services to individuals in any WIOA Title I-B program regardless of the individual's address.

- A. LWDBs must not create policies that prohibit serving individuals who live outside their LWDA.
- B. Individuals interested in WIOA Title I-B may apply at any ARIZONA@WORK office regardless of zip code, and/or residence.
- C. The LWDB will utilize the LLSIL levels assigned for the local area where the applicant is applying to determine eligibility (refer to [Exhibit 100C](#) for the LLSIL) and refer to the WIOA Title I-B Adult Eligibility ([Exhibit 100A](#)), and Dislocated Worker Eligibility Checklist ([Exhibit 100A.1](#)) for eligibility documentation.

## **112 ADDING SERVICE DATES TO THE S & T PLAN IN THE AJC SYSTEM**

When adding services to the S & T plan in the AJC system, the following requirements must be followed:

- A. The system requires staff to enter an *Estimated Start Date* and *Estimated End Date* for all services added to the S & T plan. The service is not started until an actual start date is entered. Service providers must not enter services on the S & T plan in the AJC system with a future start date.
- B. Service providers must only add services to the S & T plan that reflect actual services the participant received. All services are defined in the AJC system [Service Dictionary](#).

- C. Service providers must not enter services with the sole purpose of preventing an enrollment to close in the system.

### **113 COMPLAINT RESOLUTION/APPEAL**

- A. Acknowledgement of Equal Employment and Non-Discrimination Requirements. AJC contains fields needed for the participant to acknowledge understanding of the Equal Opportunity & Nondiscrimination [Policy](#), Section 700, and is not required for uploading.
- B. Acknowledgement of Non-Equal Opportunity Complaint and Appeal Process. Service providers must ensure local non-equal opportunity complaint resolution/appeal policy and procedures are signed by the participant and are uploaded into the AJC system. LWDB staff and service provider staff must refer to the Grievances, Complaints and Appeals [Policy](#) Section 1400 for general issues alleging violations of WIOA Title I-B.

### **114 MANAGING A CASELOAD (EXITS AND EXCLUSIONS FROM PERFORMANCE)**

Adult and/or DW clients who have not received a qualifying participant level service funded by the Adult and/or DW program for 90 consecutive calendar days and are not scheduled for future services will have exited the program. The date of exit is the last day a qualifying participant level service was provided to a participant. The date of exit is set by the AJC system retroactive back to the last qualifying participant level service - retroactive after the 90 days and is an auto exit by the AJC system as the system auto calculates this. Once a participant has exited, eligibility must be redetermined to receive WIOA adult and dislocated worker services.

#### **.01 Program Exit Requirements**

LWDB service provider staff must close services in a timely manner. If services have not been closed manually, the AJC system exits cases as follows:

- A. For services that have an actual end date entered by staff, 90 days after the actual start end date for all services, the AJC system will exit the enrollment(s) and the exit date will reflect the last actual end date entered by staff.

- B. If there are services from any program that do not have an actual end date, the estimated end date is used. 90 days after the estimated end date the AJC system will exit the enrollments if no service is open or provided by the 90th day.
- C. When a participant is no longer receiving a service, service providers must add the actual end date of the service to the S & T plan in the AJC system in a timely manner.
- D. When a participant receives services from multiple programs, the most recent service end date is the date of exit.
- E. Follow-up services provided to clients do not extend the exit date nor do the reportable individual services (self-service and/or informational only services).

**.02 Exits Excluded from Participation/Performance Calculation**

The participant will not be counted in performance if they exit any of the WIOA Title I programs for any of the following reasons:

- A. Deceased – Participant died during participation;
- B. Institutionalized – Participant becomes incarcerated in a correctional institution or has become a resident of a facility providing 24-hour support, such as a hospital or treatment center during the course of receiving services as a participant;
- C. Health/Medical – Participant is receiving medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the WIOA program.
- D. Entered into Active Military Duty – Participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.



## **115 SUPPLEMENTAL WAGE INFORMATION**

### **.01 Using Supplemental Wage Information to Report Employment-Based Performance Measures**

The WIOA Title I-B Adult and DW program is required to report the participants employment status in the second and fourth quarter after exit; and Median earning in the second quarter after exit. Matching a participant's Social Security Number (SSN) against quarterly Unemployment Insurance (UI) Wages is the most effective means for determining employment status and earnings for a program participant. However, quarterly UI wage records will not result in a match in all circumstances. Service providers may use supplemental wage information when:

- A. The participant has not provided his/her SSN;
- B. UI wage records are not available for the participant; or
- C. The individual is self-employed.
- D. Calculating employment-based performance measures for individuals who participate in entrepreneurial training.

### **.02 Supplemental Wage Information Follow-Up Procedures**

LWDBs must have written procedures to collect data in a valid and reliable manner. LWDBs must also train staff on the implementation of follow-up procedures, including what to say to former participants or their employers to encourage cooperation, and voluntary and truthful wage disclosure. The written procedures must:

- A. Inform participants at program entry about the supplemental wage information follow-up process and collect extensive contact information about them, such as addresses, and phone numbers of relatives and others who may know the participant's whereabouts over time and employment;
- B. Encourage participants to provide new addresses and phone numbers when they move, and implement procedures to update participant information periodically while the participant is enrolled in the program;
- C. Conduct follow-up as close to the reference quarter in the employment-based performance measure as possible. Service

providers must refer to [Exhibit 100.4](#) under section II for the timeline on commencing data collection for employment-based performance measures;

- D. Identify the appropriate information to collect from the participant to assist in and during follow-up, such as the participant's SSN (if available), contact information, and supplemental wage information related to all of the employment-based performance measures;
- E. Identify the local resources available to conduct follow-up; and
- F. Identify if the follow-up will be conducted more frequently than quarterly, continuous, or monthly basis.

### **.03 Acceptable Forms of Supplemental Wage Data**

Service providers must refer to [Exhibit 100.4](#) to view the acceptable forms that can be used to collect supplemental wage data.