

Adult and Dislocated Worker Eligibility and Basic Career Services Questions and Answers

1. When and how should eligibility determination occur?

Eligibility determination must have been completed prior to the provision of program services, other than self-service or information-only services. These program services are also known as “participation-triggering” services. [Attachment VII of TEGL 10-16, Change 2](#), provides a list of program services and identifies those that trigger participation.

Eligibility determination is supported and facilitated by job seeker registration in the State’s system of record (Arizona Job Connection - AJC). Demographic and other Information entered in the system during the registration process establishes program eligibility.

2. What is self-service or self-directed service?

[Self-service](#) occurs when individuals independently access a program's information and activities in either a physical location, such as a one-stop center resource room or partner agency, or remotely via the use of electronic technologies.

Self-service does not uniformly apply to all virtually accessed services. For example, a staff member who is helping a participant create a resume through Zoom is providing a service through electronic means, but the service is not self-service.

3. Does the amount of time providing information-only services to a job seeker affect the services’ “basic status”?

To clarify, basic career services include [information-only services](#) that “does not require an assessment by a staff member of the individual's skills, education, or career objectives” as well as staff-assisted services that require an assessment of the job seeker’s skills, education, or career objectives.

For instance, staff providing labor market information to a job seeker is providing a basic career service. Staff conducting initial assessment of the job seeker’s skill level and other service needs is also providing a basic career service.

Information-only services provided over a period of time does not change the nature of those services. However, if the job seeker’s ongoing request for information-only services indicates a need for more staff-involved services, staff should explore providing those services, *as appropriate*.

4. How is “registration” defined?

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As noted in [State policy](#), registration occurs when an individual has demonstrated an intent to use program services and an account is created in AJC, where the individual's demographic and employment information is entered.

Registration supports and facilitates eligibility determination in Title I-B programs.

5. What eligibility criteria must be verified for basic career services?

For the Adult program, the individual must be at least 18 years old to receive career services, which includes basic career services ([20 CFR 680.120](#)). For the Dislocated Worker program, the individual must meet the definition of dislocated worker per section 3(15) of WIOA as noted in [20 CFR 680.130\(a\)](#).

In addition, for both the Adult and Dislocated Worker programs, job seekers must meet the following conditions to receive services:

- Must not have violated the Military Selective Service Act -- male U.S. citizens and immigrants between 18-25 years old must have registered with [Selective Service](#); and
- Must be authorized to work in the U.S., as required in State policy.

To verify that the individual meets the the eligibility criteria described above, staff must refer to acceptable source documentation identified in [TEGL 23-19. Change 1](#), and the [State Eligibility Checklist](#).

6. Which documents validate an individual's authorization to work?

The State's Eligibility Checklist references the Form I-9 for documents that show authorization to work. For additional information, please visit the web page [Form I-9 Acceptable Documents](#).

7. If a job seeker receives information-only service from staff (e.g., provision of labor market information), should an account in AJC be created, program enrollment completed, and services entered in the S&T Plan?

Recognizing that there may be one-off instances when job seekers come into an ARIZONA@WORK office to use the self-service system or receive readily-available information without registering in AJC, AJC registration should occur when the job seeker has demonstrated an intent to use program services.

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Enrollment in a Title I-B program may occur even when the job seeker is receiving information-only services. Enrollment in a Title I-B program must occur before the job seeker receives participation-triggering services.

Services should be captured in the S&T Plan, including eligibility determination and information-only services, such as the provision of labor market information.

8. If an individual has undergone eligibility determination but has received information-only services, should eligibility documents be uploaded in AJC?

During eligibility determination and registration, staff should upload in AJC documentation that verifies the individual's eligibility for the program (e.g., a copy of a State ID which validates the job seeker's date of birth).

9. Should documents with protected personally identifiable information (PII) be uploaded in AJC?

Documents that verify program eligibility or any other information that needs to be validated per TEGL 23-19, Change 1, or the State Data Validation Policy must be uploaded in AJC. The exception to this is any document with sensitive medical information.

When handling or uploading documents in AJC, staff must ensure that sensitive PII is protected from unauthorized disclosure. This means, for instance, that if a staff member uploads a document with the job seeker's social security number, the first five digits of the number must be redacted prior to uploading.

For additional information, please refer to [TEGL 39-11 Guidance on the Handling and Protection of Personally Identifiable Information \(PII\)](#).

10. Will staff be able to provide participation-triggering services while waiting for documentation that confirms eligibility to receive services (e.g., a document that shows authorization to work)?

[State policy](#) on the Adult and Dislocated Worker programs allows staff to request documentation from individuals after the individuals "have begun to receive ... program services" (section 100, p. 8). Staff should continue to engage participants to ensure that necessary documentation is collected as soon as possible.

11. Are in-person or virtual workshops (e.g., resume-writing workshop) considered basic career services that trigger participation?

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Workshops or job clubs are not set to trigger participation in the system. However, there may be activities within a workshop that go beyond providing information-only services, which may trigger participation.

For instance, as part of the workshop, the trainer may provide customized resume assistance to the individual. Customized resume assistance triggers participation. In this scenario, both the services “customized resume assistance” and “job clubs/workshops” should be entered in the S&T Plan.

12. When should job seekers be notified whether they are eligible for Title I-B program services?

Job seekers should be notified whether they are eligible for Title I-B services as soon as the eligibility status is known. Staff should refer to local area policies and procedures for additional parameters on notifying applicants of eligibility.

13. When must low-income status be validated?

Low-income status must be validated for participants who receive individualized career or training services ([TEGL 23-19, Change 1](#)).

While job seekers would not have received individualized career or training services during eligibility determination and registration, staff should *initiate* the collection of acceptable documentation if, during the registration process, it is established that the individual is low-income.

Please note that self-attestation is an acceptable source documentation for low-income status.

For additional information on acceptable documentation for low-income status and other required data elements, please refer to [TEGL 23-19, Change 1](#).

14. Can job seekers receive supportive services if not enrolled in the Adult or Dislocated Worker program?

No, supportive services are provided to participants in the Adult or Dislocated Worker program to allow them to participate in career or training services.

15. To provide supportive services such as bus passes or uniforms, what information must be entered or uploaded in AJC during registration?

To receive supportive services:

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- The individual must have been determined eligible in the program -- the service “eligibility determination” should be captured in the S&T Plan and necessary eligibility documentation should be uploaded in AJC;
- To establish the need for supportive services, the individual must have received “initial assessment of skill level and supportive service needs” -- this service should be entered in the S&T Plan and documented in AJC, such as by entering relevant case notes;
- Supportive services must be deemed necessary to enable the participant to take part in career or training services, as documented in AJC, such as by entering relevant case notes; and
- The participant is unable to obtain supportive services through other programs providing such services, as documented in AJC, such as by entering relevant case notes.

For additional information, please refer to [20 CFR 680, Subpart G](#).

16. Should staff update the eligibility date in the Demographics and Demographic Snapshot pages when the participant receives individualized career or training services?

The eligibility determination date should not be changed. This is the date the individual was determined eligible for the program.

There are distinctions between determining eligibility for the program and assessing whether individualized career or training services are appropriate and necessary for the participant. There are distinct services in AJC to reflect these activities.