

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program: Employment Service (ES)

Effective Date: 03/13/2026

CHAPTER 2: SERVICES

I. Policy Statement

The Employment Service (ES) provides labor exchange services to employers and job seekers. The ES team is composed of trained staff who are available to assist by providing workforce-ready services to help individuals gain meaningful and sustainable employment.

The Wagner-Peyser Act Employment Service is a core program under Title III WIOA, and an integral component of the one-stop delivery system. ES is a required one-stop partner within each local one-stop delivery system in each local workforce development area and is subject to the provisions described in [20 CFR 652 C](#):

- a. Participate in the one-stop delivery system in accordance with sec.7(e) of the Wagner-Peyser Act;
- b. Be represented on the Workforce Development Boards (WDBs) that oversee the local and State one-stop delivery system and be a party to the Memorandum of Understanding, described in [20 CFR 678.500](#), addressing the operation of the one-stop delivery system; and
- c. Provide these services as part of the one-stop delivery system.

II. Applicability

This policy applies to all DES ES State Staff assisting job seekers and employers, unless otherwise noted.

III. Authority

Federal Authorities

[20 CFR 652. Subpart C](#) Employment Service Services in a One-Stop Delivery System Environment.

[20 CFR 652.100](#) Services for veterans.

[20 CFR 652.207](#) How does a State meet the requirement for universal access to Employment Service services?

[20 CFR 652.209](#) What are the requirements under the Wagner-Peyser Act for providing reemployment services and other activities to referred unemployment insurance claimants.

[20 CFR 652.210](#) What are the Wagner-Peyser Act's requirements for administration of the work test, including eligibility assessments, as appropriate, and assistance to unemployment insurance claimants

[20 CFR 652.3](#) Public labor exchange services system.

[20 CFR 653.101](#) Provision of services to migrant and seasonal farmworkers.

[20 CFR 678.430](#) What are career services?

[20 CFR 678.435](#) What are the business services provided through the one-stop delivery system, and how are they provided?

[20 CFR 678.500](#) What is the Memorandum of Understanding for the one-stop delivery system and what must be included in the Memorandum of Understanding?

[TEGL 14-18](#) Operating Guidance for the Workforce Innovation and Opportunity Act (WIOA).

[TEGL 10-16, change 3](#) Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs

[TEGL 19-16](#) Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) Employment Service (ES), as amended by title III of WIOA, and for the Implementation of the WIOA Final Rules.

[TEGL 23-19 change 3](#) Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) Workforce Programs.

[TEGL 39-11](#) Guidance on the Handling and Protection of Personally Identifiable Information (PII).

State Authorities

[A.R.S. § 1-501](#) Eligibility for federal public benefits.

[A.R.S. § 1-504](#) Document verification; applicants for public benefits; definitions

IV. Acronyms and Definitions

Reference the glossary for an explanation of the acronyms used in this Chapter, and for definitions of: **Department of Employment and Rehabilitation Services (DERS)**, **Department of Economic Security (DES)**, **Disabled Veterans Outreach Program (DVOP)**, **Migrant and Seasonal Farmworkers (MSFW)**, **Reemployment Services and Eligibility Assessment (RESEA)**, **Staff-Assisted Services**, **Systematic Alien Verification for Entitlements (SAVE)**, **Unemployment Compensation for Ex-Servicemembers (UCX)**.

V. Standards

A. Employment Service Requirements

1. Employment Service is supported by Employment Counselors and Employment Outreach Specialists. The ES staff ensures basic and individualized career services are available to all job seekers.
2. Prior to delivering services identified in Attachment VII Participant Level Service Chart in [TEGL 10-16, change 3](#), ES staff must verify eligibility by requesting documentation from the job seeker of legal citizenship, legal residence, or otherwise legal presence in the United States, pursuant to [A.R.S. § 1-501](#).
 - a. If a job seeker is identified as not a citizen or not a national of the United States, pursuant to [A.R.S. § 1-504](#), a Systematic Alien Verification for Entitlements (SAVE) check must be completed.
 - b. For individuals who are not citizens or nationals of the United States, ES staff must verify legal residency using SAVE before providing any services to the job seeker, pursuant to [A.R.S. § 1-504](#).
3. Employment Service staff are responsible for collecting required documentation for participants enrolled in Employment Service, as described in [TEGL 23-19 change 3](#), as well as any subsequent guidance provided by the DOL, Data Validation and for Protecting Personal Identifiable Information (PII).

Employment Service staff are responsible for ensuring:

- a. Data submitted to DES is valid and reliable; and
- b. Safeguards are in place to protect personally identifiable information and other sensitive information found on the source

documents collected for data validation, as instructed in [TEGL 39-11](#), “Guidance on the Handling and Protection of Personally Identifiable Information (PII).”

- c. Documents with Personal Identifiable Information (PII) are redacted before uploading to the system of record, unless the PII is needed for data validation.
4. Services to be provided by ES staff include, but not limited to:
- a. Assist job seekers in finding employment, including their familiarity with the State’s system of record;
 - b. Assist employers in filling job orders;
 - c. Facilitate the match between job seekers and employers;
 - d. Assist Unemployment Insurance (UI) claimants to comply with the work test requirements of the State unemployment compensation system. Pursuant to [20 CFR 652.210\(a\)](#), Arizona UI laws and rules require UI claimants to register with ES and search for work in order to fulfill UI work test requirements. (See [Work Search and Your Eligibility for Unemployment Benefits](#).) and
 - e. Provide labor exchange services that involve a system of services including those that help match job seekers with employers. Key components include job search and placement assistance for job seekers, recruitment and other business services for employers, and providing labor market information as identified in sec. 7(a) of the Wagner-Peyser Act, and sec. 134(c)(2)(A)(iv) of WIOA.
5. ES staff must document staff-assisted services provided in the state’s system of record.

B. Services to Specific Populations

1. Services to Employers

Employer Outreach Specialists coordinate with Local Workforce Development Boards and ARIZONA@WORK Job Center staff to provide Business Services that assist employers in building a qualified and skilled labor force for their company. Services include, but not limited to:

- a. Job posting assistance in the system of record;
- b. Recruitment event collaboration, such as hiring events;

- c. Information on work-based learning opportunities, such as development of a registered apprenticeship program;
- d. Labor market and wage research;
- e. Workforce reduction support;
- f. Information on federal resources, such as Federal Bonding and Work Opportunity Tax Credit (WOTC)

2. Services to Veterans and Eligible Persons of Veterans

Veterans and eligible persons of veterans receive priority of service for all Department-funded employment and training programs pursuant to [20 CFR 652.100](#). It is the responsibility of the ES staff to provide priority of service to all veterans and eligible persons.

- a. When ES staff learn that a job seeker is a Veteran or an eligible person of Veterans, the ES staff will request that the job seeker complete the [Veteran's Assessment Tool ESA-1193A](#), to verify their eligibility for specialized services and facilitate referrals to the Disabled Veteran Outreach Program (DVOP). ES staff will refer qualified disabled veterans to a DVOP specialist who will provide intensive services to eligible veterans and eligible persons of veterans determined to have a significant barrier to employment. ES staff may assist eligible Veteran clients who decline DVOP services. For additional information, please see the JVSG Policy.
- b. A Veteran is a person who served on active military duty for more than 180 days and was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component. Active service does not include full-time duty for training programs.
- c. An Eligible Person is a spouse of one of the following individuals:
 - i. A veteran who died while on active duty or has a service-connected disability
 - ii. A member of the armed forces serving on active duty who, at the time of application for priority of service, is listed in one or more of the following categories and has been listed for a total of more than 90 days.
- d. Covered persons must receive priority of services over non-covered persons.

- i. Covered Person is an individual who served active duty and was discharged or released with any status but dishonorable, including their eligible person.
- ii. Non-Covered Person is an individual who does not meet the definition of a veteran or an eligible person of a veteran.

3. Services to Unemployment Insurance (UI) Claimants

In accordance with the Wagner-Peyser Act, as part of the one-stop delivery system, the ES team must provide reemployment services to all UI claimants for whom such services are required as a condition for receipt of UI benefits. Services as described in Section A.5.d of this chapter, must be made available and provided appropriate to the needs of UI claimants who are referred to reemployment services under any federal or State UI law, pursuant to [20 CFR 652.209](#).

a. Work Test Requirements

- i. Pursuant to [20 CFR 652.210\(a\)](#), Arizona UI laws and rules require UI claimants to register with ES and search for work in order to fulfill UI work test requirements. (See [Work Search and Your Eligibility for Unemployment Benefits](#).)
- ii. Pursuant to [20 CFR 652.210\(b\)](#), ES staff must ensure that:
 - a) UI claimants receive the full range of labor exchange services available under the Wagner-Peyser Act that are necessary and appropriate to facilitate their earliest return to work, including career services specified in [20 CFR 652.206](#) and listed in sec.134(c)(2)A) of WIOA;
 - b) UI claimants requiring assistance in seeking work receive the necessary guidance and counseling to ensure they make a meaningful and realistic work search; and
 - c) UI program staff are provided information about UI claimants' ability or availability for work, or the suitability of work offered to them pursuant to [20 CFR 652.210](#).

b. UI Meaningful Assistance

- i. ES staff must provide meaningful assistance to help individuals navigate the claims filing process and provide general information on the individual's responsibilities as a claimant.
- ii. ES staff must not make determinations of UI eligibility. ES staff must not answer questions, provide advice or make decisions that could affect an individual's eligibility. Individuals with questions or concerns about their UI eligibility or claims must be directed to the Arizona UI Call Center.

c. Reemployment Services and Eligibility Assessment

- i. The Reemployment Services and Eligibility Assessment (RESEA) program provides claimants identified as most likely to exhaust their benefits, and veterans receiving Unemployment Compensation for Ex-Servicemembers (UCX), with services that may help them return to work more quickly.
- ii. The ES team must provide one of the following services, in addition to the mandatory services that are automatically scheduled. Services will be recorded in the system of record enrollment notes page (via the RES/RESEA Enrollment Details screen):
 - a) Job Search and Placement Assistance
 - b) Referral to WIOA Title I-B Service
 - c) Customized Resume Assistance (resume review).
- iii. For additional information, please see the RESEA Policy.

4. Services for Migrant and Seasonal Farmworkers

ES staff at local ARIZONA@WORK job centers offer MSFWs the full range of career and supportive services, benefits and protections, and job and training referral services as are provided to non-MSFWs, so that MSFWs are reasonably able to participate in the ES, pursuant to [20 CFR 653.101](#). For additional information, please see the MSFW Policy Manual.

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GLOSSARY

- I. This chapter contains acronyms and definitions used throughout the ES Program Policy Manual.

A. Acronyms

Acronym	Definition
DEERS	DES Division of Employment and Rehabilitation Services
DES	Arizona Department of Economic Security
DVOP	Disabled Veterans Outreach Program
ES	Employment Service
JVSG	Jobs for Veterans State Grant
MSFW	Migrant and Seasonal Farmworker
RESEA	Reemployment Services and Eligibility Assessment
UCX	Unemployment Compensation for EX-Servicemembers
WIOA	Workforce Innovation and Opportunity Act

B. Definitions

Term	Definition
Staff-Assisted Services	Services that are provided with the help of an Employment Counselor or team member supporting Employment Service.