

TRANSFER OF A WIOA TITLE I-B ADULT, DISLOCATED WORKER, AND YOUTH PROGRAM PARTICIPANT TO ANOTHER LOCAL WORKFORCE DEVELOPMENT AREA

- I. If a participant requests to be transferred to a WIOA Title I-B program in another local workforce development area (LWDA) because of relocation or any other reason, service provider staff from both areas (transferring and receiving) must exercise due diligence to assist the participant as follows:
 - A. The transferring service provider must explain the transfer process to the participant, including any potential interruption in services as a result of the transfer.
 - B. The transferring service provider must contact the receiving service provider to advise that the participant requests a transfer to the receiving LWDA's Adult, Dislocated Worker or Youth program.
 - C. If the receiving service provider agrees to the transfer, the service provider where the participant is currently enrolled must do the following:
 - 1. Submit the Arizona Job Connection (AJC) Update form to DES Division of Employment and Rehabilitation Services (DERS) Information Technology (IT) email at ea-wioa@azdes.gov, and copy the case manager at the receiving LWDA;
 - 2. Identify the office and case manager who will be working with the participant at the receiving LWDA on the Arizona Job Connection (AJC) Update form;
 - 3. Ensure that the case file is up-to-date: case notes are current, applicable data validation documents have been uploaded to AJC, and there has been contact with the participant within 15 days prior to the transfer of the case.
 - a. The services under the AJC system Services and Training plan should have an actual end date added to the services that were provided by the LWDA so the receiving LWDA can open the services they will be providing.
 - D. The receiving service provider must ensure a thorough review of the case, including its case notes.
 - E. However, if the receiving service provider does not agree to the transfer, it must provide justification for rejecting the transfer.
 - F. If a rejection occurs, the current service provider may not proceed with the transfer and must provide counseling to identify other options available to the participant.

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- II. The participant will be included in the performance accountability measures in the LWDA where the participant is receiving services. Therefore, after a successful case transfer, the participant will be included only in the receiving LWDA's performance.