



**WORKFORCE INNOVATION AND  
OPPORTUNITY ACT POLICY  
MANUAL**

**CHAPTER 2 - SECTION 100**

**SUBJECT: ADULT & DISLOCATED WORKER PROGRAMS**

**Note: The federal regulations governing these programs are still in draft form. These policies will be revised as needed when final federal regulations are issued and pending state board approval.**

**100 BACKGROUND AND PURPOSE**

This section provides policy and procedures for the Local Workforce Development Areas (LWDAs) to use when determining eligibility and providing services governed by the Workforce Innovation and Opportunity Act (WIOA) for both Adult and Dislocated Worker clients.

References: Workforce Innovation and Opportunity Act (WIOA) of 2013 (P.L. 113-128), Notice of Proposed Rulemaking 20 CFR 678.430, 20 CFR 680, Training and Employment Guidance Letters (TEGLs) 17-05, 15-10, and 03-15, Section 3 of the Military Selective Service Act, as amended at 50 U.S.C. Appendix 453.

**101 ADULT AND DISLOCATED WORKER PROGRAMS**

The WIOA Title IB 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 IB Dislocated Worker (DW) program provides services to individuals who have been terminated, laid off, or have received notice of termination or layoff, from employment generally due to plant closures or downsizing. Self-employed individuals who are unemployed due to general economic conditions and individuals who meet the WIOA definition of a displaced homemaker may also be eligible for services.

**102 WIOA ADULT PROGRAM PRIORITY OF SERVICE**

Prior to providing any individualized career or training services, LWDAs must determine priority of service for all individuals in the WIOA Adult program.

## **.01 WIOA Priority Groups**

Priority of service is to be determined, in order, by the following priority groups:

- A. A veteran or an eligible spouse of a veteran who:
  - 1. Is currently receiving public assistance, or has received public assistance in the last 6 months,
  - 2. Is low-income, as defined in [Section 101.02\(A\)](#), or
  - 3. Is basic skills deficient, as defined in [Section 101.02\(B\)](#).
- B. A non-veteran who:
  - 1. Is currently receiving public assistance, or has received public assistance in the last 6 months,
  - 2. Is low-income, as defined in Section [102.02\(A\)](#), or
  - 3. Is basic skills deficient, as defined in Section [102.02\(B\)](#).
- C. A veteran or an eligible spouse of a veteran who is not included in WIOA priority groups identified in 102.01(A)(1) or (A)(2) above.
- D. A non-veteran who is not included in WIOA priority groups identified in 102.01(A)(1) or (A)(2) above.

LWDAs may not establish policies that undermine WIOAs focus on providing services to targeted priority of service populations. LWDAs must not set a percentage of funds that will be used to serve priority populations. The priority of service provision in WIOA applies to all Adult program formula funds for individualized career and training activities.

Local area policy must clearly state how LWDAs serve adults who do not meet priority of service criteria and how this information is tracked.

## **.02 WIOA Adult Priority of Service Criteria**

The criteria that an adult must meet to be considered for priority of service include low-income status or basic skills deficiency.

- A. An adult is low-income when he or she is:
  - 1. Currently receiving or has received public assistance in the last six months, either solely or as a member of a family;
  - 2. A member of a family whose total family income does not exceed the higher of either the poverty line or 70 percent of the Lower Living Standard (LLSIL);
  - 3. A homeless individual, as defined in 42 U.S.C. 14043e-2(6) of the Violence Against Women Act of 1994, or 42 U.S.C. 11434a(2) of the McKinney-Vento Homeless Assistance Act; or
  - 4. An individual with a disability whose own income meets the income requirement in Section 104.02(A)(2), but is a member of a family whose income does not meet this requirement.
  
- B. An adult is basic skills deficient when he or she is unable to:
  - 1. Compute or solve problems; or
  - 2. Read, write, or speak English at a level necessary to function on the job, in his or her family, or in society.

## **.03 Documenting Low-Income Status for Priority of Service**

LWDA staff must properly document low-income status when an adult is enrolled in the WIOA Adult program and meets any one criterion in [Section 102.02](#). All attempts to gather this information, including calls, letters, and e-mail messages to the participant must be documented in AJC Case Notes.

- A. Documentation related to income verification as outlined on the *WIOA Eligibility and Verification Checklist* (Exhibit 100A) must be

collected and uploaded into AJC. Uploading documentation into AJC is a new process and is still being phased in by LWDA's. Until further guidance is provided, LWDA's must retain original documentation in each participant's program file.

- B. Low-income documentation for priority of service must be collected. Acceptable forms of documentation may be found on the *WIOA Eligibility & Verification Checklist* (Exhibit 100A).
- C. Military earnings are not included when calculating income for veterans or transitioning service members for priority of service.
- D. LWDA staff must request medical documentation for program eligibility determination when an individual with a disability requests accommodations or the individual is counted as a family of one. All medical information must be kept in a sealed confidential envelope separate from the files of eligible applicants, registrants, and participants.

When an individual with a disability does not want to provide medical documentation to substantiate a disability, the individual must not be counted as a person with a disability.

- E. When a verification document cannot be obtained, the *WIOA Applicant Statement* (WIA-1027) may be accepted *only* as a last resort. The form must contain the signatures of the participant and a witness. Every attempt used to gather information for verification must be documented in AJC Case Notes. The *WIOA Applicant Statement* (WIA-1027) must be uploaded into AJC.
- F. LWDA staff may verify Social Security benefits through [Social Security Consent-Based SSN Verification Services](#). Fees associated with this verification are an allowable cost under WIOA Adult program funds and can be paid by the LWDA. Applicants must not be charged for this verification.
- G. Individuals who are recipients of Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), or Refugee Cash Assistance (RCA) may automatically be income eligible and require

no further income verification if the individual provides acceptable documentation.

1. SNAP documentation must be current and indicate the individual is receiving, or is a member of a family who is receiving or has received in the past six months, SNAP payments at the time of application to the WIOA program.
2. TANF documentation must be current and indicate the individual is receiving, or is a member of a family who is receiving or has received in the past six months, TANF payments at the time of application to the WIOA Adult program.
3. SSI documentation must be current and indicate the individual is receiving, or has received SSI in the past six months and indicate that payments were made to a single recipient. The individual applying to WIOA must be the recipient at the time of application to a WIOA program in order to be considered as a family of one.
4. RCA documentation must be current and indicate the individual is receiving, or has received RCA in the past six months and indicate that payments were made to a single recipient. The individual applying to the WIOA Adult program must be the recipient at the time of application to a WIOA program in order to be considered as receiving public assistance.

### **103 PROGRAM ELIGIBILITY**

Adults must meet eligibility requirements in order to receive WIOA individualized career and training services in the WIOA Adult program. LWDAs must ensure priority of service is provided to recipients of public assistance, other low-income individuals, and adults who are basic skills deficient.

Dislocated workers, who are unemployed through no fault of their own or who have received an official layoff notice, must meet basic eligibility requirements in order to receive WIOA individualized career and training services in the WIOA DW program.

## .01 WIOA Adult Eligibility

An individual is eligible for the WIOA Adult program when he or she:

1. Is 18 years of age or older;
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 LWDA 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 SSS 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 <https://www.sss.gov/Registration-Info/Who-Registration>.
  - d. Selective Service registration can be verified online at <https://www.sss.gov/Home/Verification>. 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 LWDA with a Status Information Letter. A male must complete a *Status Information Letter Request* form, which can be found

at <https://www.sss.gov/Portals/0/PDFs/Status.pdf>.

When he receives the Status Information Letter from Selective Service, he must provide the documentation to the LWDA and the form must be uploaded into AJC.

- f. The LWDA 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 Adult or DW program services if he can establish by a preponderance of evidence, which he presents to the LWDA, that his failure to register was not knowing and willful.
- g. LWDA's are responsible for evaluating the evidence presented by the individual and determining whether a male's failure to register was knowing and willful. LWDA staff must enter AJC Case Notes documenting the evaluation of evidence.
- h. When the LWDA determines that a male's failure to register was knowing and willful, WIOA services must be denied and the reason for the decision must be entered into AJC Case Notes. Individuals denied services must be advised of available WIOA grievance procedures.

## **.02 WIOA Dislocated Worker Eligibility**

Eligibility of a dislocated worker is determined at the time of enrollment. This determination remains intact for the period of participation in the Dislocated Worker (DW) program.

A dislocated worker is an eligible adult (see [Section 103.01](#)) who meets one of the following four categories.

- A. Category I includes an individual, including recently separated U.S. veterans within 48 months after discharge or release from active

duty, who has been terminated or laid off, or has received a notice of termination or layoff from employment; and

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 LWDA), 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. 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 occupation to qualified job seekers, as determined by the LWDA;
  - 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 from the date of plant closure or substantial layoff;
  - 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.

- g. The separating service member is separating from the Armed Forces with a discharge that is anything other than dishonorable who qualifies for dislocated worker activities when he or she:
  - i. Has received a notice of separation, a DD-214 from the Department of Defense, or other documentation showing a separation or imminent separation from the Armed Forces to satisfy the termination or layoff part of the dislocated worker eligibility criteria in WIOA sec. 3(15)(A)(i);
  - ii. Qualifies for the dislocated worker eligibility criteria on eligibility for or exhaustion of unemployment compensation in WIOA sec. 3(15)(A)(ii)(I) or (II); and
  - iii. Meets the dislocated worker eligibility criteria that the individual is unlikely to return to a previous industry or occupation in WIOA Section 3(15)(A)(iii).

B. Category II includes an individual who:

- 1. Has been terminated 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; or
- 2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
- 3. For purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

C. Category III includes an individual who was self-employed (including employment as a farmer, rancher, or fisherman) but is unemployed as a result of general economic conditions in the

community in which the individual resides or because of natural disasters.

D. Category IV includes an individual who:

1. Is a displaced homemaker (an individual who has been providing unpaid services to family members in the home);
2. Is the spouse of a member of the Armed Forces on active duty, as defined in U.S.C. Title 10 Section 101 (d) (1), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
3. Is the spouse of a member of the Armed Forces on active duty, or who has been discharged from the military, and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

### **.03 WIOA Dislocated Worker Verification of Layoff or Termination**

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.

When gathering verification documentation becomes a hardship, the LWDA may accept the *WIOA Title IB Applicant Statement* (WIA-1027A).

A list of acceptable documentation that satisfies verification requirements for veterans and spouses of veterans can be found in the *WIOA Title IB Eligibility Checklist* (WIA-1027B).

## **104 SERVICES FOR ADULTS AND DISLOCATED WORKERS**

WIOA establishes two levels of employment and training services for adults and dislocated workers: career services and training services.

### **.01 Career Services**

Career services for eligible adults and DWs must be available in the one-stop delivery system in each LWDA. There are three types of career services, which include basic career services, individualized career services, and follow-up services.

A. Basic Career Services

Basic career services must be made available to all adults and DWs accessing the one-stop delivery system in each LWDA; however, not all individuals will receive all services. When an adult or DW receives a basic career service that requires significant staff assistance, he or she must be enrolled in either the WIOA Adult or DW program. Basic career services must include:

1. Determination of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
2. Outreach, intake (including identification of unemployment insurance claimants likely to exhaust benefits through the state's Reemployment and Eligibility Assessment program), and orientation to information and other services available through the One-Stop system;
3. Initial assessment of skill levels to determine literacy, numeracy, and English language proficiency, as well as other assessment tools to determine aptitudes, abilities (including skills gaps), and support service needs as determined by the LWDA;
4. Labor exchange services, including job search, placement assistance and career counseling, when needed. This includes providing information on nontraditional employment and in-demand industry sectors and occupations;
5. Provision of referrals to and coordination of activities with other programs and services. This includes co-enrollments in more than one program. The LWDA must collaborate and work closely with partner programs to address the needs of these co-enrolled customers;
6. Provision of workforce and labor market information, including information relating to local, regional, and national labor market areas, such as:

- a. Job vacancy listings in labor market areas,
  - b. Information on job skills necessary to obtain the vacant jobs listed, and
  - c. Information relating to local occupations in demand and their earnings, skills requirements, and opportunities for advancement;
7. Provision of performance information and program cost information on eligible providers of training services by program and provider type;
  8. Provision of information regarding how the LWDA is performing on local performance accountability measures, as well as any additional performance information related to the One-Stop system;
  9. Provision of information and appropriate referrals to supportive services or assistance, including, but not limited to:
    - a. Child care,
    - b. Child support services,
    - c. Medical assistance through the Arizona Health Care Cost Containment System (AHCCCS),
    - d. Benefits through the SNAP,
    - e. Assistance through the TANF program and other support services and transportation provided through TANF,
    - f. Assistance through the earned income tax credit, and
    - g. Housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD);

10. Provision of information regarding filing claims for unemployment insurance benefits, including meaningful assistance to individuals seeking assistance in filing a claim; and
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

B. Individualized Career Services

Individualized career services must be made available to eligible adults and DWs accessing the one-stop delivery system in each LWDA when a LWDA determines additional services beyond basic career services are required to obtain or retain employment; however, not all individuals will receive all services. Adults and DWs must be enrolled in order to receive individualized career services, and LWDA must collect documentation for priority of service for adults enrolled in the WIOA Adult program.

Individualized career services must include:

1. Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include diagnostic testing, to include basic skills assessments tests approved by the U.S. Department of Education (DOE) identified at 80 FR 48304-48306, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals, and the use of other specialized assessment tools, as determined by the LWDA.

When LWDA decide not to provide comprehensive and specialized assessments for individuals who have college degrees, LWDA policy must clearly define the reason(s) to not provide specialized assessments and how the LWDA determines these clients do not require further testing;

2. Development of an Individual Employment Plan (IEP) to identify the employment goals, appropriate achievement objectives, associated strategies, and appropriate combination of services for the participant to achieve his or

her employment goals, including information about eligible training providers and programs from the Eligible Training Provider List (ETPL). All services provided to a client must be entered on the IEP and Case Notes in Arizona Job Connection (AJC), and must be updated whenever there is a change made;

3. Group and/or individual counseling and mentoring;
4. Career planning and case management;
5. Short-term pre-vocational services to prepare individuals for unsubsidized employment or training. In some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services;
6. Internships and Work Experiences (WEX) linked to careers;
7. Workforce preparation activities that help an individual acquire a combination of basic skill necessary for the successful transition into and completion of postsecondary education, training, or employment;
8. Financial literacy services;
9. Out-of-area job search assistance and relocation assistance; and
10. English language acquisition and integrated education and training programs.

C. Follow-up Services

Follow-up services are provided to clients who have obtained unsubsidized employment and exit the WIOA Adult or DW program to promote job retention, wage gains, and career progress.

1. Follow-up services vary and are determined on a case-by-case basis. The LWDA may provide follow-up services to other individuals who exit the program who have not

obtained unsubsidized employment per local area policy.  
Follow-up services may include:

- a. Additional career planning and counseling;
  - b. Contact with the participant's employer, including assistance with work related problems that may arise;
  - c. Peer support groups;
  - d. Information pertaining to additional educational opportunities; and
  - e. Referral to supportive services available in the participant's community.
2. Follow-up services must be made available to clients who exit the WIOA Adult or DW program into unsubsidized employment for a minimum of 12 months following the first day of exit. Follow-up services do not extend the date of exit in performance reporting.
  3. Adult or DW program clients may decline follow-up services if they so choose.
  4. The participant's case file notes must contain documentation substantiating that follow-up services were offered. This may include, but is not limited to, a letter, an e-mail, or case notes based on a telephone or face-to-face conversation.
  5. A minimum of three attempts must be made to contact the individual to offer follow-up services.
  6. Re-enrollment into WIOA Adult or DW program is required when it becomes necessary during the follow-up period to utilize WIOA services beyond those available in follow-up services.
  7. Supportive services, with the exception of needs-related payments, may be provided as a follow-up service.

## **.02 Training Services**

Training services are available to assist individuals in gaining the skills and knowledge to obtain and retain employment. Training is administered by public and private sector employers, as well as institutions of higher education, registered apprenticeships, and other public and private providers of programs of training services. The training must be directly linked to the employment opportunities in either the LWDA in which the participant resides or in another local area where the participant is willing to relocate. For more information on training services, please see the Training Service Policy, Section 500.

## **105 REGISTRATION, ENROLLMENT, AND DATA ENTRY**

WIOA addresses an important distinction between registration and enrollment.

- A. Registration in AJC must occur when an individual is seeking only information or self-services, with minimal assistance from staff. A registration in AJC occurs when an individual creates an account that includes complete data demographics and work history. However, documentation or verification of income is not required.
- B. Enrollment into either the Adult or DW program must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information. The program enrollment will depend on the participant's eligibility (see [Section 103](#)). It is not acceptable to delay registration or enrollment in AJC until individualized career services or training services are provided or determined necessary. LWDA's must verify income-related documents for adults receiving individualized career or training services. Verification of income-related documents is not required for basic career services.
  1. Enrollments are pending in AJC until they are approved by designated LWDA staff. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.
  2. Pending enrollments that have not been approved within 30 calendar days are considered not enrolled and LWDA's must

re-determine eligibility for the participant's respective program. This includes collecting new/updated verification documentation for eligibility determination. LWDAs must develop local policies that address timely entry of enrollments and run the WIA No Participation report to monitor the timeliness of the pending client record.

- C. Until reporting systems are in place to report career services, LWDAs must report basic career services as core services, and individualized career services as intensive services. Further guidance on reporting transition will be provided as it becomes available.
- D. Transactions relating to WIOA Adult and DW program-provided activities and services must be entered or updated in AJC within 15 calendar days from the date an activity or service is provided.
- E. LWDAs must run the AJC Report 8 – Case Manager Reports/Local Workforce Area – on a monthly basis to ensure timely follow-ups and accurate data recording.

## **106 CO-ENROLLMENT**

Co-enrollment occurs when a participant is simultaneously enrolled in more than one employment and training program. The LWDA 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.

Programs that WIOA may have co-enrollments with include:

- A. Migrant Seasonal Farmworker (MSFW)

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

- B. 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.

C. 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.

D. Trade Adjustment Assistance (TAA)

Individuals who are dislocated from an employer that is certified for TAA must be co-enrolled in the WIOA DW program.

E. 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. These programs are still being developed and further guidance will be provided as it becomes available.

F. Other employment related programs.

Additionally, youth who have continued to be co-enrolled in WIOA Adult or DW programs or who have been adopted and are now adults must remain eligible for WIOA Adult or DW services and do not require re-determination of eligibility.

## **107 PROGRAM EXITS**

Clients who have not received a service funded by the WIOA Adult or Dislocated Worker program or a partner program for 90 consecutive calendar days and is not scheduled for future services is considered to have exited the program.

A. Program Exit Requirements

The date of exit is the last date a service was provided to a participant. An exit may occur sooner than 90 days if LWDA staff know the participant will not be receiving any additional active services funded by the program or partner program.

1. When LWDA staff is aware a participant will no longer participate in either the WIOA Adult or DW program, LWDA

staff may manually exit the individual by exiting all services with the date they want the participant to exit for the following reasons:

- a. Deceased – participant died during participation in either the WIOA Adult or Dislocated Worker program;
- b. Institutionalized – participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain institutionalized for at least 90 days;
- c. Health/Medical – participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in a WIOA program. *This does not include temporary conditions expected to last for less than 90 days;*
- d. Family Care – participant is responsible for the care of a family member that is expected to last for more than 90 days;
- e. Reservists Called to Active Duty – participant who is in the military reserves and has been called to active duty, which prevents continued participation in either the WIOA Adult or DW program;
- f. Employed – participant is placed in employment after participation in either the WIOA Adult or DW program, including entry into Peace Corps, Volunteers in Service to America (VISTA), AmeriCorps and other National Service programs funded by the Federal Corporation for National and Community Service under the National and Community Service Trust Act of 1993;
- g. Self-Employed – participant becomes self-employed in a full-time, permanent job that pays a wage defined by the LWDB as self-sufficient;

- h. Voluntary Exit – participant elects to no longer continue participation in either the WIOA Adult or DW program;
  - i. Involuntary Exit – participant refuses to comply with WIOA program requirements, per LWDA policy;
  - j. Found Ineligible After Registration – participant is determined ineligible to participate in either the WIOA Adult or DW program;
  - k. Apprenticeship – participant enters a qualified apprenticeship program while enrolled in either the WIOA Adult or DW program; and
  - l. Military – participant enlists and reports for active duty while enrolled in either the WIOA Adult or DW program.
2. When a participant receives services from multiple programs, the most recent service end date is the date of exit. Follow-up services provided to clients do not extend the exit date.

## B. Gaps in Service

A participant in the WIOA Adult or DW program may be placed in a “gap in service” when a situation arises that will temporarily prevent program participation for greater than 90 consecutive calendar days. The gap in service will provide time for clients to address barriers to continued participation without exiting the program.

- 1. A gap in service extends a participant’s exit date for 90 calendar days from the time he or she is placed into the gap. The gap in service must be related to:
  - a. A delay before the beginning of training;
  - b. A health/medical condition, or providing care for a family member with a health/medical condition; or

- c. A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.
- 2. A gap in service may be extended for an additional 90 consecutive calendar days (for a total of 180 consecutive calendar days) to resolve the issue that is preventing a participant from completing program services. The extended gap in service must be related to:
  - a. A health/medical condition, or providing care for a family member with a health/medical condition; or
  - b. A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.
- 3. All gaps in service must be referenced in case notes detailing the reason for the gap in service.