



WORKFORCE INNOVATION AND OPPORTUNITY ACT POLICY MANUAL	CHAPTER 2 - SECTION 100
SUBJECT: ADULT & DISLOCATED WORKER PROGRAMS	

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), WIOA Final Rules 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 through no fault of their own, 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

LWDAs must observe the priority of service provision for all Adult program formula funds for individualized career and training activities.

.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 six months,
 - 2. Is low-income, as defined in [Section 102.03\(A\)](#), or
 - 3. Is basic skills deficient, as defined in [Section 102.03\(B\)](#).
 - 4. Eligible Spouse means the spouse of any of the following:
 - a. A person who died of a service-connected disability.
 - b. Any member of the Armed Forces serving on active duty who at the time of application for the priority is listed, as one of the following;
 - i. Missing in action;
 - ii. Captured in line of duty by hostile force;
 - iii. Forcibly detained or interned in line of duty by foreign government or power;
 - c. Any veteran who has a total disability resulting from a service-connected disability.
 - d. Any veteran who died while a disability as evaluated was in existence.
- 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 [102.03\(A\)](#), or
 - 3. Is basic skills deficient, as defined in Section [102.03\(B\)](#).
- C. A veteran or an eligible spouse of a veteran who is not included in WIOA priority groups identified in 102.03(A) or 102.03(B) below.

- D. A non-veteran who is not included in WIOA priority groups identified in 102.03(A) or 102.03(B) below.

.02 LWDA Priority of Service Policy

LWDAs must develop policy which describes how this priority of service will be applied.

- A. This policy may include the:
 - 1. Availability of other funds for providing employment and training-related services in the local area;
 - 2. Needs of the specific groups in the local area; and
 - 3. Other appropriate factors.
- B. 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
- C. LWDAs may establish a process that gives priority to other individuals eligible to receive such services, provided that it is consistent with priority of services to veterans and the other targeted priority of services groups listed above.
- D. Local area policy must clearly state how LWDAs serve adults who do not meet priority of service criteria and how this information is tracked.

.03 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. Is unable to read, write, or speak English at a level necessary to function on the job, in his or her family, or in society.

.04 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 102.03. 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. The *WIOA Applicant Statement* (WIOA- 1027) may only be used as verification when listed as an acceptable document for eligibility criteria on the *WIOA Title I-B Eligibility Checklist* (Exhibit 100A), as such the participant' s social security number, citizenship/ right to work, Selective Service registration, date of birth must not be verified using the *WIOA Title I-B Applicant Statement* (WIA-1027).
- 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.

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.

There are no geographical boundaries in providing services to individuals in any WIOA program. Individuals may apply for services at any ARIZONA@WORK Job

Center in Arizona. LWDA's may not create policies that prohibit serving individuals who live outside their local area.

.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 18th and 26th birthdays. Registration with SSS can occur within 30 days of a male's 18th birthday and prior to attaining his 26th 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 26th

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 may be uploaded into AJC. If documentation is not uploaded into AJC, the documentation must be kept in the participant's program file.

- 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 (non-retiree), including recently separated U.S. veterans within 48 months after discharge or release from active duty, who has been terminated through no fault of their own 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).

Note: Veterans do not automatically qualify as dislocated workers under this category. Only recently separated service members who have been released within the past 48 months from active military, naval or air duty, and service members who have an imminent separation date. Veterans who are voluntarily retiring from the military are not eligible as Dislocated Workers. However, Veterans who are “forced to retire” by the military (within the past 48 months or have imminent separation date) are

considered to be terminated at no fault of their own and must meet the other requirements for Category I Dislocated Worker to be eligible.

- h. Reemployment Services and Eligibility Assessment (RESEA) eligibility is not an automatic qualifier for the Dislocated Worker program.

B. Category II 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); 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. 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 LWDA.

.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).

The term “terminated” does not include workers who were terminated for cause, left voluntarily, or voluntarily retired. The status of an individual must be determined prior to providing services.

- A. If an individual is fired for cause by their employer or quits their job they are not considered to be terminated at no fault of their own.
- B. Individuals who accept early “forced” retirement as a part of reduction in workforce are considered terminated at “no fault of their own” and must meet other Dislocated Worker eligibility requirements.

- C . A termination is a permanent situation, where the employer does not plan on rehiring the individual. If an employee is issued a written notice of termination with a possibility of a recall at some future date, the individual is not eligible. However, a layoff notice for a period of twenty-six or more weeks is considered terminated for the purposes of determining eligibility.
- D. Individuals who are likely to remain with the employer through the layoff, or those who are retiring and leaving the workforce instead of seeking new employment, are not considered dislocated workers,

.04 Interim Employment

An otherwise eligible dislocated worker remains eligible if, prior or during participation in the dislocated worker program, interim employment is obtained for the purpose of income maintenance. Interim employment is defined as employment that is accepted by the individual for the purpose of transitory income prior to participation in individualized career services or training services with the intention of ending such employment at the completion of the individualized career services or training services. Earnings from Interim employment must not be more than:

- A. 80 % of their wages at the date of dislocation; or
- B. The self-sufficiency threshold established by the LWDA.

Documents uploaded into AJC must show why the individual's current employment is considered interim employment. If documentation is not uploaded into AJC, the documentation must be retained in the participant's program file.

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 Service and Eligibility Assessment program), and orientation to information and other services available through the One-Stop system. LWDA's must provide individuals the webpage link to apply for Temporary Assistance for Needy Families part of this service, as appropriate. Individuals may apply online at <https://des.az.gov/services/basic-needs/financial-support/cash-assistance>;
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;
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, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs. 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, in usable and understandable format and languages, about 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, in usable and understandable format and languages, about the availability of supportive services or other programs that provide assistance and appropriate referrals to those services and programs including, but not limited to:
 - a. Child care,
 - b. Child support services,
 - c. Medical and child health assistance (KidsCare-Arizona's Children's Health Insurance Program

(CHIP) through the Arizona Health Care Cost Containment System (AHCCCS),

- d. Benefits through the SNAP Program,
 - e. Assistance through the TANF program and other support services and transportation provided through TANF,
 - f. Assistance through the earned income tax credit;
 - g. Housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and
 - h. Other Supportive Services, including transportation.
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 LWDAs 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 assessment tests approved by the U.S. Department of Education (DOE) identified at 80 FR 48304-48306, such as the Test for Adult Basic Education (TABE 9/10) 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's 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.

Comprehensive and specialized assessment of skills levels must be provided prior to other individualized career services and training services as the results are used to confirm if an individual is Basic Skills deficient, which in turn is used to determine the participant's priority of service. Once the comprehensive assessment has been completed, other individualized career services and training services may be provided.

2. Development of an Individual Employment Plan (IEP), which is an ongoing strategy 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;
5. Case management;

6. Short-term pre-vocational services, including development of learning skills, communication skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. In some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services;
7. Internships and Work Experiences (WEX) linked to careers.
 - a. An internship or work experience is a planned learning experience that takes place in a workplace for a limited period of time. Internships and work experiences can be paid or unpaid;
 - b. Labor standards apply to internships and work experiences where there is an employee/ employer relationship, as defined by the Fair Labor Standards Act;
 - c. Transitional jobs are a type of work experience that is wage-paid and subsidized for those individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, as determined by the LWDA. These jobs are designed to enable an individual to establish a work history, demonstrate work success in an employer-employee relationship, and to develop skills that lead to unsubsidized employment.
 - d. LWDA's may use up to 10 percent of their combined total adult and dislocated worker allocations for transitional jobs.
 - e. Transitional jobs must be combined with comprehensive career services and supportive services.
8. 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;

9. Financial literacy services;
10. Out-of-area job search assistance and relocation assistance;
and
11. 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 employment. 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 must not be provided after the WIOA Title I-B Adult or Dislocated Worker program participant exits the program, if the individual is need of supportive services the individual must be re-enrolled in the WIOA Title I-B Adult or Dislocated Worker Program. Supportive services, with exception needs-related payments, may be provided as a follow-up service for WIOA Title I-B youth participants.

.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. A registration in AJC occurs when an adult or dislocated worker creates an account that includes complete data demographics and work history. However, documentation or verification of income is not required.
- B. Registration in AJC must occur when an adult or dislocated worker has taken action that demonstrates an intent to use program services and who meets specific reporting criteria for the program, including adults or dislocated workers who:

- 1. Provide identifying information;
- 2. Use the self-service system;
 - a. The self-service system includes adults and dislocated workers who independently access any workforce development system program's information either in a physical location, such as a One-stop 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 or DW 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 either the Adult or Dislocated Worker 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 promptly and accurately to ensure expediency of services.
 - 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. LWDA's 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.
- D. Until reporting systems are in place to report career services, LWDA's 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.
- E. Transactions relating to WIOA Adult and DW program-provided activities and services must be entered or updated in AJC promptly and accurately to ensure expediency of services.

- F. LWDA 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.
- G. For Arizona Address Confidentiality Program (ACP) participants, LWDA must accept and use the substitute address in AJC and in all other documents that contain the participant’s address. The Secretary of State’s ACP is a program that helps victims of domestic violence, sexual offenses, and/ or stalking. The Secretary of State’s ACP Office issues a substitute address to be used instead of the person’s home, work, and school address. The Secretary of State’s ACP office accepts all first class, registered and election mail for the participant and forwards to her/ his real address at no cost. LWDA 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 LWDA must make a copy of the ACP authorization card for the WIOA Title I-B participant’s file.

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 Title I-B Adult and Dislocated Worker Program 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.

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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 are not scheduled for future services are 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. Case notes in AJC must include the reason for exit and documentation may be uploaded into AJC. If the documentation is

not uploaded into AJC, the documentation must be retained in the participant's program file.

1. The participant will not be counted in performance if they exit the program for any of 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. Entered into Active Military duty-participant who is a reservist and has been called to active duty or participant enlists and reports for active duty which prevents participation in WIOA Title I-B Youth program; or
 - e. Found Ineligible After Registration – participant is determined ineligible to participate 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.
3. If an individual retires, retirement must be recorded in AJC as the reason for the exit for reporting purposes. However, individual is not excluded from the performance measures.

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. In addition to scheduling the participant for a gap in service, the participant must have an in-progress service open in the S & T plan page in AJC to extend the program participation.

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.