

## AJC System Q & A

### **Subject: Commercial Driver License**

**Date:** July 16, 2018

**Question:** Can you advise as to what the type of credential is a Commercial Driver license? How do we record it in AJC?

### **Response:**

A Commercial Driver License (CDL) is a federally-recognized credential. The CDL is issued by the Arizona Department of Transportation; therefore, it is an Occupational License as outlined in the WIOA Title I-B Policy Manual, section 512.03.B.2 (<https://des.az.gov/services/employment/workforce-innovation-and-opportunity-act/policy-and-procedure-manual-workforce>).

In AJC, Occupational Licenses may also be referred to by the following names. However, all names refer to the same type of credential:

1. Government License;
2. Occupational Licensure; and
3. Occupational Skill Licensure.

### **Subject: Providing GED Training with WIOA Title I-B Adult and Dislocated Worker Funds**

**Date:** July 12, 2018

### **Question:**

Can you add a service code for High School Equivalency (HSE)/ GED training for adult participants? Some participants only want to attend classes for HSE/ GED and are not interested in receiving other services such as Occupational Skill Training, or Work Experience, and currently Local Workforce Development Area staff does not have the ability to add HSE/ GED to the S & T plan in AJC?

### **Response:**

No, WIOA Title I-B funds must not be used to provide GED training without another type of training service. Per WIOA Final Regulation 680.350, WIOA Title I-B funds may only provide adult and literacy activities if they are provided concurrently or in combination with one or more of the following training services:

1. Occupational skill training;
2. OJT;
3. Incumbent worker training;
4. Programs that combined workplace training and related instruction, which may include cooperative education programs;
5. Training programs operated by the private sector;
6. Skill Upgrading and retraining; or
7. Entrepreneurial training.

LWDAs must use the *Adult Ed. And Literacy Activities Provided in Combo w/ Another Training Service* when providing high school equivalency training another with another type of training service listed above.

**Subject: Exits Due to the Participant Not Scheduled for Future Services**

**Date:** April 26, 2018

**Question:**

The WIOA Title I-B Adult/Dislocated Worker Policy states that clients who “are not scheduled for future services are considered to have exited the program.” Does that mean:

1. There is an open activity on the **S & T Plan** with no end date that is considered “future services”; and/ or
2. The client can have a “scheduled” activity on the **S & T Plan** for months at a time (with or without case notes for contact)?
3. How does this work with the 90 days of no services?

**Response:**

The system requires an estimated start and end date. The service is not started until there is an actual start date. Services must not be entered on the **S & T Plan** in AJC without an actual start date. Likewise, services must not be added to the **S & T Plan** with a future start date. LWDAs must not add services solely to prevent the participant from exiting the program. LWDAs must only add services to the **S & T Plan** in AJC that reflect actual services the participant received. All services are defined in the AJC Service Dictionary.

The AJC system closes enrollments as follows:

- For services that have an actual end date entered by staff that is 90 days after the last actual end date for all services, the system will exit the enrollment(s). The exit date will reflect the last actual end date entered by staff.
- If any program services do not have an actual end date, the estimated end date is used. If no service is open or provided by any program before the 90<sup>th</sup> day, the system will exit the enrollment(s) 90 days after the estimated end date.

If a participant is no longer receiving a service, LWDAs must promptly add the actual end date to the S & T plan.

**Subject: Uploading Documentation of Reason for Separation**

**Date:** April 26, 2018

**Question:**

Do we upload documentation of reason for separation showing the individual was terminated through no fault of their own, such as company closure, downsizing, lack of work etc., by selecting the **Separation** option under the **Documentation Item** in AJC?

**Response:**

Yes, documentation may be uploaded into AJC under **Separation** that shows the individual was terminated through no fault of their own.

**Subject: Highest Grade Completed Questions in AJC**

**Date:** April 17, 2018

**Question:**

How does staff answer the **Highest Grade Completed** question in AJC for an individual who did not complete high school, but obtained a High School Equivalency diploma? The dropdown menu does not include an option of GED.

**Response:**

Staff should enter the highest grade completed before he or she dropped out of school.

**Subject: Work Experience Service in AJC**

**Date:** April 16, 2018

**Question:**

*Paid and Unpaid Work Experience* is no longer on the most recent AJC Service Dictionary; however, it is still in the dropdown menu in AJC. Should we be using Paid and Unpaid Work Experience to enroll a youth this element?

**Response:**

No, Paid and Unpaid Work Experiences will be removed from AJC. Staff must use the *Internships and Work Experience* to add work experiences to the **S & T Plan** in AJC.

**Subject: Expired Documents in AJC**

**Date:** April 9, 2018

**Question:**

When a participant begins the enrollment process, and does not provide all of the required documents, the application is denied. If the participant returns to complete the enrollment process, what do we do with documents that were provided during previous enrollment process? Should these documents be deleted? Can we use documents that were previously provided that have not yet expired to enroll the participant in the WIOA Title I-B program?

**Response:**

Yes, the LWDA may use any of the documents that were previously provided if they have not expired. The LWDA only needs to request any missing documents or documents that have expired. The LWDA must not delete any documents from AJC for record retention purposes.

**Subject: Basic Skill Deficient Question in AJC**

**Date:** March 14, 2018

**Question:**

If a participant answers not the question "*Is it hard for you to read, write and answer problems*" on the **Needs and Barriers** screen in AJC, and the participant is subsequently and we determine that the participant is deficient in the 3 areas (Reading,

Math or Language), do we change the answer to this question in AJC? Or do we just select the answer based on what the customer tells us?

**Response:**

Since the participant has been tested, and was determined basic skills deficient staff must change the answer to “yes”.

**Subject: Exclusionary Exits**

**Date:** March 13, 2018

**Question:**

If a participant is exited and during his follow-up period he becomes unemployed due to medical reasons (more than 90 days) is he excluded from performance? Also, does the medical or other reasons for exit need to be at the time of the 2<sup>nd</sup> or 4<sup>th</sup> quarters or can it be anytime during follow-up? TEG# 10-16 it only states “Participants who have exited for any reason listed in Attachment 2, table A. Under the common measures the old TEG# 17-05 indicates either at the time of exit or during follow-up.

**Response:**

Participants are only excluded from performance measures for medical reason when the medical reason occurs prior to exit. TEG# 10-16 and TEG# 10-16, Change 1 supersedes TEG# 17-05.

**Subject: Measurable Skill Gain Documentation for Registered Apprenticeship Program**

**Date:** March 13, 2018

**Question:**

Would case notes be sufficient to document a participant’s attainment of a training milestone type measurable skill gain for a registered apprenticeship program?

**Response:**

WIOA Title I-B Training Services policy section 516.D requires each LWDA to define “progress” for the definition of training milestone and include acceptable documentation for training milestones in local policy.

The first step for determining what your LWDA will count as a training milestone from an employer or a training provider is for your LWDA to develop this policy, and to include your LWDA’s definition of “progress”. The policy is needed to determine how the LWDA will determine if the skill development meets the definition. The policy must also include

acceptable types of documentation. The policy and procedures may also include steps your LWDA will take to develop forms, as needed, for documenting a training milestone.

A letter of completion for the first semester from a training provider and case notes are each acceptable types of documentation that may be listed in the LWDA's policy for documentation purposes.

**Subject: Period of Unemployment Questions in AJC**

**Date:** March 13, 2018

**Question:**

What is the differences between the following questions in AJC:

1. *How many total weeks unemployed in the past 12 months?* and
2. *Long term Unemployment-Have you been unemployed for more than 27 or more consecutive weeks?*

**Response:**

*How many total weeks unemployed in the past 12 months?*, is asking for a total of time unemployed in the previous 12 months. It may be intermittent (e.g. During the last 12 months, the participant was unemployed for 8 weeks, became re-employed for 36 weeks, and was then laid off and became unemployed again for 8 weeks. For the previous 12 months, the participant was unemployed for 16 week s).

*Have you been unemployed for 27 or more consecutive weeks?*, is asking specifically for the consecutive period in the last 27 weeks the participant was unemployed. Using the same example above, the answer would be “no” because the longest consecutive period of unemployment was 8 weeks.

**Subject: Measurable Skill Gain Documentation**

**Date:** March 13, 2018

**Question:**

When a participant is in a training service that starts in one program year (PY) and ends in another PY, the date the measurable skill gain is set is the start date of the training. At the end of the PY in which the training started, staff must “result” the established measurable skill gain as of 6/30/YY.

1. Does staff record as “Set but Not Attained?” I understand that a new MSG start date for continued training aligns with the start of the new program year.

2. For a training service that crosses over program years and the MSG is attained in the 2<sup>nd</sup> year, that participant is in the denominator both program years but only in the numerator for the 2<sup>nd</sup> year. Is that correct? It will be 50% MSG for that person even though they completed their training and got their credential?

**Response:**

1. Yes, if a participant does not attain a Measurable Skill Gain (MSG) in the first year, staff would result the MSG as “set but not attained.”
2. Yes, if a participant does not attain a MSG in the first year, and achieves a MSG in the second year, the individual would be in both denominators, in the first and second year, and in the numerator for only the second year.

Ideally, the participant would achieve a MSG in both years. For example, if the participant is attending an occupational skill training resulting in an Associate’s degree, the participant may earn a training milestone the first year, and a postsecondary transcript/ report card the second year. LWDA’s have flexibility when it comes to the definition of training milestone. For this definition, LWDA’s must clearly define “progress” and include types of acceptable documentation. After the individual completes the Associates degree program, he or she would earn a federally-recognized credential. Refer to the Measurable Skill Gain Checklist, for types of MSG options for education and training programs. The Measurable Skill Gain Checklist can be found at [https://des.az.gov/sites/default/files/media/msgchecklist\\_0.pdf](https://des.az.gov/sites/default/files/media/msgchecklist_0.pdf).

**Subject: Internships and Work Experience Service in AJC**

**Date:** March 7, 2018

**Question:**

In the new AJC Service Code Dictionary (11/8/2017), *Internships and Work Experiences* is an activity available to the Youth Program but currently in AJC in the Service and Training Plan only *Summer Employment/Internship Opportunities* is available for youth participants. Can the *Summer Employment/Internship Opportunities* activity only be utilized during the summer? If so, what activity can be utilized for youth internships outside of summer?

**Response:**

No, this service is not limited to the summer months, and *Internships and Work Experience* is now a service under the Youth program in AJC.

**Subject: Date of Attainment in AJC**

**Date:** March 6, 2018

**Question:**

For the **Second Quarter Outcomes for WIOA** page in AJC. For the *Date of Attainment* question, does this mean date of employment?

**Response:**

Yes, the *Date of Attainment* is the participant's start date for his/her new job. The start date must be after the participation date for the employment to count as a placement.

**Subject: Basic Skills Deficiency and High School Graduates**

**Date:** February 14, 2018

**Question:**

Staff have been entering Individual Training Accounts (ITA) in the **Education Grants** section in AJC. We may fund up to 4 semesters of training for Apprentices and only 3 spaces are available for entering ITAs.

To make the data entry easier my recommendation is adding one entry for apprentices for \$4000, the LWDA's ITA limit. Since this may not match the actual ITA voucher amount or training budget in AJC will this be a monitoring finding? If we have to enter each ITA separately we will only be able to enter either the first 3 or last 3 ITAs issued?

**Response:**

The ITA amount added to the **Educational Grants** page in AJC must reflect the amount the LWDA agrees to pay the training provider to provide training services to the participant. This amount must not be greater than the total cost of the program listed on the Eligible Training Provider List. If the cost of the training program is more than the LWDA's ITA limit, and the LWDA agrees to pay \$4000 of the total program cost, then \$4000 would be entered in the ITA Amount field. If the Individual Employment Plan for the participant includes a second training program, the amount of the cost the LWDA agrees to pay for the second training program must be entered in the Second ITA Amount. Payments of each ITA may be tracked in the Client Budget section of AJC.

**Subject: Basic Skills Deficiency and High School Graduates**

**Date:** February 7, 2018

**Question:**

What service should be added to AJC for a High School Graduate who is Basic Skill Deficient when we assist the youth to acquire basic skills?

**Response:**

Tutoring, Study skills Training, Dropout prevention (program element #1) may be used. However, the youth service provider should not be enrolling the individual in the WIOA Title I-B Youth Program with the goal to only increase the individual's basic skills, program element #1 should be used along with the other program elements as a strategy to assist the youth in obtaining employment or a recognized postsecondary credential.

**Subject: Participant Relocation to another State**

**Date:** February 6, 2018

**Question:**

When a client moves out of state, what option should LWDA staff choose from the **Exit Detail for WIOA** page in AJC?

**Response:**

When a participant moves out of state and exits the WIOA Title I-B program, the individual is not excluded from the performance accountability measures, as moving out of state is not reason for exclusion in TEGL 10-16, attachment 2. In this case, the LWDA must not select any of the options on the **Exit Details for WIOA** drop down menu. When a participant moves out of state, the LWDA staff may include the reason for exit in case notes, to provide an explanation of why the participant did not complete the program.

**Subject: Other Reason For Exit Option in AJC**

**Date:** February, 1 2018

**Question:**

When is the Other Exit Reason Question selected on the **Exit Detail for WIOA**?

**Exit Detail for WIOA**  
Exit Detail for WIOA for Efreem Beyene  
Exit Date: 02/17/2017

Other reasons for exit

Recalled by layoff em

Yes  
 No

Other Reason for Exit

- Make Selection Below
- Institutionalized
- Health/medical
- Deceased
- Entered into active military duty
- Foster Care
- Ineligible
- Criminal Offender
- Other Reason for Exit
- Retirement

**Response:**

For WIOA Title I-B, there are no “Other Reasons for Exit” that would result in the participant being excluded from performance accountability measures other than those listed in TEGL 10-16 Attachment 2.

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_10-16\\_Attachment\\_2.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16_Attachment_2.pdf)

The “Other Reasons for Exit” option in AJC is used by the National Farmworkers Job Program, and must not be used by WIOA Title I-B staff.

**Subject: Employer Engagement and Temporary Staffing Agencies**

**Date:** February, 1 2018

**Question:**

Per Policy Broadcast PB#17-034 as part of the Employer Engagement performance staff must enter the FEIN to prove that participants were employed by the same employer during the 2<sup>nd</sup> and 4<sup>th</sup> quarters after Exit. We have several employers who do temp to hire and would show different employers by wage reporting but who are actually doing the same job. How can we report this to show continuity of employment?

**Response:**

Entering the FEIN number is now required when entering supplemental wage rate to calculate the Retention Rate, which is one of performance measures used to measure the LWDA’s effectiveness in serving employers. A participant needs to have earned

wages from the same employer in the 2<sup>nd</sup> and 4<sup>th</sup> quarters to be included in the denominator.

If a participant is first employed by a temporary staffing agency, and subsequently hired by the company that contracted with the temporary staffing agency as a permanent employee, the participant was employed by two different employers. The temporary staffing agency, and the new employer each have unique FEIN numbers. LWDAs must only add supplemental wages to AJC using the correct employer information and FEIN. The participant would only be included in the denominator if the wages are reported from the same employer in the 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit, which would depend on time periods of employment with the temporary staffing agency, and the employer who hired the participant on a permanent basis.

**Subject: Employment in the 2<sup>nd</sup> and 4<sup>th</sup> quarter after Exit**

**Date:** February, 1 2018

**Question:**

Are performance outcomes for any wages in the 2<sup>nd</sup> quarter after exit and any wages in the 4<sup>th</sup> quarter after exit or does employment have to be continuous from the point of exit to the 4<sup>th</sup> quarter after exit or from the same employer?

**Response:**

To be included in the dominator of the employment in the 2<sup>nd</sup> quarter after exit and the employment in the 4<sup>th</sup> quarter after exit performance measures, the participant must have earned wages during each quarter. Employment does not need to be continuous, and the participant does not need to work for the same employer in each quarter.

**Subject: Criminal Offender Exit Exclusion in AJC**

**Date:** February, 1 2018

**Question:**

Does the exclusion exit selection Criminal Offender follow the criteria of Institutionalized in that they would be incarcerated for 90+ days?

**Response:**

The “Criminal Offender” option in AJC is used by Title II-Programs for Corrections Education and other Institutionalized Individuals (WIOA Section 225), and must not be used by WIOA Title I-B Staff. If a WIOA Title I-B participant exits because he or she is residing in a correctional facility, and is expected to remain incarcerated for at least 90 days, the **Institutionalized** exit exclusion must be selected in AJC.

**Subject: Basic Skills and Literacy Activities Service**

**Date:** January 31, 2018

**Question:**

I am trying to enroll a youth participant into WIOA and noticed that the Basic Skills and Literacy Activities service is no longer available. The participant is enrolling in GED classes to prepare him to take the GED and raise his basic skills. Is this service coming back or is there another service that we should be utilizing in its place?

**Response:**

No, Basic Skills and Literacy Activities is no longer a service under the WIOA Title I-B Youth Program. There are three program elements that may be provided to participants that may lead to a high school equivalent or recognized equivalent. The program elements must be used as follows:

- 1) If the participant is still attending school, staff must use the Tutoring, Study Skill Training, Dropout Prevention program element; or
- 2) If the participant has already dropped out of school, staff must use the Dropout Recovery Services or Alternative Secondary School Service program elements, as appropriate. See AJC Service Dictionary for definitions <https://des.az.gov/sites/default/files/dl/WIOA-1045.pdf>.

If the GED program is being provided by Title II -Adult Education, staff must also track this service under Partner-Provided Services on the *S & T Page* in AJC.

**Subject: Adding Pell Grant Details in AJC**

**Date:** November 21, 2017

**Question:**

Where in AJC do we enter Pell Grant information? We do not find Pell Grants under Partner-Provided Services?

**Response:**

Pell Grants are considered a funding source, not a partner program, and are located in AJC within Program Registrations, under WIOA Enrollments. Pell Grant information must be entered on the Educational Grants page, rather than under Partner-Provider Services.

## Program Registrations

Employment Service	11/18/2015 - 06/28/2016 in Mesa ARIZONA@WORK office 07/07/2015 - 07/07/2015 in Mesa ARIZONA@WORK office 08/27/2014 - 08/27/2014 in Mesa ARIZONA@WORK office 09/08/2013 - 11/13/2013 in Mesa ARIZONA@WORK office 01/03/2013 - 01/08/2013 in Mesa ARIZONA@WORK office 04/02/2012 - 04/02/2012 in Mesa ARIZONA@WORK office
WIRED Initiative Grant	The client is not eligible for WG.
Workforce Innovation and Opportunity Act	Open - Admin Office office S&T Plan 02/10/2016 - 06/28/2016 in AZ@W.MC - East Valley Career Center (Gilbert) office

## WIOA Enrollments

Adult (Local Formula) 08/03/2017 - Open

## Educational Grants

No grants have been entered.

## Pell Grant

Pell Grant

Grant Begin Date:

Grant End Date:

Initial Grant Amount:

Second Grant Amount:

Third Grant Amount:

**Note:** The check box to the right of Pell Grant must also be checked to indicate the individual is receiving the Pell Grant.

**Subject: Planned Measurable Skill Gains**

**Date:** November 2, 2017

**Question:**

Are planned Measurable Skill Gains required?

**Response:**

If you are referring to the **Planned Date of Attainment** field, it is not a required field. However, we encourage you to enter the date the Measurable Skill Gain is planned to be attained which could be anytime in the program year July 1<sup>st</sup> through June 30<sup>th</sup>.

**Subject: Measurable Skill Gains and Goals in AJC**

**Date:** November 2, 2017

**Question:**

Are we supposed to add a goal for Measurable Skill Gains?

**Response:**

No, the goal questions in AJC are not related to the Measureable Skill Gains. If an individual is in an education or training program, only the Measurable Skill Gains needs to be set. However, employment and education goals must be identified as part of development of the Individual Employment Plan (IEP) and Individual Service Strategy (ISS). AJC uses the answers to the goal questions to fill in (auto-populate) the electronic IEP or ISS. There is a plan to move the goals questions to another page so that they are not on the same page as the Measurable Skill Gain questions.

**Subject: Date for Start of Measurable Skill Gain**

**Date:** November 2, 2017

**Question:**

Should the set/start date of the Measurable Skills Gains be the same as the start date of the activity? Should we change the start date of the first MSG if the date is auto-populated in AJC?

**Response:**

Yes, the start date must be the same as the start date of the activity. Staff will need to change the auto-populated date to the start date of the activity.

**Subject: Date on Documentation of MSG**

**Date:** November 2, 2017

**Question:**

Does the date of attainment have to match the date on the documentation such as progress report, certificate of completion, transcript, or other documentation?

**Response:**

Yes, the date of attainment in AJC must match the date on the documentation for the Measureable Skill Gains. Dates will be verified during the data validation process.

**Subject: Date on Documentation of Educational Functioning Level Increase**

**Date:** November 2, 2017

**Question:**

Do the dates on the Educational Functioning Level for the TABE pre and post-test have to match the dates entered in AJC?

**Response:**

Yes, the dates on the TABE Pre- and Post-tests must match the dates entered into AJC. The dates will be verified during the data validation process.

**Subject: Delayed Entry of Measurable Skill Gains until Next Program Year**

**Date:** November 2, 2017

**Question:**

If the start date of an activity is June 1, 2017 or even March 1, 2017, can we wait to enter the Measureable Skill Gains until July 1, 2017?

**Response:**

No, if the participant is in an education or training activity/service, the measurable skill gain must be set. If an individual enrolls late in the program and is in an education or training activity, the individual will be counted in the Measureable Skill Gains performance accountability measure.

**Subject: Entry of Activity Date for Measureable Skill Gains**

**Date:** November 2, 2017

**Question:**

Since July 1, 2017 is a new program year, do we have to enter the effective date of the activity? If a participant begins a new activity prior to June 1, 2017 or March 1, 2017, can we set a measurable skill gain as "Set but Not Attained" and enter the effective date as June 1, 2017 or March 1, 2017?

**Response:**

If the Measurable Skill Gains is being set for the first time, the start date of the activity is the date used in the first Measurable Skill Gains. If the Measurable Skill Gains is carried over into the next program year, the effective start date for that Measurable Skill Gains is a date in the new program year.

**Subject: Timing for Setting the Measurable Skill Gains**

**Date:** November 2, 2017

**Question:**

Can we set the MSG later in the year, such as Skills Progression and Training Milestone?

**Answer:**

Yes, the Measurable Skill Gains may be set prior to the end of the program year.

**Subject: Same Type of Measurable Skill Gains for Consecutive Program Years**

**Date:** November 2, 2017

**Question:**

AJLA has indicated that the Participant Individual Record Layout (PIRL) provided by DOL does not allow the same MSG type to be used in two consecutive program years. So if an education or training service starts in Program Year 1 and ends in another program year, you get an error message that you cannot use the same MSG type. Has this been addressed?

**Answer:**

Yes, AJLA is working on a solution to allow the same type of Measurable Skill Gains to be set in different years.

**Subject: Forklift Certification/ CPR/ First Aid Certifications**

**Date:** November 2, 2017

**Question:**

Can we count the Forklift Certification, CPR/ First Aid Certification, as a Measureable Skill Gain?

**Response:**

No, Forklift Certification, CPR/ First Aid Certification do not count as measurable skill gains. These types of certifications do not meet the definitions of Measurable Skill Gains, as defined in Policy Broadcast 17-016 Measurable Skill Gain Documentation Requirements.

**Subject: Basic Skill Deficient Youth Participants and Measurable Skill Gain**

**Date:** November 2, 2017

**Question:**

Can we get permission to use the same Measurable Skill Gain in different Program Years? Many of our WIOA youth who are basic skills deficient are in some form of remediation and this may take two program years to successfully reach. It is also a more accurate reflection of our clients meeting their goals.

**Response:**

AJLA is working on a solution to this to allow the same measurable skill gains to be set in different years.

**Subject: Client is not Participating in an Education or Training Activity and MSG**

**Date:** November 2, 2017

**Question:**

If a participant is not participating in education or training, and is only seeking employment does the measurable skill training need to be set? It looks like Measurable Skill Gain relates to training/ TABE/ secondary school only, but not employment. If all the client wants is employment and does not fall into any of these categories there will not be appropriate type of Measureable Skill Gain?

**Response:**

Yes, the measurable skill gain only needs to be set if the individual is participating in an educational or training activity. If the individual is not in an educational or training activity a MSG is not set.

**Subject: Work Experience and Measurable Skill Gain**

**Date:** November 2, 2017

**Question:**

Can we enter Work Experience activity in one of the MSG categories?

**Response:**

No, Work Experience is not a type of education or training activity so it would not trigger the measurable skill gain performance measure. It also is not a type of acceptable documentation for any of the types of measurable skill gains.

**Subject: Unsuccessful Completion of a Personnel Certification Exam**

**Date:** July 24, 2017

**Question:**

The WIOA participant enrolls in a credit-based training program that prepares students to take a personnel certification examination. They successfully complete the program and receive a Certificate of Completion. However, they do not take/pass the personnel certification exam. What is the appropriate data entry in the AJC Outcomes screen?

**Response:**

Since the participant was unsuccessful in passing the personnel certification exam, he/she did not obtain a credential. No information is required to be entered on the Outcomes screen in AJC. Local Workforce Development Area (LWDA) staff must change the status of the Measureable Skill Gain to "Set, but not obtained".

**Subject: Entering Basic Career Services for a Participant Who is Enrolled in the WIOA Title I-B Program in Another Local Workforce Development Area**

**Date:** June 8, 2017

**Question:**

What is the process of entering Basic Career Services for customers that have open program enrollments with other LWDA's? For example, a customer receives Workforce

Information Services at ARIZONA@WORK Maricopa County, but has an open WIOA enrollment with ARIZONA@WORK City of Phoenix.

**Response:**

The LWDA that provided the service must enter the service in the S&T plan in AJC, even if the participant is enrolled in a WIOA Title I-B program in another LWDA. Basic Career Services may be provided by an LWDA other than the LWDA where the participant is enrolled. As such, participants may go to any ARIZONA@WORK Job Center to receive services. Staff in AJC case manager and supervisor roles have the capability to enter Basic Career Services on the S&T plan in AJC. Prior to providing Individualized Career Services or Training Services to the participant, the participant's enrollment must be transferred to the new LWDA.

**Subject: Incumbent Worker Training**

**Date:** February 23, 2017

**Question:**

How do I add Incumbent Worker training in AJC?

**Response:**

To add an incumbent worker in AJC, make sure to check "yes" on the Incumbent Worker question, enroll the incumbent worker in WIOA Title I-B as an Adult, and then enter the Incumbent Worker Service.

Currently, the AJC system does not exempt the incumbent worker from performance, but it will at some point. We do not have a date when this update will occur but will provide information as it becomes available. Once AJC system is updated, if the Incumbent Worker receives any services in addition to the Incumbent Worker Service, the participant will be included in performance accountability measures calculation.

**Subject: Gaps in Service**

**Date:** November 3, 2016

**Question:**

Does scheduling a “gap in service” extend program participation by itself, or does it also require an in-progress service on the Service and Training (S&T) Plan?

**Response:**

No, scheduling a “gap in service” does not extend program participation by itself. The individual must also have an in-progress service open in the Service & Training Plan.

**Subject: Credentials Listed in the Arizona Job Connection System**

**Date:** October 19, 2016

**Question:**

The AJC update for 13.2.15 contained new fields added to the S&T plan “Type of Credential”. Staff want to ensure they are checking the correct box or boxes, and what’s the difference between “Industry Certification,” “Government License,” “Secondary School Diploma,” and “Measurable Skills Gain”? Is there a place you can direct me to find the definitions?

**Response:**

An “Industry Certification: is referred to as “Personnel Certification” in the [WIOA Title I-B Training Policy](#) and is defined in Section 512.02.B.3.

A “Government License” is referred to as “Occupational License” in the WIOA Title I-B Training Policy and is defined in Section 512.02.B.2.

A “Secondary School Diploma” includes High School Diplomas, and High School Equivalency Diplomas (HSE).

A “Community College Certificate” is referred to as “Educational Certificate” and is defined in Section 512.02.A.3 of the WIOA Title I-B Training Policy.

An “Apprenticeship Certification” is referred to as “Registered Apprenticeship Certificate” in the WIOA Title I-B Training Policy and is defined in Section 512.02.B.1.

“Measurable Skill Gains” is defined in the WIOA Final Regulations in 20 CFR 677.155(v). An interim credential that is awarded by a Registered Apprenticeship program, as discussed in the WIOA Title I-B Training Policy, Section 512.02.B.1a is an example of a Measurable Skill Gain.

**Subject: Certified Nurse Assistant and Licensed Nurse Assistant**

**Date:** September 29, 2016

**Question:**

Staff have been advised that there are changes with Arizona State Board of Nursing. Therefore, we are needing your assistance to ensure we are recording the correct credential in AJC under the outcomes screen for “Certifies Nursing Assistance”. Currently, we are recording the CNA as “Occupational Skills License”; is this still correct? Please advise.

**Response:**

Yes. Certified Nurse Assistants (CNAs) must pass a manual skills/written exam, and are listed on a CNA registry managed by the Arizona State Board of Nursing. There are no fees to be registered. The CNA credential must be entered into AJC as an Occupation Skills Certificate. CNAs may opt to pay fees to become Licensed Nurse Assistants (LNAs), which is also considered an Occupation Skills Certificate.

Watch [\*CNA and LNA - A New Regulatory Framework - Arizona State Board of Nursing\*](#) for further information regarding the difference in requirements for CNAs and LNAs.

**Subject: Confidentiality of Medical Information**

**Date:** September 19, 2016

**Question:**

We have a youth with a disability. What documents are okay to upload, or do we not upload disability information? If we do, what is the documentation item we are to select for this item to upload and track it in AJC?

**Response:**

Medical documentation must not be uploaded in AJC or kept in the participant’s program file. Medical documentation must be kept in a sealed confidential envelope that is kept separate from the files of eligible applicants, registrants, and participants, as described in 29 CFR 32.15 and Arizona’s Nondiscrimination Plan.

**Subject: High Poverty Census Tracts Documentation**

**Date:** September 19, 2016

**Question:**

If we use high-poverty tract to determine low-income status, what is the documentation item we are to select for this item to upload the documents into AJC?

**Response:**

The documentation required as verification that a youth is living in a high poverty area is a printout from the U.S. Census Bureau using the youth's address, as listed on the [WIOA Title I-B Eligibility Checklist \(Exhibit 100A\)](#), which has been added to the list of items that can be uploaded to AJC.

**Subject: Entering a Supportive Service on S & T Plan**

**Date:** July 21, 2016

**Question:**

The policy indicates that all supportive services must be documented on the IEP, but a basic career service participant wouldn't have an IEP because it's an individualized service. Can you clarify this discrepancy?

**Response:**

Supportive Services are always entered on the S & T plan in AJC. If the individual is determined in need of individualized career services or training services, the Individual Employment Plan (IEP) must also include supportive service needs.

We will clarify that supportive services must be recorded on the S & T plan in AJC in the revision of the [WIOA Title I-B Supportive Services policy](#).

**Subject: Case Management Service Effect the Exit Date**

**Date:** June 30, 2016

**Question:**

In the [AJC Service Code Dictionary](#) linked on the DES website, “Case Management” is identified as a service that extends the Exit Date. Is this accurate?

**Response:**

No, Case Management is not a service that extends the Exit Date in AJC. This will be corrected in the next revision of the *AJC Service Code Dictionary*.

**Subject: Entering Pell Grant Information into AJC**

**Date:** June 30, 2016

**Question:**

Please advise how to enter the following situations into AJC. Are we required to open a service and a budget?

- Participant’s training tuition is being paid 100 percent by a Pell Grant.
- Participant’s training tuition is being paid 50 percent by a Pell Grant and 50 percent by WIOA Title I-B funds.

**Response:**

If a participant is receiving a Pell Grant, the information should be entered in the “Educational Grants” area under the enrollment.



If the LWDA is providing any service that is facilitating the participant in achieving the educational goal, the services should be entered into AJC. If the training is for an Adult or Dislocated Worker, and the training program is not listed as WIOA-approved on the Eligible Training Providers List, (ETPL), the training service must be entered under the “Partner-Provided Services” area located on the Universal Information page and in Case Notes. If the training is listed as WIOA-approved on the ETPL, the training must be entered on the S&T plan and in Case Notes.



A budget must be entered in AJC for the service that is being paid for by the LWDA.  
This will provide back-up documentation for the 9130 report.