

## WIOA Title I-B Youth Program

**Subject:** Zero benefit approval for Nutritional Assistance

**Date:** September 24, 2015

**Question:**

What does it mean when an individual is approved for nutritional assistance but receives \$0.00 benefit per month? DES approved her for services because she was still in need of free and reduced lunch.

**Response:**

Per §681.270, an individual who receives or (is eligible to receive) a free or reduced lunch under National School Lunch Program (NSLP) is considered a low income individual. An individual would be considered eligible for NSLP because she qualifies for Nutritional Assistance.

Below additional information on the NSPL and acceptable documentation is included for your information.

Eligibility requirements for the National School Lunch Program (NSLP) include:

Students may be offered reduced-price or free meals, if a parent:

- Is eligible for Unemployment Insurance Benefits; or
- Earns at or below current NSLP Income Eligibility Guidelines.

The child automatically qualifies for free meals at school, if the parent:

- Receives Supplemental Nutrition Assistance Program (SNAP) benefits; or
- Receives Temporary Assistance for Needy Families (TANF) Cash Assistance benefits.

Documentation that is acceptable includes:

- School documentation on free lunch,
- A letter from SNAP that documents nutritional assistance approval or
- A letter from Temporary Assistance for Needy families (TANF) that documents approval.

**Subject: Forms that Require Client Signatures**

**Date:** April 28, 2016

**Question:**

For youth who are under the age of 18, and enrolling in the WIOA Title I-B Youth program, a parent/guardian or corroborating witness/responsible adult must sign the Applicant Statement form. Are they required to have this additional signature on the WIOA Application, Individual Service Strategy, or any other forms?

**Response:**

WIOA Title I-B Adult & Dislocated Worker and Youth policies only required the WIOA Applicant Statement (WIA-1027A) to be signed by the applicant. For youth, under 18 years old the form must be signed by a parent/ guardian or a responsible adult/ corroborating witness. LWDA policies may require signatures on other documents.

**Subject: Youth Program and Online Training**

**Date:** April 28, 2016

**Question:**

An applicant has moved from California to Yuma. She is currently enrolled in an online medical assistant certification program. The certificate program is being paid by Military Spouse Act. The individual is a youth. The online training issues a National Certification if they pass the exam. Would the youth be considered to be out-of-school because the training is online and she does not attend class?

**Response:**

The individual is currently enrolled in a post-secondary school. Post-secondary school takes place in a classroom setting or can be technology-based learning. As the individual is attending post-secondary school, the individual also must meet the age and income requirements and have one of the barriers listed in WIOA Youth Program Policy Section 212 to meet the definition of an in-school youth.

**Subject: Documentation Requirements for WIOA Title I-B Youth Program**

**Date:** April 28, 2016

**Question:** When a Youth participant is determined to be eligible based on more than one criteria, is documentation necessary for each criteria? For example: Participant is 17 years-old, not attending school, and is a school dropout. He is an individual with a disability and an involved with the justice system. Based on his age, school status, and being a school dropout, he is eligible as an Out-of-School Youth. However, if he identifies the other characteristics in his AJC enrollment, must documentation be provided?

**Response:** A youth only needs to meet one of the criteria listed in WIOA Title I-B Youth Policy Section 212.01 and 212.02 to be eligible for the youth program. However, the LWDA must collect documentation verifying each criteria that was selected in AJC for data validation purposes. Only one of the documents from lists of acceptable documentation for each criteria on the WIOA Title IB that was selected in AJC needs to be collected from the participant. LWDA's must not require that participants provide more than one type of documentation to verify each criteria.

**Subject: Signature on the WIOA Applicant Statement**

**Date:** June 9, 2016

**Question:**

We have a young lady age 17 that has applied for our in-school youth program. She is a ward of the State and in the custody of the Department of Child Safety. She is presently living with her aunt in Nogales but the aunt, of course is not her legal guardian. Can you provide information on how this situation would be handled?

**Response:**

Per the WIOA Title I-B Youth Policy Section 213.01.D, the LWDA must ensure that the WIOA applicant statement is signed by the youth's parent, guardian or a responsible adult/ corroborating witness for youth less than 18 years old. By signing the form, the youth's parent, guardian or a responsible adult/ corroborating witness gives permission for the youth to participate in the program and verifies the information on the form is accurate. The form must not be signed by a LWDA staff.

In this situation, the client's aunt or another responsible adult/ corroborating witness, who is aware of the youth's living situation may sign the form.

**Subject: Regular Breaks from School and Youth Eligibility**

**Date:** June 9, 2016

**Question:**

Would a youth who just graduated from High School last month and is already registered to begin classes in the fall at AWC (Post-Secondary Education)” be considered an In-School Youth or an Out-of-Youth?

**Response:**

Youth who are not temporarily not attending school because the school is on break (winter, spring, or summer break) but intend to return to school after the school break are considered to be in-school, even if the youth plans on attending a different school after the break.

The Youth would be considered an in-school youth because he/ she has attended school during the most recent school calendar quarter and has enrolled in classes for subsequent calendar quarter. The youth would be considered to be on summer break.

Per the WIOA Title I-B Eligibility Checklist, the documentation of Education Status at Time of Participation for an in-school youth includes:

- 1) School Transcripts
- 2) Attendance Records
- 3) School Documentation

School documentation, includes enrollment documents for the upcoming fall semester.

**Subject: Re-determining eligibility**

**Date:** July 2, 2016

**Question:**

Staff approved an application for a youth applicant on 5/10/16. When the file was sent to the service provider, staff lost contact with the individual. The individual was never enrolled in any services or activities. The individual only completed the eligibility/ registration process and his application was approved. Now, the individual is returning and asking for services. The approved application is 53 days old. Can we submit a request to the helpdesk to change the enrollment date or to request to delete file and restart over? Does the application need to be re-determine for eligibility?

**Response:**

The youth policy is located at

<https://des.az.gov/sites/default/files/media/youthprogrampolicy.pdf>.

Per Section 214.E, the Local Workforce Development Area (LWDA) will need to re-determine the youth's eligibility since 30 days have passed. This includes collecting new/ updated verification documentation for an eligibility determination. The Demographic Snapshot will also need to be updated in Arizona Job Connection (AJC). Since the application was reviewed by staff, the Initial Assessment service needs to be added to the Youth Service & Training screen in AJC.

After completing the eligibility determination, send a request to the [ea-wioa@azdes.gov](mailto:ea-wioa@azdes.gov) to have the enrollment date changed.

**Subject: Definition of Homeless Individual/ Child/ Youth**

**Date:** July 26, 2016

**Question:**

Under the Low Income section of AJC, question "Homeless Individual or **Child/Youth**"; why is the word child included?

**Response:**

The word "Child" was added AJC to meet the following definitions of homeless in the WIOA Final Regulations. The addition of the word "child" does not change the age requirements for out-of-school youth and in-school youth in the WIOA Title I-B youth program.

In the definition of out-of-school youth in Section 681.210, the "homeless" criteria is defined as an individual age 16 to 24 who meets the criteria in section 41403 (6) or the Violence Against Women Act of 1994 (42 U.S.C 14043e-2(6)), a homeless child or youth age 16 to 24 who meets the criteria defined in sec. 725 (2) of the McKinney-Vento Homeless Assistance Act.

In the definition of in-school youth in Section 681.220, "homeless" is defined as an individual age 14 to 21 who meets the criteria in section 41403 (6) or the Violence Against Women Act of 1994 (42 U.S.C 14043e-2(6)), a homeless child or youth age 14 to 21 who meets the criteria defined in sec. 725 (2) of the McKinney-Vento Homeless Assistance Act.

## **WIOA Title I-B Adult Program**

### **Subject: Non-WIOA Training and Credentials**

**Date:** September 24, 2015

### **Question:**

I have a participant who came into the program to work on obtaining her Fitness Professional Certification through Pima College. While in the program she gained full-time employment with our Health Department as an Exercise Specialist I and was required to obtain her Fitness Trainer Certification in order to remain employed. She completed the online training through the International Sports Sciences Association and successfully completed. WIOA did not pay for this training since the provider is not on the ETPL. My question is since we did not pay this certification can we still receive credit for the credential?

### **Response:**

No, the LWDA will not get credit for the credential. For a LWDA to get credit for a credential, the training program must be listed as "WIOA Approved" on the Eligible Training Provider List. If the LWDA provided any other services, the LWDA will get credit for the participant's employment and measurable skill gains, as this information will be included in the Employment Rate During Second Quarter After Exit, the Employment Rate During the Fourth Quarter After Exit, the Median Earnings During the Second Quarter After Exit, and Measurable Skill Gains Performance Accountability Measures. All training must be documented under partner training services, or in case notes if the client is paying for the training.  
Title: Supportive Services and Basic Career Services

### **Subject: Electronic Signatures**

**Date:** April 28, 2016

### **Question:**

Does the state or WIOA, stipulate the requirements of original documents as part of client documentation or would electronic signatures be sufficient? I'm proposing the possibility of using electronic signatures on PDF documents to increase the efficiency of collecting signatures from training providers and clients.

**Response:** LWDA's are required to obtain signatures on forms as specified in policy. However, DES does not require customer files to contain original signatures. Copies of original documents that contain signatures may be filed in the client's paper file and/or scanned and uploaded on to AJC. LWDA's must develop local policies on when

electronic signatures will be allowed. DES highly recommends the LWDA's upload client documents into AJC.

**Subject: Adult program and Dishonorable Discharge**

**Date:** April 28, 2016

**Question:**

Veterans may not be enrolled in the WIOA Title I-B Dislocated Workers program, if they have a dishonorable discharge. May we enroll veterans that have a dishonorable discharge as an Adult and not list veteran status?

**Response:**

Per 20 CFR 680.660, if a separating service member is separating from the Armed Forces with a discharge other than dishonorable, he or she qualifies for DW program/activities. There is no such stipulation for the Adult program. Any person can choose not to disclose veteran status and be served in the Adult program, if he or she is determined eligible.

**Subject: Disability Documentation**

**Date:** April 28, 2016

**Question:**

According to the WIOA Eligibility and Verification Checklist, One Stop Centers are required to obtain documentation of a disability if a participant indicates they have a significant disability. However, in speaking with a disability specialist, we were told that we are never allowed to ask for verification of a disability in order to be in compliance with ADA. Please provide some clarity on whether or not we should be asking for documentation of a disability.

**Response:**

LWDAs must obtain documentation if a participant indicates they have a significant disability for eligibility purposes. The American with Disabilities Act (ADA) does not preclude agencies and programs which administer programs and provide services to individuals with disabilities from asking for this information as it is required for eligibility purposes and service provision. Employers are prohibited from asking about disability by ADA.

**Subject: Veterans Health Identification Cards as Documentation of a Disability**

**Date:** June 2, 2016

**Question:**

The VA Medical Center is now issuing cards to veterans with the wording “service connected” which means the veteran has a disability. Is this acceptable as documentation of the disability?

**Response:**

LWDAS may accept Veterans Health Identification Cards (VHIC) that states “Service Connected” as documentation of a disability.

**Subject: Adding Services to the S & T Plan Prior to Enrollment**

**Date:** June 9, 2016

**Question:**

If a Service is added to the S&T Plan in AJC while the participant is at a Pending Enrollment Status, what happens if the enrollment is never approved? Does that negatively affect Performance? Does the service become a disallowed cost because the participant was never enrolled? Should services only be added to the S&T plan after the enrollment is approved?

**Response:**

The WIOA Adult and Dislocated Worker Policy is located at <https://des.az.gov/sites/default/files/media/adultdislocatedworker%20policy.pdf>. Per Section 105.B participants must be enrolled in WIOA if the clients requires service beyond self-service or services beyond simply providing the individual information. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.

LWDA staff may enter basic career services, such as initial assessments of skill levels, referrals to other programs and services on the S & T plan, while the participant is in Pending Enrollment Status. The only costs associated with these services will be staff time and the enrollment process has been initiated. Performance will not be affected if the enrollment is never approved because the client was never enrolled. However, it is not acceptable to delay registration or enrollment in AJC until individualized career services are provided or determined necessary. After enrollment, if it is determined that

the individual is in need of individualized career services or training services, eligibility documentation must be collected prior to the provision of these types of services.

**Subject: Use of the WIOA Title-I-B Applicant Statement**

**Date: June 9, 2016**

**Question:**

Some questions have come up regarding how to use the WIOA Title IB Applicant Statement. Do you have any instructions into when additional documentation is required or for what specific situations when the document is used? Also, does the applicant statement need to be completed when any of the situations are identified on the first page? The first item on page one identifies the applicant statement being required if additional documentation is not able to be provided, I assuming as it relates to the WIOA Title IB Eligibility Checklist.

For example, a client stating she is a displaced homemaker, completes the Dislocated Worker / Displaced Homemaker section and selects the appropriate box and provides the date of dislocation. Would this individual be also required to complete the statement on page 2 to validate or provide an attestation when a divorce decree or other type of documentation for a category IV dislocated worker is not provided? If the applicant statement is required, what information would you like to see identified by the client?

**Response:**

Per 102.03 The WIOA Title I-B Applicant Statement (WIOA-1027) may be accepted as a last resort when the LWDA is unable to obtain other documentation listed on the WIOA Eligibility and Verification Checklist. To complete WIOA Title I-B Applicant Statement, the applicant is required to check the boxes that he/ she is attesting to and sign the document on page one. Additionally, if any of the boxes are checked on page one, the applicant needs to complete the applicant statement on page two. The applicant statement should include detailed information that supports the element. The checked box alone on the first page is not an acceptable source of documentation in and of itself.

**Subject: Definition of Disability**

**Date: June 30, 2016**

**Question:**

What is the definition of a disability? How does the Workforce Innovation and Opportunity Act define whether a disability prevents someone from being able to Work?

**Response:**

The Workforce Innovation and Opportunity Act (WIOA) adopts the American with Disabilities Act (ADA) of 1975, as amended by the ADA Amendments Act of 2008 (ADAAA) definition of disability. The three prong definition of disability is defined as:

- Physical or mental impairment that substantially limits one or more of the major life activities of the individual (prong 1);
- A Record of such an impairment (prong 2); and
- Being regarded as having such an impairment (prong 3).

To clarify the terms in this definition the follow phrases are also defined.

- The phrase physical or mental impairment means:
  - any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems; neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin and endocrine;
  - any mental or psychological disorder such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.
- The phrase physical or mental impairment includes, but is not limited to, such contagious and noncontagious diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, specific learning disabilities, HIV disease (whether symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. The phrase “physical or mental impairment” does not include homosexuality or bisexuality.
- The phrase major life activities means functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
- The phrase has a record of such an impairment means has a history of, or has been misclassified as having, a mental or physical impairment” that substantially limits one or more major life activities.
- The phrase is regarded as having an impairment means:
  - has a physical or mental impairment that does not substantially limit major life activities but that is treated by the recipient as being such a limitation;

- has a physical or mental impairment that substantially limits major life activities only as a result of the attitudes of others toward such impairment; or
- has none of the impairments but is treated by the recipient as having such as impairment.

The use of “recipient” is this defined in 29 CFR 37.4, and includes State and Local Workforce Development Boards, one-stop operators, service providers, Job Corp contractors, and sub-recipients, as well as other types of individuals and entities.

Disabilities must be self-identified by the applicant. Once an applicant has identified that he or she has a disability, the LWDA must request documentation of the disability for income calculations for eligibility purposes, where required in the WIOA Title I-B Youth Program Policy, and for data validation purposes.

WIOA Title I-B Youth Program policy is located online at <https://des.az.gov/sites/default/files/media/youthprogrampolicy.pdf>.

The acceptable verification and documentation for a disability is located on the WIOA Title I-B Eligibility Checklist, which is located online at <https://des.az.gov/content/policy-and-procedure-manual-chapter-2> in the exhibits.

**Subject: Definition of Cultural Barriers**

**Date:** 6.30.16

**Question:**

As I work with the Out-of-school Youth ages 16-24 for workforce development, my following question is pertaining to that population. Much of our paperwork and online systems include the noted barrier: “Do you experience cultural, social, or geographic isolation?”

I do not know what would qualify under this barrier. Based on Title 42, I understand “cultural, social, or geographic isolation” to include at least “isolation caused by racial or ethnic status, that – (i) restricts the ability of an individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently.” I do not know what other situations would qualify under this category, nor do I understand how one is determined to be “isolated.” Would you please provide a definition of what it means to be “isolated” as well as a handful of examples that would fit under this category?

## **Response:**

In AJC, there is a question that asks if the individual has cultural barriers. The question in AJC should be answered “yes” when an individual perceives him or herself possessing attitudes or beliefs, customs or practices that influence a way of thinking, acting, or working that may serve as a hindrance to employment.

The WIOA Title I-B Youth Program policy is located at

<https://des.az.gov/sites/default/files/media/youthprogrampolicy.pdf>

Cultural Barriers are not an eligibility criteria for the WIOA Title I-B Youth program for In-School or Out-of-School youth. The eligibility criteria for the WIOA Title I-B youth program are located in WIOA Title I-B Youth Program Policy in Section 212.01 and 212.02. The Arizona Job Connection System (AJC) is a case management and reporting system and is used by several programs. The registration questions in AJC are the same regardless of the program, in which the individual is being enrolled. For youth enrolling in the WIOA Title I-B Youth, the question is asked solely for reporting purposes.

Examples of cultural, social or geographical isolation include:

- Refugees and Immigrants may experience cultural and social isolation as a result of lack of language proficiency, loss of social status, and lack of extended families. Refugees or immigrants may be linguistically isolated because they do not speak English and cannot reach out to others and are often separated from family and friends, so they have few social supports.
- Geographic isolation is the separation of populations by barriers such as rivers, mountains, or bodies of water. In Arizona, this occurs when individual reside in rural areas, such as reservations. In Arizona, individuals who reside in the Supai Indian Village at the bottom of the Grand Canyon are affected by geographic isolation. This reservation lacks institutional infrastructure, such as roads, utilities, banking and financial services. The Supai village is only assessable by foot, mule, horseback or helicopter.

**Subject: Initial and Comprehensive Assessments**

**Date:** July 21, 2016

**Question:**

Which WIOA Service in Arizona Job Connection system corresponds with Basic Skills Assessments (TABE)? “Comprehensive Assessment” is defined in the Service Code Dictionary as: A comprehensive assessment of skills levels and activity/service needs including diagnostic testing or other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

If this is the appropriate service, is it correct to say that this will typically be the first Individualized Career Service added to an Adult program participant’s S&T Plan? TABE is the accepted method of determining Basic Skills Deficiency, which impacts Priority of Service status. Should the TABE therefore be administered prior to delivery of other Individualized Career or Training Services?

**Response:**

To determine the participant’s specific skill level in numeracy, literacy and in speaking English, a comprehensive assessment including diagnostic testing must be provided as the first Individualized Career Service. LWDA’s must use any assessment approved by the U.S. Department of Education (DOE) identified in 80 FER 48304-48304 to assess Adults and Dislocated Workers, such as the Test for Adult Basic Education (TABE) 9/10.

For the Adult program, the results of the diagnostic test will be used to confirm if the individual is basic skills deficient, which will be used to determine individual’s priority of Service. Priority of Service for the Adult program, is located in Section 102.01. After the comprehensive assessment, other Individualized career services and training services must be provided to the participant according to priority of service.

The Initial Assessment is recorded using the Initial Assessment service code and the Comprehensive Assessment is recorded using the Comprehensive Assessment service code

**Subject: Providing Supportive Services During Basic Career Services**

**Date:** July 21, 2016

**Question:**

In the AJC Service Code Dictionary, Support Services-Transportation Services are listed as a “WIOA Basic Career Self-service Services”. Does this mean that we are

authorized to give out transportation assistance to individuals who have not had their eligibility documents collected and are utilizing basic career services only?

**Response:**

The WIOA Supportive Service Policy is available online at [https://des.az.gov/sites/default/files/media/wioasupportiveservices\\_0.pdf](https://des.az.gov/sites/default/files/media/wioasupportiveservices_0.pdf). Yes, Supportive Services are offered to enable an individuals to participate in WIOA Title I-B activities. This includes Basic Career Services, Individualized Career Services and Training Services. For participants to be provided supportive services, they must be enrolled in a WIOA Title I-B program for reporting purposes. The requirements for LWDA supportive service policies in Section 301.01. Transportation assistance is permitted if allowed in the LWDA Supportive Services policy.

**Subject: Transferring a Client from One LWDA to Another**

**Date:** August 22, 2016

**Question:**

I am looking for guidance and/or directives for participants moving out of the area; individual wanting to be transferred from one LWDA to another (youth file was exited 7/6/16 and file has not created it's program exit, individual is currently in his 12 months of follow-up). Youth has moved to Phoenix and is wanting services through the Maricopa. If allowable, need more specifics on how this is done. Please advise.

**Response:**

The LWDA who has a participant who would like to transfer to another LWDA should contact the receiving LWDA and speak to WIOA staff about the participants request to transfer. The receiving LWDA would agree to the transfer. The paper file may also be requested or eligibility documents may be uploaded into AJC. A form with the new office and new case manager is sent from the LWDA that will be receiving the client to the [ea-wioa@azders.gov](mailto:ea-wioa@azders.gov) email and DES Workforce Administration IT will assign the client to the office and case manager that will be working with the client at the new LWDA. If the client is transferred, the outcome for the client will be included in the performance of the LWDA where the client is assigned. There is a not a way to share credit.

**Subject: Providing Supportive Services to Individuals Who are Only Receiving Basic Career Services**

**Date:** June 29, 2016

**Question:**

On the AJC Service Diction it says for the Adult/ Dislocated Worker program, "this is a WIOA Basic Career Self Services." Does this mean that we are authorized to give out transportation to individuals who have not had their eligibility documents collected and utilizing basic career services only?

**Response:**

The WIOA Supportive Service Policy is available online at [https://des.az.gov/sites/default/files/media/wioasupportiveservices\\_0.pdf](https://des.az.gov/sites/default/files/media/wioasupportiveservices_0.pdf).

Yes, Supportive Services are offered to enable an individuals to participate in WIOA Title I-B activities. This includes Basic Career Services, Individualized Career Services and Training Services. For participants to be provided supportive services, they must be enrolled in a WIOA Title I-B program for reporting purposes. The requirements for LWDA supportive service policies in Section 301.01. Transportation assistance is permitted if allowed in the LWDA Supportive Services policy.

**Subject: Doctor's Note from Doctor Practicing Medicine in Another Country**

**Date:** August 8, 2016

**Question:** May the LWDA accept a Doctor's note from a Doctor who practices medicine in Mexico.

**Answer:**

LWDAs may accept medical documentation as proof of as disability, if it is determined by the LWDA that person making the diagnosis is qualified to make the diagnosis.

In this case, the doctor's note is acceptable proof of a disability because it is written by a M.D., and the individual making the diagnosis is qualified, as a M.D., to make the diagnosis.

The LWDA may determine that the individual would benefit from co-enrollment with the Vocational Rehabilitation (VR) program. The medical documentation may be included with the referral. After reviewing the medical documentation, if VR determines additional

information is needed, they will request additional information or they can send the person for an evaluation that is paid for by VR

**Subject: Using US Passports to Verify Social Security Numbers**

**Date: October 3, 2016**

**Question:**

Why is the US Passport no longer to be used to verify SS#? It was in the July 2014 and previous eligibility checklists and was removed in the 2/2016 revision (submitted 10.3.16)

**Response:**

To verify an individual's social security number, the document must be listed on the WIOA Eligibility and Verification Checklist under the Social Security Number criteria, and the document must include the individual's social security number. Passports do not include social security numbers so LWDA's must not accept them as verification of the social security number.

**Subject: Accepting Electronic, Faxed or Scanned Documents with Signatures**

**Date: October 7, 2016**

**Question:**

Our LWDA is requesting guidance on the following if we change our policy to stipulate that we will :

“Accept electronic, scanned and/or faxed documents (such as participant timesheets) as the “original” document to eliminate staff travel time in going to collect timesheets throughout the county.”

The ADES website states;

*LWDA's are required to obtain signatures on forms as specified in policy. However, DES does not require customer files to contain original signatures. Copies of original documents that contain signatures may be filed in the client's paper file and/or scanned and uploaded on to AJC.*

**Response:**

LWDAs may accept electronic scanned and/or faxed signatures on WIOA Title I-B fiscal forms, including participant's timesheets, if the LWDAs has LWDA policies that permit the acceptance of electronic signatures and established internal controls to prevent fraud and abuse

**Dislocated Worker Program**

**Subject:** REA Program Eligibility as an Automatic Qualifier for the Dislocated Worker Program

**Date:** April 28, 2016

**Question:**

Can the REA program be used as an automatic qualifier for Dislocated Worker program?

**Response:**

REA program eligibility is not an automatic qualifier for Dislocated Worker enrollment. Unemployment Insurance claimants are selected to participate in the REA program utilizing a statistical model developed by the U.S. Department of Labor that identifies claimants most likely to exhaust their benefits based on education, job tenure, industry previously worked in, occupation, and state unemployment rate. Dislocated worker status *is not* a determinant for a person selected for the REA program.

**Subject: Recall Notice and the Dislocated Worker Program**

**Date:** April 28, 2016

**Question:**

If an employer's layoff letter includes recall information, can the individual be enrolled in the WIOA Title 1-B Dislocated Worker Program?

**Response:**

Per WIOA Title IB Adult and Dislocated Worker Policy Section 100.02.A.3 to be eligible to for Dislocated Worker Program the individual must be unlikely to return to the previous industry or occupation. A termination is a permanent situation. If an employer's letter includes the employer's intent to recall the individual, the layoff would be considered temporary and the individual would be considered likely to return to the previous industry or occupation, and the individual would not be eligible for the

Dislocated Worker program. However, if the layoff notice includes a lay off period of 26 or more weeks the individual is consider terminated for purposes of eligibility.

**Subject: Last Employment at a Temporary Employment Agency and Eligibility for the WIOA Title I-B Dislocated Worker Program**

**Date:** June 9, 2016

**Question:**

Are individuals who were “employed” by temporary employment agencies and then relieved of their assignments eligible for the Dislocated Worker Program? We had an individual who exited from the Adult Program went to work for a local employer via a temporary agency and then his assignment ended. Would he qualify for the Dislocated Worker Program?

**Response:**

The WIOA Adult and Dislocated Worker policy does not preclude individuals who have last worked for a temporary agency from qualifying as a dislocated worker. The WIOA Adult and Dislocated Worker policy is located at <https://des.az.gov/sites/default/files/media/adultdislocatedworker%20policy.pdf>. However, the individual will have to meet all of the WIOA Dislocated Worker Eligibility requirements in Section 103.02A for Category I. The individual’s layoff and the unlikelihood that the individual will return to a previous industry or occupation also need to be documented, as specified on the WIOA Title I-B Eligibility Checklist for Dislocated Worker Category I.

**Subject: Definition of Underemployed and Interim Employment**

**Date:** June 9, 2016

**Question:**

Are we still under the 80% threshold in determining is a client was let go under no fault status and the client obtains a stop-gap job? Or, is it if they were dislocated in the past, we can still consider them dislocated if they have had a stop gap type job?

**Response:**

Yes, a person is considered underemployed if they are employed either full or part-time, who current annualized wage rate does not exceed the highest of either;

- 1) 80% of their wages at the date of the dislocation; or
- 2) The individual's earned wages are at or below the self-sufficiency threshold established by the LWDA.

Interim or temporary employment is defined as employment that is accepted by the individual for the purpose of transitory income prior to, and/ or during 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. Interim employment may not exceed the higher or either:

- 1) 80% of their wages at the date of the dislocation; or
- 2) The self-sufficiency threshold established by the LWDA

**Subject:** Category IV Dislocated Worker

**Date:** June 30, 2016

**Question:**

Applicant relocated to Yuma, AZ from Glassboro, NJ a week ago because her husband is stationed here (spouse is military). Her last day of employment was May 31, 2016 to relocate with husband. She states her husband was stationed in Yuma prior to being married in March 2016; he has been stationed in Yuma for a year. She meets the unlikely to return to her occupation criteria. Please advise.

**Response:**

The WIOA Title I-B Adult and Dislocated Worker Policy is located online at <https://des.az.gov/sites/default/files/media/adulddislocatedworker%20policy.pdf>.

WIOA Title I-B Dislocated Worker Program Eligibility is defined in Section 103.02. The applicant meets the requirements for Category IV.

Question: For a displaced homemaker need to be married to qualify for the Dislocated Worker Program?

Response:

Individuals who have lived together, had children without being married would not meet the WIOA definition of "Family" as defined in § 675.300. Displaced homemaker is defined in Section 3 (16) of WIOA, and utilizes the word "family" in the definition. The individual in your example would not qualify as displaced homemaker.

Per Section 3(16) of WIOA the term “displaced homemaker” means an individual who has been providing unpaid services to family member and who:

- A) i) Has been dependent on another on the income of another family member but is no longer supported by income;
- ii) is the dependent spouse of a member of the Armed Forces on Active duty and whose families income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member; and
- B) Is employed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Per Section 675.300 of WIOA Final Regulations, family means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more the following categories;

- 1) A married couple and dependent children;
- 2) A parent or guardian and dependent children; or
- 3) A married couple.

Although the individual would not qualify for the Title I-B Dislocated Worker program, the individual could be served under the WIOA Title I-B Adult program.

### **Eligible Training Provider List**

**Title:** Work Readiness Certificates (Submitted 6/9/16)

**Date:** June 9, 2016

**Question:**

Are work readiness certificates considered federally-recognized credentials?

**Response:**

The WIOA Title I-B Credentials policy is located at [https://des.az.gov/sites/default/files/media/wioacredentials\\_0.pdf](https://des.az.gov/sites/default/files/media/wioacredentials_0.pdf).

Work readiness certificates such as the National Career Readiness Certificate do not meet the definition of a federally- recognized credential in WIOA Title I-B Credentials Policy. Per Section 700.01, Federally-recognized credentials are awarded in recognition of individual attainment of measureable technical or occupational skills necessary to obtain employment or advance in an occupation. Work readiness certificates are

foundational for many careers, rather than being technical preparation for any specific career. Furthermore, training programs that result in a work readiness certificate are not appropriate for the Eligible Training Provider List, as work readiness training and assessment are considered an individualized career service.

**Subject: Degree Programs and the ETPL**

**Date:** July 21, 2016

**Question:**

Are degree programs eligible to be listed on the ETPL? Can Local Workforce Development Areas pay for the entire cost of a bachelor degree?

**Response:**

Yes, training programs that result in associate or bachelor degrees may be listed on the Eligible Training Provider List (ETPL) as both types of degrees are federally-recognized credentials. The WIOA Title I-B ETPL Policy gives priority consideration to programs that result in recognized credentials. The WIOA Title I-B Credential policy is listed at [https://des.az.gov/sites/default/files/media/wioacredentials\\_0.pdf](https://des.az.gov/sites/default/files/media/wioacredentials_0.pdf).

However, in addition to the program resulting in a federally-recognized credential, the training program will be evaluated to ensure it meets state and local ETPL requirements, including the program being related to an in-demand industry sector or occupation in Arizona and that the program meets minimum performance standards. ETPL requirements are located in the WIOA Title I-B ETPL policy at <https://des.az.gov/sites/default/files/media/wioaetplpolicy.pdf>.

It is unlikely that a Local Workforce Development Area (LWDA) would pay for the entire cost of a bachelor's degree program due to the availability of funds and local policies that limit the maximum amount of an individual training account (ITA). An individual may select a training program from the ETPL that costs more than the maximum ITA when other sources of funding are available. Per Section 503.01, it is the LWDA's responsibility to coordinate funding arrangements and co-enrollments with One-Stop partners and other entities. Alternative sources of funding may be available including, but not limited to:

- State-funded training;
- Trade Adjustment Assistance;
- Rehabilitation Act funds;
- Temporary Assistance for Needy Families;
- Federal Pell Grants funds; or
- Other federal grant funds.

### **AJC Data Entry**

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

**Date:** June 30, 2016

#### **Question:**

In the AJC Service 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 a service that does not extend the exit date.

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

**Date:** June 30, 2016

#### **Question:**

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

- Participant’s training tuition is being paid 100% by Pell grant.

- Participant's training tuition is being paid ½ by Pell grant and WIOA Title I-B funds.

**Response:**

If a participant is receiving a Pell grant the information should be entered under the educational grants area under the enrollment.

Educational Grants

No grants have been entered.

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 DW and the training program is not listed as WIOA approved on the Eligible Training Providers List, the training service must be entered under the partner-provided services, which is located on the universal information page, and in case notes. If the training is as WIOA approved on the Eligible Training Provider list, the training must be entered on the S & T plan and in case notes.

Partner-Provided Services

There are no partner-provided services entered.

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.

Question: Staff have advised that there are changes with Arizona State Board of Nursing. Therefore, needing your assistance to ensure we are recording in AJC the correct credential under the outcomes screen for "Certifies Nursing Assistance". Currently, we are recording the CNA as "Occupational Skills License"; is this still correct? Below is a video that provides the changes, which became effective 7/1/16. Please advise. (submitted 9.29.16)

Response: Certified Nurse Assistants (CNA) must pass a manual skills/ written exam, and are listed on a CNA registry that is managed by the Arizona Board of Nursing. There are no fees to be registered. The credential for Certified Nurse Assistant must be entered into AJC as an Occupation Skills Certificate. CNAs may opt to pay fees to become Licensed Nurse Assistants (LNA). To become LNA the individual must pass the same manual skills/ written exam and pay fees (application, fingerprints, and fees to Board). Once the fees are paid, they are listed on the CNA Registry as LNAs and are licensed by the Arizona Board of Nursing. The credential for LNA must be entered into AJC as an Occupational Skills License. Opting to pay fees to become a LNA increases employment opportunities as some employers may require staff to be LNAs. LWDA's

may pay for licensing fees as supportive services for CNAs who have recently taken training and have passed the manual skills/ written exam. Likewise, LWDAs may pay license fees for participants who are currently CNAs to increase their employment opportunities by becoming a LNA.

For more information, regarding the differences in requirements for CNAs and LNA watch the following video. <https://youtu.be/4mh3JQ0dr0U>

**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 please or let me know if the policy will be updated to reflect the guidance below?

**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: 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, Measurable Skills Gain”? Is there a place you can direct me to find the definitions?

**Response:**

Industry Certification are referred to as “Personnel Certifications” in the WIOA Title I-B Training Policy and are defined in Section 512.02.B.3.

Government Licenses are referred to “Occupational Licenses” in the WIOA Title I-B Training Policy and are defined in Section 512.02.B.2.

Secondary School Diplomas include High School Diplomas, High School Equivalency Diplomas (HSE), and GEDs.

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

Apprenticeship Certification is referred to as a “Registered Apprenticeship Certificates” and are defined in Section 512.02.B.1 WIOA Title I-B Training policy.

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