

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.
21.
22.
23.
24.
25.

RECORDING

Q=Moriah Blomfield

A=Man

A1=Woman

A2=Man

A3=Woman

A4=Woman

Q: Good morning, everybody. Um, can you hear me? If you can hear me please use the text, mm, um, feature to - to let me know.

A: Okay, here.

A1: Okay.

A2: Okay.

1. Q: Hi, everybody. Uh, we'll start in just a few seconds. People are still joining.
2. Good morning, everybody. I have everybody on hold, I mean, on mute so if
3. you have a question please type your, um, question in the chat feature and,
4. uh, we will work on answering the questions at the end of the session. Today
5. we're gonna talk about required services for the WIOA Title I-B Adult
6. Dislocated Workers and Youth Programs. Next slide, (Grace). The first thing
7. that we're gonna talk about is the difference between registration in AJC and
8. enrollment in a WIOA Title I-B Program in AJC. Registration occurs in AJC
9. when an adult or dislocated worker creates a acc- an account that includes a
10. complete data, demographics and work history. Under WIOA there is no
11. partial registration or basic registration. Thus documentation of eligibility
12. requirements or verification of income is not required register - for registration.
13. So what that means is, um, either the staff member is answering all the
14. questions that are asked in AJC or the participant is answering all the
15. questions in AJC and they're including the que-demographic questions and
16. they're adding a work history and job skills. So here are the registration
17. requirements, um, in the log. Registration in AJC must occur when an adult
18. dislocated worker or youth has taken action that demonstrates an intent to
19. use program services and who meets specific reporting criteria for the
20. program, including adults, dislocated workers and youths who provide
21. identifying information, um, use the self- self sy- self-service system and that
22. could be coming into the Arizona Job Center Resource Room or at a partner
23. agency or accessing information. I'm using AJC electronically. Um, and then
24. also when virtual services are provided at a level, uh, beyond independent job
25. search, uh, or seeking information about the Adult Dislocated Worker, um,

1. Program would not qualify as a self-service. And then also when you - when
2. participants receive informational-only services and on the AJC service
3. dictionary informational-only services are identified. So we have a definition of
4. what informational-only services are and here is the definition. Informational
5. services includes providing readily available information that does not require
6. an assessment by a staff member of skills, education and career objective.
7. The - the examples of, um, informational-only services included - include, um,
8. when staff provides information, um, on labor market information, the
9. unemployment rate, information on businesses that are hiring or reducing
10. their workforce, information on high gross industries and referrals other than
11. referrals to employment. So now we're gonna talk about what enrollment is.
12. Um, an enrollment occurs when the staff member goes in and clicks on the
13. active link in AJC and it's a two-step process. The first process - that would be
14. clicking on the link and it would, um, become active based on how the
15. registration questions were answered in AJC and the second step of the
16. enrollment process is for the supervisor to approve the enrollment or
17. designated staff member at your local area. Um, both steps must occur for the
18. person to be considered fully enrolled. So the enrollment requirements
19. include enrollment in the WIOA Title I-B Adult Dislocated Worker and Youth
20. Programs must occur when an individual receives services beyond simply
21. providing information from a WIOA Title I-B staff member. And this would be
22. the same for employment service staff whenever they receive, um, provide
23. services beyond simply providing information those individuals would be
24. enrolled in the Employment Service Program. Uh, so these include staff
25. assisted basic career services, individualized career services and training

1. service for the Adult and Dislocated Worker Program. Put it back. The
2. program enrollment will depend on how questions are answered in AJC and
3. the participant's eligibility. And if you need more information on, um, the
4. eligibility requirements for the Adult and Dislocated Worker and Youth
5. Program, um, that information is in the state-level policies. So we also have
6. enrollment approval requirements and staff must not delay the registration or
7. enrollment in, uh, a participant in the AJC system until individualized career
8. services or training services are provided or deemed necessary. So as soon
9. as that first basic career service or any service is provided by staff they - they
10. must be registered and enrolled in, uh, the program that is providing the
11. service. Um, enrollments are pending in AJC until they are approved by the
12. designated local workforce area staff and that could be a supervisor or
13. anybody that the local area has designated. For individuals who receive staff-
14. assisted services other than informational-only services the approval of the
15. enrollment is also required. So that means that both steps must happen and
16. there's not really a waiting period. Pending enrollments must be approved
17. promptly and accurately to ensure expediency of services. So this next slide
18. talks about at what point an individual's, um, eligibility would be verified. So at
19. what point would you ask the participant to come in with their documents to
20. show that they in fact answered the questions in AJC correctly? Um, and that
21. must happen after or before an individual receives individualized career
22. services or training services. Um, and the approval in AJC is a separate
23. process than the approval for individualized in career services. For individual
24. career services and training services that is something that would happen at
25. the local area based on local area procedures. And so just a reminder that

1. verification of eligibility or income is not required for basic career services.
2. The eli- WIOA eligibility checklist lists acceptable documentation for each type
3. of eligibility criteria. So when, um, prior to providing the individualized career
4. services or training services that checklist could be used to verify each
5. element. So, uh, besides eligibility for the WIOA Title I-B Program there's also
6. training services eligibility. And, uh, the requirements for training services
7. eligibility are located in the training services policy and that's in Section 502.
8. And the - this is not the same approval as the approval of the enrollment. So
9. this is something that happens, uh, separately outside of AJC.

10.
11. Woman: (Unintelligible). She did approval.

12.
13. Q: Okay.

14.
15. Woman: Move on.

16.
17. Q: So we just wanted to remind everybody that use of AJC is required and
18. whenever - all services that are provided to WIOA - okay. That are provided to
19. a WIOA adult dislocated worker and youth partici- participants must be added
20. to the S & T Plan in AJC prompting accurately. That includes the eligibility
21. determination, any service listed on the AJC service dictionary, as well as
22. follow-up services. All transa- actions relating to the WIOA Title I-B Adult
23. Dislocated Worker and Youth Programs must be entered in AJC and updated
24. in AJC system promptly and accurately. And so, uh, we did define what
25. transactions means and that could include resulting out measurable skill

1. gains, adding performance outcomes, adding supplemental data, adding
2. partner-provided services, adding Pell Grants - educational grant information.
3. All that information is required to be in AJC. So now we're gonna talk about
4. exit requirements. So, um, we have - it has been brought to our attention that
5. - that some, um, files in AJC are not being closed when all the plan services
6. on the individual service strategy and individual employment plan have been
7. completed. So when that happens that's called an unsubstantiated exit and
8. we need to make sure that when all plan services have occurred and have
9. ended that we do not continue to have the individual employment plan or
10. individual serviced strategy or career planning service go on beyond that last
11. plan service. And de- this is one of the concerns that Department of Labor
12. has brought to our attention that it is happening in Arizona. So there's, um...

13.
14. Woman: (Unintelligible) recording.

15.
16. Q: Oh, no. Uh, so there's certain required services that must be provided to
17. youths, um, and all of these services that must be added to the S & T Plan.
18. Uh, and these are, um, one of the trends that when the monitors came out
19. and reviewed local area files they found that these services were not
20. consistently being added. So the first one is the eligibility determination. The
21. second one is the objective assessment and the objective assessment
22. includes an assessment of the use academic occupational skill level, as well
23. as needs and strengths. And the objective assessment is used to, um,
24. determine, um, what services the individual need and then the next thing that
25. is required is the individual service strategies and in that it includes what the

1. individual's educational goals are, employment goals, um, and their
2. achievement objectives and then it also lists out what services will be
3. provided to the participant. The DOL Core Monitoring Guide requires that
4. each youth has three goals, both long term and short term, identified on the
5. individual service strategy. So, uh, the Workforce Policy and Support Unit will
6. be issuing additional requirements to make sure that all ISS - ISSs have three
7. at - least three goals listed. The next thing is, um, to - is, uh, one of the 14
8. program elements and all four- all of the 14 program elements are defined in
9. the AJC service dictionary. Um, after the program element is added then
10. career planning must be added. Career planning is the new way to say case
11. management. But the - the key is that it must be added after one of the 14
12. program elements. And then whatever follow-up services are provided they
13. also need to be added to the S & T Plan.

14.
15. Woman: Minimum of 12 months.

16.
17. Q: Yeah. And for the Youth Program follow-up services must be for a minimum of
18. 12 months. And all of the follow-up services are listed on the AJC service
19. dictionary. Calling a youth to determine whether they're employed or received
20. a credential is not a service. That is considered conducting follow up but not a
21. follow-up service. So the requirements for the WIOA Title I-B Adult and
22. Dislocated Program are different. Um, for the adult program an individual
23. employment plan is not required. However, we do require an eligibility
24. determination if the participant receives, eh, an individualized career service
25. or training service. And then at a minimum there must be an interview, initial

1. assessment, comprehensive assessment or other service, uh, determined by
2. the local workforce development mor- Board to gather enough information to
3. make the eligibility determination if the individual is going to receive training
4. services. Um, since all WIOA Title I-B, um, participants receive career
5. planning this service must also be added to, uh, the S & T Plan if they're
6. going to be receiving individualized career services or training services. And
7. then also if the individual obtains employment - subsidized employment, um,
8. there must be follow-up services provided to the adult or dislocated worker.
9. Um, and same thing with, um, follow-up services are all listed on the AJC
10. service dictionary and calling a participant to see if they're employed or
11. received their credential is conducting follow-up services or conducting follow
12. up but is not a follow-up service. So we need to make sure that we're actually
13. providing par- follow-up services to our participants. So in preparation for the
14. first ET - Eligible Training Provider List Annual Report which are due October
15. 2019, um, we are going to now talk about the correct way to add training -
16. occupational skills training to the S & T Plan in AJC but first I wanna talk a
17. little bit about this report. This is a brand new report under WIOA and it
18. requires that all training providers listed on the, um, ETPL submit
19. performance data for all students and that includes, um, per- students that
20. receive WIOA funds to attend the training and those that do not. It also
21. requires performance data on participants who receive WIOA's Title I-B
22. Plans, uh, and that would include adults, dislocated workers and out-of-school
23. youths since, um, the only youths that are able to use the ETPL are out-of-
24. school youths. Um, so the first report is due October 19 and the performance
25. reports for training providers are now available in AJC and this, um, is new as

1. of about three weeks. Um, and to access these reports you would go to, um,
2. in the AJC system under reporting and then go to WIOA reports and then
3. performance reports and then the ETPL performance report is at the top of
4. the list. Um, for the AJC system to accurately calculate training as a training
5. program performance based on the employment outcomes and credential
6. attainment of WIOA Title I-B participants all training services listed on the
7. ETPL must be added using the add training button. Um, and the next screens
8. are gonna show how to add, um, the - the tra- the program to, um, the S & T
9. Plan. What it does is when you use the add training button it links the specific
10. training program to the participant. So this a screenshot of the S & T Plan and
11. you can see at the top and the bottom there's an add service button. So that
12. would be - the first is step is clicking on the add service button. The next step
13. would be clicking on training providers. After, um, selecting, um, training
14. providers there's a screen where you search for training providers. Um, and
15. you can search by using any of the criteria, um, for the empty fields but we
16. must also click WIOA approved and then push search and that will get you to
17. the next screen. Um, so then the next screen will come up a list of training
18. providers and you will click on the name of the training provider. On the next
19. screen you will click at the top programs. And the next screen will include all
20. of the programs that are approved for - to, uh, receive WIOA's, uh, Title I-B
21. funds and, um, you will click on the program that the individual chooses. And
22. the next screen you'll scroll down to the very bottom and it's not actually on
23. this screenshot. Can you change slides? One more. To the very bottom and
24. it's very small but you'll need to click on the add to training plan button. What
25. this will do is this will auto populate the S & T Plan and it will, um, tie the

1. participant to the training program. And it will also auto populate the training
2. agent ID number, as well as the, um, training provider and their contact
3. information including the address. For, um, occupational skills training, um, all
4. of this information must be done this way rather than manually tapping in
5. the information because, um, other - if you'd manually type in the information
6. the information will not be reflected in the ETPL report and the information
7. that's extracted from AJC will not be accurate. In addition to reporting training
8. providers programs performance to the Department of Labor we're also
9. required to post this information online for potential students, eh, for customer
10. choice. So it's really important that the information that we put on our Web
11. page is accurate information, um, so that our participants can make, um,
12. informed training decisions, as well as, um, we're not, uh, providing
13. inaccurate training data on our training providers to the general public. So
14. what we're gonna be doing here at DES is running reports for local areas to
15. make sure that for this reporting period the training agent ID was added
16. correctly, um, and we're gonna be sending these reports to the local areas
17. and asking that those instances where, uh, the training was not added
18. correctly that staff go back and add the training the correct way using the add
19. training button.

20.
21. Woman: There's a (unintelligible) call for the next instructions so they can run the
22. report.

23.
24. Q: Right. The - the e-mail will include, um, how to report- run Report 8 so that you
25. can regularly, um, be checking to making s- to make sure that staff has

1. correctly added the occupational skills training to the S & T Plan, um, and
2. make changes before you're asked, uh, by DES to do so. So the next slide is
3. the resources page and, um, the first one is TEGL 21-16 and this is the TEGL
4. that talks about the youth formula programs. Um, it also describes all of the
5. 14 elements, um, in this TEGL. Um, the next TEGL resource is TEGL 19-16
6. and in this, um, TEGL it goes over the requirements for the Adult and
7. Dislocated Worker Programs, as well as, um, work based training
8. requirements and rapid response requirements. And the next resource is the
9. WIOA Title I-B Policy and Procedure Manual and that's where you can find all
10. of the state level WIOA Title I-B policies, um, and forms and also exhibits and
11. also our monitoring tools, as well as, um, our questions and answers that, um,
12. local areas have sent in and we've provided responses to.

13.
14. Woman: Use the questionnaire.

15.
16. Q: So, um, the last slide is, uh, my contact information and so if you have any
17. questions or requests for technical assistance, um, you can contact me at that
18. phone number or address. Um, you can also - if you'd like me to come out to
19. your local area and provide additional, uh, technical assistance the request
20. can be sent to workforceta@azdes.gov and then if you have any WIOA Title I-
21. B Program, um, policy questions they can always be sent to
22. wiaqanda@azdes.gov. And any, uh, responses that we do provide we also
23. post them on our workforce policy and support Web page so that everybody
24. gets to know the answer. So - and we post those questions frequently so it's a
25.

1. good idea to - to visit the Web page, uh, frequently to review, um, the
2. questions and answers that have been provided.
3.
4. Woman: We have a question.
5.
6. Q: Okay. So, um, we ha- now I'm gonna review the questions that have been
7. sent in, um, using the chat feature.
8.
9. Woman: (Unintelligible)
10.
11. Q: Uh, put me - put me on - on mute, (Joel). He needs to.
12.
13. Woman: (Unintelligible). It's, uh, down there (unintelligible).
14.
15. Q: Right at the top. You can - if you click on the orange bar.
16.
17. Woman: The top - over to the top (unintelligible). Talk to him - he just - oh he's not
18. mute - he's not muted. Oh. He should be...
19.
20. Q: (Joel)? Okay.
21.
22. Woman: He's still there.
23.
24. Woman: Read the question.
25.

1. Woman: Read the question.
- 2.
3. Q: Okay. So the question is are - are these exits and their respective exit dates
4. the ones used for recan- record retention purposes? What happens if an IAP
5. is completed and the Title I-B Program exits the individual but another partner
6. provides a subsequent service? Does the clock start for record retention?
7. When does it start?
- 8.
9. Woman: Maybe unmute the volume this time because he's gonna talk.
- 10.
11. Q: (Joel), um, this would require us to review the record retention policy to
12. determine if the record retention, um, period is specific to the training
13. program. So can I get back to you in - in an - an e-mail?
- 14.
15. Woman: Uh, don't worry about it now.
- 16.
17. Q: Okay.
- 18.
19. Woman: I would just take the next question. Use the chat feature.
- 20.
21. Q: Mm-hm.
- 22.
23. Woman: Tell him to use the right chat...
- 24.
25. Q: Okay.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.
21.
22.
23.
24.
25.

Woman: ...feature.

Q: So if you have anymore, um, questions you can continue to add them to the chat feature.

Woman: There's...

Woman: And you'll read them.

Woman: ...another one. We'll re...

Woman: And you'll be done and respond to everyone.

Q: Okay.

A3: Will we be required to...

Q: Yes. We'll be sending out, um...

Woman: Question - read the question.

Q: Okay. Sorry. Will we re- the next question is will we be required to go through our current caseloads and add clients enrolled in training to be - to the S & T Plan to add training? Yes. And we will, uh, be sending out those report aids

1. and we have over the last couple years been providing guidance on how to
2. add training the correct way it - it's just now we actually are able to re- run
3. those reports in AJC. But we do need to make sure that, uh, that those
4. reports are accurate and for us to be able to, um, get all individuals in that
5. reporting period, um, we need to go back to January 1, 2017.

6.

7. Woman: Okay.

8.

9. Q: Any questions on that topic?

10.

11. Woman: Use the chat feature.

12.

13. Q: Please use the chat, eh, feature. Next question (unintelligible).

14.

15. Woman: Go ahead. (Unintelligible).

16.

17. Q: No, I think there was one at the top, wasn't there?

18.

19. Woman: Mm-mm.

20.

21. Woman: Somebody wanted to know who's on the call?

22.

23. Q: That was me.

24.

25. Woman: (Unintelligible).

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.
21.
22.
23.
24.
25.

Woman: Oh - oh. Oh. Okay.

Q: Is there any more questions to the slides?

Woman: 'Kay.

Q: Okay. Um, if you have any more questions about this presentation...

Woman: This one.

Q: Oh.

A4: Will we receive a copy of the slides?

Q: Yes, um, I did include a copy of the slides in the invite but, um, I can resend it to you.

Woman: (Unintelligible). Look to see how many people were...

Q: Okay.

Woman: ...on that list.

1. Q: All right. Thank you, everybody. If you have additional questions you can send
2. them to wioaanda@azdes.gov. Thank you for participating today. Um, we will
3. be - continue to plan technical assistance, uh, sessions, um, I think the next
4. one will be on the youth program elements. And also on June 19th we will be
5. providing, um, a technical assistance session on the WIOA performance
6. measures and also in the, um, include the employer measures in that
7. presentation. The federal employer, um, eh, effectiveness and serving
8. employer measures, as well as the state measures. I look forward to your
9. partici- participation on that date.

10.

11. Woman: End it.

12.

13. Q: Thanks everybody.

14.

15.

16. The transcript has been reviewed with the audio recording submitted and it is an accurate
17. transcription.

18. Signed _____

19.

20.

21.

22.

23.

24.

25.