

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



WORKFORCE INNOVATION AND  
OPPROTUNITY ACT POLICY  
MANUAL

CHAPTER 2 - SECTION 300

SUBJECT: YOUTH PROGRAM

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

### **300 BACKGROUND AND PURPOSE**

This section provides policy and procedures for the Local Workforce Development Areas (LWDAs) to use in providing services to WIOA Title I Youth Program participants, including in-school and out-of-school youth.

The WIOA Title I Youth Program provides a comprehensive array of high-quality services, including career exploration and guidance, continued support of educational attainment, and training in in-demand industries and occupations. The program's goal is for the youth to obtain a good job along a career pathway, enrollment in post-secondary education or a Registered Apprenticeship prior to the end of participation. The youth program provides services to In-School-Youth and Out-of-School Youth with barriers, with a special focus on supporting the educational and career success of Out-of-School Youth.

References: Workforce Innovation and Opportunity Act (WIOA) of 2012; Federal Register 20 CFR 681; and Training and Employment Guidance Letters 9-00, 28-11, 5-12, 5-14 and 23-14.

### **301 GENERAL PROGRAM REQUIREMENTS**

LWDAs must ensure that the youth program prepares participants to meet education and career goals. The LWDA or youth program provider must provide:

- Preparation for postsecondary education and training opportunities, including registered apprenticeships;
- Strong linkages between academic instruction and occupational education;
- Preparation for unsubsidized employment opportunities along career pathways; and

- Strong connections to employers, including small employers; in-demand industry sectors; and occupations of the local and regional labor markets.

**.01 Linkages to Community and Partners**

The LWDA or youth program provider must provide linkages to community and partners to:

- A. Ensure that parents, youth participants, and members of the community with experience in youth programs are involved in the design and implementation of the WIOA Title I Youth Program.
- B. Make opportunities available to individuals who have successfully participated in the youth program to volunteer and provide assistance to participants in the form of mentoring, tutoring and/or other services.
- C. Provide appropriate connections between the youth program and the One-Stop system that will foster participation with local youth and include:
  1. Local area justice and law enforcement officials;
  2. Local public housing authorities;
  3. Job Corps representatives;
  4. Representatives of other area youth initiatives, including those that serve the homeless and private youth initiatives;
  5. Coordination and provision of youth services;
  6. Linkages to the job market and employers;
  7. Access for eligible youth to information and the services listed in section 303; and
  8. Other activities designed to meet the purposes of the youth program and youth services.

**.02 Standing Youth Committee**

LWDAs may choose to establish a standing youth committee. The purpose of the standing youth committee includes providing information to assist with planning, operations, oversight, and other issues related to the provision of the youth program. If the local board chooses not to establish a youth standing committee, the Local Workforce Development Board (LWDB) retains the responsibility for the activities listed.

- A. Under the direction of the LWDB, a standing youth committee may:
1. Recommend policy direction to the local board for the design development and implementation of programs that benefit all youth;
  2. Recommend the design of the comprehensive community youth workforce development system to ensure a full range of services and opportunities for youth, including disconnected youth;
  3. Recommend ways to leverage resources and coordinate services among schools, public programs, and community-based organizations serving youth;
  4. Recommend ways to coordinate youth services and youth service providers;
  5. Provide on-going leadership and support for continuous quality improvement for local youth programs;
  6. Assist with the planning, operational and other issues related to youth; and
  7. If delegated by the LWDB after consultation with the Chief Local Elected Official, oversee eligible youth providers, as well as other youth responsibilities.
- B. The standing youth committee membership must reflect the needs of the local area. The committee members are appointed based on their expertise to help address the employment, training, education, human and supportive service needs of eligible youth.

1. When the local board chooses to have a standing youth committee, the committee must include:
    - a. A member from the LWDB who chairs the committee;
    - b. Members of community-based organizations with a demonstrated record of success in serving eligible youth and other individuals with appropriate expertise who are not members of the local board;
  2. Additional standing youth committee members may include:
    - a. Representatives of agencies such as education, training, health, mental health, housing, public assistance and justice;
    - b. Representatives of philanthropic or economic and community development organizations;
    - c. Employers; and
    - d. Parents, participants and youth.
- C. LWDBs may designate effective youth councils as the standing youth committee if the youth council meets WIOA requirements in this policy.

### **.03 Out-of-School Priority**

LWDAs must dedicate at least 75 percent of WIOA Title I Youth Program funds to provide services for Out-of-School Youth.

### **.04 Referrals**

Each LWDA must ensure all youth who meet the eligibility criteria for the youth program receive information about the full array of services available through the LWDA, One-Stop partners, and eligible youth service providers, as well as referrals to appropriate training and educational programs with the capacity to serve the applicant either on a sequential or concurrent basis.

## **302 PROCUREMENT REQUIREMENTS**

All youth services must be competitively procured; however, LWDA's may provide youth program design framework services directly, without procurement, as described in 303.01, to include outreach and recruitment, intake and eligibility determination, assessment, development of an individual service strategy, case management, and follow-up services.

Requirements for procuring youth service providers include:

- A. The criteria used to identify youth providers in the local plan, including:
  - 1. The financial stability of the service provider;
  - 2. Experience in successfully providing services to disconnected youth and youth with barriers to employment, including youth with disabilities;
  - 3. Demonstrated success in serving youth, specifically youth with barriers and Out-of-School Youth;
  - 4. Length of time the youth service provider has been in business;
  - 5. Available network of business and community partners; and
  - 6. Ability to meet the performance accountability measures based on the performance indicators for youth programs.
  
- B. The criteria used to identify youth training providers in the local plan include determining whether:
  - 1. Training is related to in-demand occupations, or career pathways identified in the state and local plans; and
  - 2. A federally recognized credential is awarded upon the successful completion of a training program.

- C. Conducting full and open competition to secure youth service providers according to federal procurement guidelines in Code of Federal Regulations Part 200 and 2900- Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (2 CFR parts 200 and 2900), in addition to state and local procurement laws.
- D. Selecting eligible providers of youth services by awarding a grant or contract on a competitive basis, based on the recommendation of the standing youth committee, if applicable. If a youth standing committee is not established, the responsibility to make a recommendation belongs to the LWDB.
- E. LWDA may implement a pay-for-performance contract strategy for the 14 program elements.

### **303 YOUTH SERVICES**

LWDAs must provide Design Framework services. LWDAs must describe the design framework for youth services and how the required 14 program elements will be provided within the design framework in the LWDA plan.

#### **.01 Design Framework**

Design Framework services include:

- A. Outreach and recruitment
- B. Intake and eligibility determination
- C. Objective assessment
  - 1. The LWDA or youth program provider must provide an objective assessment of the academic and occupational skill levels and service needs of each participant to identify appropriate services and career pathways for each participant.
  - 2. A new assessment is not required if a partner program has completed an objective assessment with the participant in the last six months and its use is deemed appropriate by the LWDA, except for testing basic skills deficiency for Out-of-School Youth.

3. The objective assessment must include a review of:
  - a. Basic Skills (see Section 305.05);
  - b. Occupational skills;
  - c. Prior work experience;
  - d. Employability;
  - e. Interests (including interest and aptitudes for non-traditional jobs);
  - f. Supportive service needs; and
  - g. Developmental needs.

#### D. Development of an Individual Service Strategy

Based on the objective assessment, the LWDA or youth program provider must develop an Individual Service Strategy (ISS) for each participant that is directly linked to one or more performance accountability measures for youth and specifies which of the 14 program elements are needed to assist the participant in meeting his/her educational and career goals.

1. The ISS must include identification of appropriate career pathways including:
  - a. Educational goals;
  - b. Employment goals, including non-traditional employment, taking into consideration career planning and the results of the objective assessment; and
  - c. Appropriate achievement objectives and services for the participant.
2. The ISS is a living document and must be updated with each contact to reflect progress, status, and changes. The ISS must coincide with case notes in AJC and services.

3. A new ISS is not required if a partner program has completed an ISS with the participant in the last six months and its use is deemed appropriate by the LWDA.

E. Case Management

LWDAs or youth program providers must provide case management of youth. Case management uses a client-centered approach in the delivery of services designed to:

1. Prepare and coordinate the ISS for participants and ensure access to workforce development activities and supportive services; and
2. Provide job and career counseling during program participation and after job placement.

F. Follow up Services

All youth participants must be provided a minimum of 12 months of follow-up services after the completion of participation (see Section 311).

## **.02 Youth Program Elements**

LWDAs must make 14 youth program elements available to participants; however the LWDA does not have to provide all 14 program elements with WIOA funds when resources are leveraged through partner programs that already provide readily available resources. LWDAs must ensure there is an agreement in place with a partner organization to ensure a program element is offered when a specific element is not offered through WIOA Title I youth funds and that the element is closely connected and coordinated with the WIOA youth program.

- A. LWDAs must make the following 14 program elements available to participants:
1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements of secondary school diploma or High School Equivalency (HSE), including certificate of attendance or similar documentation for

- individuals with a disabilities), or a recognized post-secondary credential;
2. Alternative high school services, or drop out services;
  3. Occupational Skills Training (See Section 304);
  4. Paid and Unpaid work experiences, including
    - a. Pre-Apprenticeship programs (see Section 305);
    - b. Internships and job shadowing;
    - c. On-the-Job Training (see Section 306);
    - d. Summer Employment opportunities.
  5. Education offered concurrently with, and in the same context as, workforce preparation activities, basic academic skills, and hands-on training for a specific occupation, occupational cluster, or career pathway;
  6. Adult Mentoring for the period of duration of 12 months, may occur during participation and after program participation (see Section 307);
  7. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling appropriate to the needs of the individual (see Section 308);
  8. Entrepreneurial Skills Training (see Section 309);
  9. Financial Literacy education;
  10. Leadership development, to include community service and peer-centered activities that encourage responsibility and other positive social behaviors and civic behaviors);
  11. Supportive Services (see Section 310);
  12. Follow-up Services for not less than 12 months after completion of participation (see Section 311)

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration; and
  14. Activities that help youth prepare for post-secondary education and training.
- B. The youth program provider must determine what specific program services will be provided to each youth based on the objective assessment and the ISS.

### **304 OCCUPATIONAL SKILLS TRAINING**

Occupational skills training is an organized program of study that provides specific vocational that leads to proficiency in performing actual tasks and technical functions required by a certain occupational field at entry, intermediate or advanced levels.

- A. LWDA must ensure that youth service providers offer priority consideration to training programs that lead to postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area. Such training must:
1. Be outcome oriented and focused on an occupational goal specified in the ISS;
  2. Be of sufficient duration to impact the skills needed to meet the occupational goal; and
  3. Result in the attainment of a recognized postsecondary credential.
- B. The training program must meet requirements listed in Section 302.B.
- C. Youth service providers who offer occupational skills training must be competitively procured by contract or grant. However, Out-of-School Youth ages 18-24 may be issued an Individual Training Account (ITA) with a specified dollar amount to provide training using WIOA youth funds based on the needs identified in the ISS.

- D. If an ITA is used to pay for the training, the training program must be listed as an approved program on the Eligible Training Provider List.
- E. For more information on ITA requirements, refer to Chapter 2, Section 504.

### **305 WORK EXPERIENCES**

Work experiences are planned, structured, learning experiences that take place in a workplace for a limited period of time.

#### **.01 Work Experience Requirements**

- A. Work experiences may:
  - 1. Be paid or unpaid;
  - 2. Provide youth with opportunities for career exploration and skill development; and
  - 3. Take place in the private or public sector.
- B. Labor standards apply in any work experience where an employee/ employer relationship exists, as defined by the Fair Labor Standards Act or applicable state laws.
- C. Providers administering the work experience program element must be selected by the LWDA by awarding a grant or contract on a competitive basis, based on State and local criteria.
- D. Work experiences must have an academic and occupational component, and may include the following types of work experiences;
  - 1. Summer Employment opportunities and other employment opportunities available throughout the school year.
    - a. Summer employment opportunities must provide direct linkages to academic and occupational learning, including leadership development opportunities, tutoring, occupational skills training, etc., and may provide other elements and strategies

as appropriate to serve the needs and goals of the participants.

- b. The summer employment administrator does not have to select employers through a competitive process for summer employment opportunities.
2. Pre-apprenticeship programs
    - a. A pre-apprenticeship program is a set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with a least, if not more registered apprenticeship programs.
    - b. LWDAs must verify and maintain information on the pre-apprenticeship program's documented partnerships with Registered Apprenticeships.
    - c. Internships and job shadowing; and
    - d. On-the-job training opportunities (see Section 306).

## **.02 Work Experience Expenditure Requirements**

LWDAs must spend at least 20 percent of all funds allocated to the In-School Youth and Out-of-School Youth program with paid and unpaid work experiences.

1. LWDAs must track the program funds spent on paid and unpaid work experiences, including wages and staff costs for the development and management of work experiences, and report such expenditures as part of the local WIOA youth financial report.
2. LWDAs must track the percentage of funds spent on work experiences by calculating the total local area youth funds expended on work experience rather than by calculating the funds expended separately for In-School Youth and Out-of-School Youth.
3. Local area administrative costs are not subject to the 20 percent minimum work experience requirement.

## **306 ON-THE-JOB TRAINING**

On-the-Job Training (OJT) is provided under a contract with an employer who is reimbursed a percentage of the wage rate of the participant being trained while engaged in productive work in a job. OJT is intended to successfully prepare an individual for long-term, unsubsidized employment by providing the knowledge or skills essential to meet the full and adequate performance of the job.

### **.01 Employer Reimbursements**

Employer reimbursement payments are deemed payments for taking on extraordinary costs associated with training of participants and the potentially lower productivity of the participants while in OJT. Employers are not required to document the extraordinary costs.

- A. Employers may be reimbursed up to 50 percent of the wage rate of OJT.
- B. Arizona Department of Security (DES) may increase the reimbursement rate for OJT contracts funded through the statewide employment and training activities. LWDAs and tribal entities may also increase the reimbursement rate for the OJT contract up to 75 percent. LWDAs and tribal entities must establish policy regarding when the wage reimbursement maybe increased from 50 percent to 75 percent for on-the-job training and must take into consideration the following factors when considering an increase to the OJT reimbursement rate up to 75 percent:
  1. The characteristics of the participants by taking into consideration whether they are “individuals with barriers to employment”;
  2. The size of the employer, with emphasis on small businesses;
  3. The quality of the employer-provided training and advancement opportunities; for example, if the OJT contract is in an in-demand occupation and will lead to an industry-recognized credential; and other factors DES, LWDAs, and tribal entities determine appropriate including:
    - a. The number of employees participating;

- b. The wage and benefit level of the employee (both at present and at completion); and
  - c. The relation of the training to the competitiveness of the participant.
- C. DES, LWDA, and tribal entities must document the factors used in deciding to increase the wage reimbursement wages above 50 percent to 75 percent.

### **.02 Time Limits for On-the-Job Training**

The OJT is limited in duration as appropriate to the occupation for which the WIOA participant is being trained. LWDA staff must take into account:

- A. Skill requirement of the occupation;
- B. Academic and skill level of the participant;
- C. Prior work experience; and
- D. The ISS.

### **.03 On-the-Job Training for Eligible Existing Workers**

OJT contracts may be written for eligible existing workers under the following conditions:

- A. The employee is not earning a self-sufficient wage as determined by LWDA policy; and
- B. The training relates to:
  - 1. Introduction of new technologies;
  - 2. Introduction to new production or service procedures;
  - 3. Upgrading to new jobs that require additional skills such as:
    - a. Workplace literacy; or
    - b. Other appropriate purposes identified by the LWDA or tribal entity.

#### **.04 On-the-Job Training and Registered Apprenticeship Programs**

OJT contracts may be written with Registered Apprenticeship programs or participating employers in the Registered Apprenticeship program to cover the on-the-job training portion; however, these contracts must be consistent with other OJT requirements in this policy, including those for existing workers in section 306.03.

ITAs can be combined with OJT contracts when placing participants into Registered Apprenticeship programs.

#### **307 ADULT MENTORING**

LWDAs must make adult mentoring available, which may include a youth being matched with an adult mentor, an employer, or an employee of an employer.

LWDAs must ensure that adult mentoring for youth:

1. Is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentors offers guidance, support, and encouragement to develop the competence and character of the participant;
2. Includes a mentor who is an adult other than the assigned youth case manager;
3. Lasts at least 12 months, and occurs during the program year and following exit from the program; and
4. Matches the youth with an individual mentor with whom the youth interacts on a face-to-face basis. In addition to the face-to-face interaction, group mentoring activities and mentoring through electronic means are allowable as part of mentoring activities.

#### **308 COMPREHENSIVE GUIDANCE AND COUNSELING**

Comprehensive guidance and counseling provides individualized counseling to participants and includes:

1. Career and academic counseling;
2. Drug and alcohol abuse counseling;
3. Mental health counseling; and
4. Referrals to partner program, as appropriate.

When referring participants to necessary counseling that cannot be provided by the local youth program, the local youth program must coordinate with the organization it refers to in order to ensure the continuity of service.

### **309 ENTREPREUERIAL SKILLS TRAINING**

Entrepreneurial skills training provides the basics of starting and operating a small business.

- A. LWDAs must ensure that entrepreneurial skills training develops the skills associated with starting and operating a small business. Such skills include, but are not limited to, the ability to:
  - 1. Take initiative;
  - 2. Creatively seek out and identify business opportunities;
  - 3. Develop budgets;
  - 4. Understand various options for acquiring capital and trade-offs associated with each option; and
  - 5. Communicate effectively and market oneself and one's ideas.
  
- B. Among the approaches that may be used to teach youth entrepreneurial skills are the following:
  - 1. Entrepreneurial education program that provides an introduction to the values and basics of starting and running a business, including guiding youth through the development of a business plan and using simulations of business start-up and operation.
  - 2. Enterprise development which provides support and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurial education by helping youth access loans or grants that are needed begin business operations and by providing more individualized attention to the development of viable business ideas.
  - 3. Experiential programs that provide youth with the ability to gain experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business, or they may facilitate placement in apprenticeship

or internship positions with adult entrepreneurs in the community.

### **310 SUPPORTIVE SERVICES**

Supportive services for youth are services that enable an individual to participate in WIOA activities. For additional information on supportive services, refer to Chapter 2, Section 700.

### **311 FOLLOW-UP SERVICES**

All youth participants must be provided a minimum of 12 months of follow-up services after the completion of participation.

1. Follow-up services may be provided beyond 12 months at the discretion of the LWDA.
2. The type and duration of follow-up services must be determined based on the needs of the youth participant and may vary among participants.
3. Follow-up services for youth may include:
  - a. Leadership development and supportive services activities;
  - b. Regular contact with the youth's employer, including assistance with work related problems that may arise;
  - c. Assistance in securing better paying jobs, career pathway development and further education;
  - d. Work-related peer support groups;
  - e. Adult mentoring; and/ or
  - f. Services necessary to ensure success of the youth employment and/ or post-secondary education.

4. The scope of the follow-up services may be less intensive for youth who have only participated in summer youth employment opportunities.
5. Follow-up services must be recorded in case notes in Arizona Job Connection (AJC) within 15 business days from the date services are provided.
6. If it becomes necessary during the follow-up period to utilize WIOA services beyond those available through the follow-up component, re-enrollment into WIOA is required.
7. Financial assistance such as needs-related payments is not an allowable follow-up service.
8. Case notes in AJC must contain documentation substantiating follow-up contact with the youth, including follow-up attempts. This may include, but is not limited to, a letter, an e-mail message or case notes based on an actual conversation, either in person or by telephone. Follow-up substantiating attempts with the participant must be made and documented in AJC on a monthly basis during the 12-month requirement.
9. The purpose of follow-up services is to ensure the youth is successful in employment and/ or postsecondary education and training. Follow-up services must include more than an attempt to contact the individual or contact made only to secure documentation in order to report a performance outcome.

### **312 ELIGIBILITY DETERMINATION**

At the time of eligibility determination, youth must be an In-School Youth or Out-of-School Youth to participate in WIOA Title IB youth program services during any part of the program year.

**.01 Out-of-School Youth**

A youth meets the definition of Out-of-School Youth if he or she is:

- A. Not attending school (Adult Education, Job Corps, and Youthbuild are not considered school);
- B. Between 16 and 24 years old at the time of enrollment and one or more of the following:
  - 1. A school dropout, including a youth who is not attending an alternative school at the time of enrollment;
  - 2. Low income, with a secondary school diploma or its recognized equivalent and:
    - i. Basic skills deficient; or
    - ii. An English language learner;
  - 3. Subject to the juvenile or adult justice system;
  - 4. Homeless, i.e. lacks a fixed, regular and adequate nighttime residence;
  - 5. A runaway;
  - 6. In foster care, has aged out of foster care, or has left foster care for kinship, guardianship or adoption;
  - 7. A youth who has been removed from his/her home and is in an out-of-home placement;
  - 8. Pregnant or parenting;
  - 9. An individual with a disability; or
  - 10. In need of additional assistance to enter or complete an education program or to secure or hold employment, as defined by the LWDA.

Participants may continue to receive services beyond the age of 24 once they are enrolled in the program.

**.02 In-School Youth**

A youth meets the definition of In-School Youth if he or she is:

- A. Attending secondary school, including secondary and post-secondary school;
- B. Between 14 and 21 years old at the time of enrollment. The age requirement is extended for youth with disabilities because school districts must provide programs and services to eligible youth with disabilities attending secondary school until they turn 22 years old. Youth who turn 22 years old during the school year must continue to receive services from the school district until the end of the school year (ARS 15-764);
- C. A low income individual and one of the following:
  - 1. Basic skills deficient;
  - 2. An English language learner;
  - 3. An offender;
  - 4. Homeless youth, i.e. lacks a fixed, regular and adequate nighttime residence;
  - 5. A runaway;
  - 6. In foster care, has aged out of foster care, or has left foster care for kinship guardianship or adoption;
  - 7. A youth who has been removed from his/her home and is in an out-of-home placement;
  - 8. Pregnant or parenting;
  - 9. An individual with a disability; or
  - 10. Requires additional assistance to complete an educational program or to secure and hold employment, as defined by the LWDA.
- D. LWDA must ensure that not more than five percent of In-School Youth enrolled in the program year are eligible only based on the “requires additional assistance to complete an educational program or to secure and hold employment” criterion. LWDA must track the In-School Youth enrolled in the program each year to ensure that no more than five percent are not enrolled using this criterion.

### **.03 Low-Income Requirements**

- A. All In-School Youth must be low-income unless included in the five percent low-income exception.
- B. Low-income eligibility requirements apply to Out-of-School Youth only if they are recipients of secondary school diplomas or its recognized equivalent and are at least one of the following:
  - 1. Basic skills deficient;
  - 2. An English language learner; or
  - 3. In need of additional assistance to enter an educational program or to secure employment.

### **.04 Non-Low Income Youth**

LWDAs must not serve more than five percent of youth who do not meet low income requirements but who meet all of the other eligibility requirements. The five percent is calculated using the combined total of In-School and Out-of-School youth.

Note: Non-low income youth participants will be counted in the five percent category at the end of each month of enrollment and each month and each year thereafter until they are exited from the program.

## **313 DOCUMENTATION FOR ELIGIBILITY**

LWDAs must ensure timely documentation is collected in regards to eligibility determination. Attempts to secure documentation and the outcome must be recorded in the AJC case notes within 15 calendar days from the date of request for documentation.

### **.01 General Requirements**

- A. LWDAs must use the [WIOA Eligibility and Verification Checklist \(Exhibit 100A\)](#) for eligibility determinations for the WIOA Title I Youth Program and for data validation. The checklist identifies source documents, which are documents used to verify eligibility requirements. All eligibility documents must be uploaded into AJC.

- B. LWDA must ensure that reasonable attempts have been made to secure source documentation as identified in the checklist.
- C. The *WIOA Applicant Statement* ([Exhibit 100B](#)) may be used as permitted on the *WIOA Eligibility and Verification Checklist* ([Exhibit 100A](#)) when the information is unverifiable or it is unreasonably difficult for the applicant to obtain.
  - 1. For high-risk Out-of-School youth, the [WIOA Applicant Statement](#) is acceptable to allow upfront enrollment of the youth.
  - 2. High risk means not having a high school diploma or HSE, and meeting the eligibility criteria in section 312.01.B, with the exception of the “Requires additional assistance to enter or complete an education program or to secure or hold employment, as defined by the LWDA”
  - 3. If additional documentation is required on the [WIOA Eligibility and Verification Checklist \(Exhibit 100A\)](#) for data validation purposes the LWDA may request the documentation from the youth after the youth has begun to receive Youth services.
- D. LWDA must ensure all youth who have not completed their eighteenth birth date complete the *WIOA Applicant Statement* (Exhibit 100B) which must be signed by the youth’s parent, guardian, or a responsible adult/ collaborating witness.

## **.02 Determining Low-Income Status**

A low-income youth is an individual who:

- 1. Receives, is a member of a family that receives, or has received in the past six months, cash payments under a federal, state, or local income-based public assistance program (e.g. Temporary Assistance to Needy Families (TANF));
- 2. Receives annual income in relation to family size that does not exceed the higher of the federal poverty guidelines or 70 percent of the United States Department of Labor (USDOL)

[Lower Living Standard Income Level \(LLSIL\) \(Exhibit 100C\)](#)  
for each program year;

3. Receives, is a member of a family that receives, or has received in the past six months, assistance through the Supplemental Nutrition Assistance Program (SNAP);
4. Qualifies as a homeless individual who lacks a fixed, regular and adequate nighttime residence;
5. Is a foster child for whom state or local government payments are made;
6. Is a member of a family whose income does not meet low-income requirements, but is an individual with a disability, and therefore can be counted as a family of one so that individual income meets the low-income requirement;
7. Receives Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI);
8. Receives, is a member of a family that receives, or has received within the past six months, assistance through the Refugee Cash Assistance (RCA), a federally-funded need-based cash benefit for refugees and other eligible beneficiaries, who are not eligible for other cash assistance programs, such as TANF.
9. Receives, or is eligible to receive, a free or reduced price lunch under the Richard B. Russell National School Lunch Act (NSLA); or
10. Is a youth who lives in a high poverty area, as determined by the American Community Survey (see Section 305.03).

### **.03 High Poverty Areas**

Youth living in high poverty areas are automatically considered low income individuals. WIOA defines a high poverty area as a census tract, set of continuous census tracts, Indian reservation, tribal land, or Native

Alaskan Village or county that has a poverty rate of at least 30 percent, as set every five years using the American Community Survey five-year data.

LWDAs must use *Determining High Poverty Census Tracts in Arizona* (Exhibit 300A) and the *High Poverty Census Tracts Spreadsheet* (Exhibit 300B) or other tools developed by the LWDA to determine if a youth lives in a high poverty area by census tract.

#### **.04 Income Verification**

LWDA staff must attempt to gather information such as other public assistance the individual may receive, such as TANF and SNAP, and verify if the individual receives monetary support. Attempts include calls to the participant, letters, e-mail messages, etc. Low income verification attempts must be documented in case notes in AJC.

- A. Documentation related to income verification as outlined on the [WIOA Eligibility and Verification Checklist \(Exhibit 100A\)](#) must be collected and uploaded into AJC.
- B. Income that is being used to determine income eligibility for WIOA Title I services should be identified using the [WIOA Eligibility and Verification Checklist \(Exhibit 100A\)](#).
- C. If a verification document cannot be obtained, the [WIOA Applicant Statement \(WIA-1027A\)\(Exhibit 100B\)](#) with signatures by the individual and a witness who has knowledge of the information provided may be accepted as a last resort as permitted by the [WIOA Eligibility and Verification Checklist \(Exhibit 100A\)](#).

**Note:** The case manager or other LWDA staff must not sign as the witness.

- D. If a participant is receiving child support, the witness would be the parent providing the child support or an individual that has knowledge of the applicant receiving child support. The attempts used to gather information needed for verification must be documented in the case notes in AJC.
- E. LWDA staff may verify Social Security benefits through Social Security Consent-Based SSN Verification Services. Fees associated with this verification are an allowable cost under WIOA

Youth Program funds and can be paid by the LWDA. Applicants are not to be charged for this verification.

- F. Individuals who are recipients of TANF, SNAP, or SSI may automatically be income eligible and require no further income verification if the individual has provided acceptable documentation utilizing the [WIOA Eligibility and Verification Checklist \(Exhibit 100A\)](#).
- G. TANF and SNAP documentation must be current and indicate that the individual is receiving, or is a member of a family that is receiving, assistance at the time of application to the WIOA program.
- H. SSI/SSDI documentation must be current and indicate that payments were made to a single recipient. The individual applying to WIOA must be the recipient at the time of application to a WIOA program in order to be considered as a family of one.
- I. RCA documentation must be current and indicate that payments were made to a single recipient. The individual applying to WIOA must be the recipient at the time of application to a WIOA Program in order to be considered as receiving public assistance.
- J. Individuals who receive, or are eligible to receive free or reduced lunch must provide:
  - 1. School documentation of a free or reduced lunch;
  - 2. A letter from TANF documenting approval; or
  - 3. A letter from SNAP that documents approval.
- K. High poverty area verification must include case notes in AJC that indicate the name of the high poverty areas (county) or census tract number that was used in making the determination that a youth lives in a high poverty area. The poverty rate for the high poverty area must also be included in case notes in AJC.

**.05 Basic Skills Testing**

A youth is basic skills deficient when he or she performs any of the following at or below an 8.9 grade level:

1. Compute or solve math problems;
2. Read English;
3. Write English;
4. Speak English; or
5. Unable to compute or solve problems, or read, write or speak English at a level necessary to function on a job, in the individual's family, or in society, as determined in local policy.

The Test of Adult Basic Education (TABE) must be used to determine whether the youth is basic skills deficient. The LWDA or Youth Service Provider may use other assessment tools appropriate to the target population as determined by the LWDA except for determining basic skills deficiencies.

1. Testing must be administered during the eligibility determination process or no later than the date of participation i.e. the date of the first service.
2. Out-of-School Youth who are basic skills deficient must be post-tested prior to the one-year anniversary of the participation date.

For youth, who are first enrolled in the Adult or Dislocated Worker Program and subsequently co-enrolled in the Youth Program, the post- test must be completed prior to the anniversary of the first youth service.

3. The same test and version (e.g. TABE Version 9/10) must be used for both the pre- and post-tests.
4. When administering assessments, individuals with disabilities should be provided appropriate accommodations according to the guidelines associated with the assessment

tools used to determine functioning levels, Section 188 of WIOA, and LWDA policy.

### **.06 Selective Service Requirements**

Each LWDA is responsible for determining Selective Service status of male youth prior to program enrollment.

- A. Every male citizen, or any male residing in the United States, born on or after January 1, 1960, unless exempt, is required to register with the Selective Service System (SSS) between their 18<sup>th</sup> and 26<sup>th</sup> birthdays. Registration with SSS can occur within 30 days of a male's 18<sup>th</sup> birthday and prior to attaining his 26<sup>th</sup> birthday.
- B. Male youth participants who turn 18 years old while enrolled in the program must complete a Selective Service Registration within 30 days of their 18<sup>th</sup> birthday. If a participant does not register for Selective Services within 30 days of his 18<sup>th</sup> birthday, he is no longer eligible to receive WIOA services. Youth denied services must be advised of available WIOA grievance procedures.
- C. A detailed list of males who are and who are not required to register with Selective Service due to an exemption may be found online at <https://www.sss.gov/Registration-Info/Who-Registration>.
- D. Selective Service registration can be verified online at <https://www.sss.gov/Home/Verification>. The male's name, date of birth, and social security number is needed to verify registration.

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

WIOA addresses an important distinction between registration and enrollment.

### **.01 Registration, Enrollment and Data Entry Requirements**

- A. Registration in AJC must occur when a youth is seeking only information or self-services, with minimal assistance from staff. A registration in AJC occurs when an youth creates an account that includes complete data demographics and work history.
- B. Enrollment must occur when an youth requires services beyond self-service, or services beyond simply providing the youth

information. The program enrollment will depend on the participant's eligibility (see Section 312).

- C. Enrollment in the WIOA youth program includes:
  - 1. The collection of documentation to support eligibility determination and;
  - 2. Participation in any of the 14 WIOA Youth program elements.
- D. Enrollments are pending in AJC until they are approved by designated LWDA staff. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.
- E. Pending enrollments that have not been approved within 30 calendar days are considered not enrolled and LWDAs must re-determine eligibility for the youth program. This includes collecting new/updated verification documentation for eligibility determination. LWDAs must develop local policies that address timely entry of enrollments and run the WIA No Participation report to monitor the timeliness of the pending client record.
- F. Transactions relating to WIOA Youth program-provided activities and services must be entered or updated in AJC within 15 calendar days from the date an activity or service is provided.
- G. LWDAs must run the AJC Report 8 on a monthly basis to ensure timely follow-ups and accurate data recording.

## **.02 Co-Enrollment**

Co-enrollment means enrollment in more than one program at a time. As a result, the LWDA must be responsive to the needs of these programs and their customer groups. Co-enrollment allows for additional resources for training and financial support, enhanced service delivery and increased customer support which results in greater participant outcomes.

- A. Youth age 18 and older may be co-enrolled in the WIOA Adult or Dislocated Worker Programs.

1. LWDA must ensure the youth meets eligibility criteria for both the Youth and Adult Program or the Youth and Dislocated Worker Program to co-enroll participants;
  2. For youth age 18-24, the LWDA must determine the appropriate level of service and combination of Youth, Adult, Dislocated Worker and other services that will be provided based on the service needs of the participant and if the participant is career-ready based on the objective assessment of the occupational skills, prior work experience, employability and participant's needs;
  3. LWDA must identify and track the funding streams for youth who are enrolled concurrently in the Youth/ Adult Program or the Youth/ Dislocated Worker Program;
  4. LWDA must ensure services are not duplicated; and
  5. LWDA must ensure previous foster care youth who have continued to be co-enrolled in WIOA Title programs and are now adults remain eligible for WIOA Program services and do not require re-determination of eligibility.
- B. WIOA youth participants may also have co-enrollment with the following partner programs:
1. Adult Education and Literacy Programs;
  2. Migrant Seasonal Farm Workers Program (MFSWs) at the point of entry to the One-Stop system to assure equity of services is provided;
  3. Jobs Program (TANF Work Program);
  4. YouthBuild;
  5. Job Corps;
  6. Supplemental Nutrition Assistant Employment and Training (SNA E&T); or
  7. Other employment related programs.

### **315 INCENTIVE PAYMENTS**

LWDAs may use incentive payments for recognition and achievements directly related to training activities and work experiences. Each LWDA must have written policies and procedures governing the awarding of incentive payments.

The policies and procedures must ensure incentive payments are tied to the goals of a specific program and are outlined in writing before the commencement of the program that may provide incentive payments. Additionally, each LWDA's policies and procedures that govern the awarding of incentive payment must align with the local program's organization policies, as well as Code of Federal Regulations Part 200 and 2900- Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (2 CFR parts 200), and WIOA Fiscal Policies (Chapter 3, Section 100).

### **316 PROGRAM EXITS**

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

#### **A. Program Exit Requirements**

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

1. When LWDA staff are aware a participant will no longer participate in the WIOA Title I services, LWDA staff may manually exit the individual by exiting all services with the date they want the participant to exit for the following reasons:
  - a. Deceased – participant died during participation in a WIOA program;
  - b. Institutionalized – participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain institutionalized for at least 90 days;
  - c. Health/Medical – participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in a WIOA program. *This does not include temporary conditions expected to last for less than 90 days.*

- d. Family Care – participant is responsible for the care of a family member that is expected to last for more than 90 days.
  - e. Reservists Called to Active Duty – participant who is in the military reserves and has been called to active duty, which prevents continued participation in a WIOA program.
  - f. Employed – participant is placed in employment after participation in a WIOA program, including entry into Peace Corps, Volunteers in Service to America (VISTA), AmeriCorps and other National Service programs funded by the Federal Corporation for National and Community Service under the National and Community Service Trust Act of 1993.
  - g. Self-Employed – participant becomes self-employed in a full-time, permanent job that pays a wage defined by the LWDB as self-sufficient.
  - h. Voluntary Exit – participant elects to no longer continue participation in a WIOA program.
  - i. Involuntary Exit – participant refuses to comply with WIOA program requirements, per LWDA policy.
  - j. Found Ineligible After Registration – participant is determined ineligible to participate in a WIOA program.
  - k. Apprenticeship – participant enters a qualified apprenticeship program while enrolled in a WIOA program.
  - l. Military – participant enlists and reports for active duty while enrolled in a WIOA program.
2. When a participant receives services from multiple programs, the most recent service end date is the date of exit. Follow-up services provided to youth do not extend the exit date.

B. Gaps in Service

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

1. A gap in service extends a participant's exit date for 90 calendar days from the time he or she is placed into the gap. The gap in service must be related to:
  - a. A delay before the beginning of training;
  - b. A health/medical condition, or providing care for a family member with a health/medical condition; or
  - c. A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.
2. A gap in service may be extended for an additional 90 consecutive calendar days (for a total of 180 consecutive calendar days) to resolve the issue that is preventing a participant from completing program services. The extended gap in service must be related to:
  - a. A health/medical condition, or providing care for a family member with a health/medical condition; or
  - b. A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.