

**201 BACKGROUND**

This section provides policy and procedures for ARIZONA@WORK Coconino County service providers to use when determining eligibility and providing services governed by the Workforce Innovation and Opportunity Act (WIOA) for clients of both the Adult and Dislocated Worker programs.

**202 AUTHORITY**

- Workforce Innovation and Opportunity Act (WIOA) (P.L. 113-128)
- Workforce Innovation and Opportunity Act Final Rules 20 CFR 678.430
- Workforce Innovation and Opportunity Act Final Rules 20 CFR 680
- Training and Employment Guidance Letter (TEGL) 17-05
- Training and Employment Guidance Letter (TEGL) 15-10
- Training and Employment Guidance Letter (TEGL) 03-15
- Military Selective Service Act, Section 3, as amended at 50 U.S.C. Appendix 453
- Arizona Department of Economic Security WIOA Policy and Procedure Manual

**203 PROGRAM REQUIREMENTS**

The ARIZONA@WORK Coconino County WIOA Title IB Adult Program provides workforce activities designed to increase, the employment, retention, earnings, and attainment of recognized postsecondary credentials of adults age 18 and older, particularly for individuals with barriers to employment. As a result, this should improve the quality of the Coconino County workforce, reducing dependency on public assistance, increasing economic self-sufficiency, and enhancing the productivity and competitiveness of the county.

The ARIZONA@WORK Coconino County WIOA Title IB Dislocated Worker program provides services to individuals who have been terminated through no fault of their own, laid off, or have received notice of termination or layoff, from employment generally due to plant closures or downsizing. Self-employed individuals who are unemployed due to general economic conditions and individuals who meet the WIOA definition of a displaced homemaker may also be eligible for services.

**204 ADULT PROGRAM PRIORITY OF SERVICE**

ARIZONA@WORK Coconino County observes the priority of service provision for all Adult program formula funds for individualized career and training activities.

Priority for individualized career services and training services funded with Title I Adult Program funds must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the local area.

- A. **Priority of service is not an eligibility criterion for the Adult Program**, but it is the means to ensure an emphasis on providing services to these populations.
- B. Low income status will be established based on the criteria in the Adult/Dislocated Worker State Policy Section 102.02(A).
- C. Basic skills deficient status will be established based on the criteria in the [Adult/Dislocated Worker State Policy Section 102.02\(B\)](#).
- D. Priority of service does not necessarily mean that these services only may be provided to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Employed individuals who earn a wage below the established Self-Sufficiency Wage for Adults as documented on the most current Lower Living Standards Income Levels for Coconino County as posted on the [DES Policy Resource page](#) may also be considered.

**204.1 ORDER OF PRIORITY**

Priority of service is to be determined in order, by the following groups:

- A. A veteran or an eligible spouse of a veteran who:
  - 1. Is currently receiving public assistance, or has received public assistance in the last 6 months,
  - 2. Is low-income, as defined by [Section 101.02\(A\) of the Arizona DES WIOA Policy Manual](#) or
  - 3. Is basic skills deficient, as defined in [Section 101.02\(B\) of the Arizona DES WIOA Policy Manual](#)
- B. A non-veteran who:
  - 1. Is currently receiving public assistance, or has received public assistance in the last 6 months,
  - 2. Is low-income, as defined in Section [102.02\(A\) of the Arizona DES WIOA Policy Manual](#) or
  - 3. Is basic skills deficient, as defined in [Section 102.02\(B\) of the Arizona DES WIOA Policy Manual](#).

- C. A veteran or an eligible spouse of a veteran who is not included in [WIOA priority groups identified in 102.01\(A\)\(1\) or \(A\)\(2\) as provided in the Arizona DES WIOA Policy Manual](#)
- D. A non-veteran who is not included in WIOA priority groups identified in [102.01\(A\)\(1\) or \(A\)\(2\) of the Arizona DES WIOA Policy Manual](#).

**204.2 LOW INCOME**

- A. An adult is defined as low-income when he or she is:
  1. Currently receiving or has received public assistance in the last six months, either solely or as a member of a family;
  2. A member of a family whose total family income does not exceed the higher of either the poverty line or 70 percent of the Lower Living Standard (LLSIL);
  3. A homeless individual, as defined in 42 U.S.C. 1404e-2(6) of the Violence Against Women Act of 1994, or 42 U.S.C. 1143a(2) of the McKinney-Vento Homeless Assistance Act; or
  4. An individual with a disability whose own income meets the income requirement of Section [205\(A\)\(2\)](#) but is a member of a family whose income does not meet this requirement.

**204.3 BASIC SKILLS DEFICIENT**

- A. An adult is basic skills deficient when he or she is unable to
  1. Compute or solve problems; or
  2. Read, write, or speak English at a level necessary to function on the job, in his or her family. Individuals identified as English Language Learners meet the definition of Basic Skill Deficient and must be included in the priority populations.

**204.4 DOCUMENTING LOW-INCOME STATUS FOR PRIORITY OF SERVICE**

ARIZONA@WORK Coconino County staff must properly document low-income status when an adult is enrolled in the WIOA Title IB Adult program and meets any one criterion in [Section: 205\(A\)](#).

- A. All attempts to gather this information, including calls, letters, and e-mail messages to the participant must be documented in Case Notes.
- B. Documentation related to income verification as outlined in [WIOA Eligibility and Verification Checklist \(Exhibit 500B\)](#) must be collected and placed in participant file. ARIZONA@WORK Coconino County staff and providers must retain original documentation in each

participant’s program file for a period no earlier than six months from date of completion of the particular forms.

- C. Military earnings are not included when calculating income for veterans or transitioning service members for priority of service.
- D. ARIZONA@WORK Coconino County staff and providers must request medical documentation for program eligibility determination when an individual with a disability requests an accommodation or the individual is counted as a family of one. All medical information must be kept in a sealed confidential envelope separate from the files of eligible applicants, registrants, and participants.
  - 1. When an individual with a disability does not want to provide medical documentation to substantiate a disability, the individual must not be counted as a person with a disability.
- E. When a verification document cannot be obtained, the [WIOA Applicant Statement \(WIA-1027\)](#) may be accepted only as a last resort. The form must contain the signatures of the participant and a witness. Every attempt used to gather information for verification must be documented in Case Notes. **The WIOA Applicant Statement (WIA-1027) must be retained in the participant file.**
- F. ARIZONA@WORK Coconino County staff and partners may verify Social Security benefits through [Social Security Consent-Based SSN Verification Services](#).
- G. Individuals who are participants of the following programs may automatically meet priority of service requirements as they are considered low income and require no further income verification if the individual provides acceptable documentation. Participation must be documented and entered into the participant’s case file.
  - 1. Temporary Assistance for Needy Families (TANF)  
TANF documentation must be current and indicate the individual is receiving or is a member of a family who is receiving or has received in the past six months, TANF payments at the time of application to the WIOA Adult program.
  - 2. Supplemental Nutrition Assistance Program (SNAP)  
SNAP documentation must be current and indicate the individual is receiving or is a member of a family who is receiving or has received in the past six months, SNAP payments at the time of application to the WIOA program.

3. Supplemental Security Income (SSI)  
SSI documentation must be current and indicate the individual is receiving or has received SSI in the past six months and indicate that payments were made to a single recipient. The individual applying to WIOA must be the recipient at the time of application to the Adult Program in order to be considered as a family of one.
4. Refugee Cash Assistance (RCA)  
RCA documentation must be current and indicate the individual is receiving or has received RCA in the past six months and indicate that payments were made to a single recipient. The individual applying to the Adult Program must be the recipient at the time of application to the Adult Program in order to be considered as receiving public assistance.

**204.5 WIOA Title IB Adult Program PRIORITY GROUPS**

Priority of service is to be determined, in order, by the following priority groups:

- A. A veteran or an eligible spouse of a veteran who:
  1. Is currently receiving public assistance, or has received public assistance in the last six months,
  2. Is low-income, as defined in Section 102.03(A), or
  3. Is basic skills deficient, as defined in Section 102.03(B).
  4. Eligible Spouse means the spouse of any of the following:
    - a. A person who died of a service-connected disability.
    - b. Any member of the Armed Forces serving on active duty who at the time of application for the priority is listed, as one of the following;
      - i. Missing in action;
      - ii. Captured in line of duty by hostile force;
      - iii. Forcibly detained or interned in line of duty by foreign government or power;
    - c. Any veteran who has a total disability resulting from a service-connected disability.
    - d. Any veteran who died while a disability as evaluated was in existence.
- B. A non-veteran who:
  1. Is currently receiving public assistance, or has received public assistance in the last 6 months,
  2. Is low-income, as defined in Section 204.2; or
  3. Is basic skills deficient, as defined in Section 204.3

- C. A veteran or an eligible spouse of a veteran who is not included in WIOA priority groups identified in 102.03(A) or 102.03(B) below.
- D. A non-veteran who is not included in WIOA priority groups identified in 102.03(A) or 102.03(B) below.

**205 PROGRAM ELIGIBILITY**

Individuals must meet eligibility requirements for either the Adult Program or the Dislocated Worker Program in order to receive ARIZONA@WORK Coconino County individualized career and training services.

There are no geographical boundaries in providing services to individuals in any WIOA Title IB program. Individuals may apply for services at any ARIZONA@WORK Job Center in Arizona. ARIZONA@WORK Coconino County Adult and Dislocated Worker Program providers will not create policies that prohibit serving individuals who live outside their local area.

**205.1 WIOA Title I-B ADULT ELIGIBILITY**

An individual is eligible for the ARIZONA@WORK Coconino County Adult program when he or she:

- A. Is 18 years of age or older;
- B. Is a citizen or national of the United States, or a lawfully admitted permanent resident alien, refugee, asylee, parolee, or other immigrant authorized by the United States Attorney General to work in the United States; and
- C. Meets Section 3 of the Military Selective Service Act, as amended at 50 U.S.C. Appendix 453, to register for Selective Service.
  - 1. The ARIZONA@WORK Coconino County Adult Program service provider is responsible for determining Selective Service status of males prior to program enrollment.
  - 2. 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 between their 18th and 26th birthdays. *Registration with the Selective Service System can occur within 30 days of a male's 18th birthday and prior to attaining his 26th birthday.*

3. 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/WhoRegistration>.
4. 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.
5. If a male who is required to register with Selective Service has failed to do so and has attained his 26<sup>th</sup> birthday, he must provide a Status Information Letter. A male must complete a Status Information Letter Request form, which can be found at <https://www.sss.gov/Portals/0/PDFs/Status.pdf>. When he receives the Status Information Letter from Selective Service, he must provide the documentation and *the documentation must be kept in the participant’s program file*.
6. When a male was required to register but failed to do so *as determined by the Status Information Letter, or by his own acknowledgement*, he may only receive Adult or Dislocated Worker program services if he can establish by a preponderance of evidence that his failure to register was not knowing and willful.
7. ARIZONA@WORK Coconino County Adult and Dislocated Worker Program Providers are responsible for evaluating the evidence presented by the individual and determining whether a male’s failure to register was knowing and willful. Case Notes documenting the evaluation of evidence must be entered.
8. When the ARIZONA@WORK Coconino County Adult and Dislocated Worker Program Provider determines that a male’s failure to register was knowing and willful, services must be denied and the reason for the decision must be entered into Case Notes. Individuals denied services must be advised of available grievance procedures.

**205.2 WIOA TITLE IB DISLOCATED WORKER ELIGIBILITY**

Eligibility of a dislocated worker is determined at the time of enrollment. This determination remains intact for the period of participation in the Dislocated Worker program. A dislocated worker is an eligible adult 205.01 *who meets one of the following four categories:*

- A. **Category I** includes an individual (non-retiree), including recently separated U.S. veterans within 48 months after discharge or release from active duty, who has been terminated through no fault of their own or laid off, or has received a notice of termination or layoff from employment; **and**
  1. Is eligible for or has exhausted entitlement to Unemployment Insurance (UI) compensation, **or**

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2. Has been employed for a duration sufficient to demonstrate attachment to the workforce (determined on a case-by-case basis by the LWDA), but is not eligible for unemployment compensation due to insufficient earning or having performed services for an employer that was not covered under state unemployment compensation law; **and**
3. Is unlikely to return to a previous industry or occupation. An individual is considered unlikely to return to a previous industry or occupation when:
  - a. Labor market information for the occupation shows a zero or negative growth rate;
  - b. The local Chamber of Commerce, Economic Development representative, or other credible sources of regional economic information confirm the occupation or industry has shown a significant employment decline in the local labor market area;
  - c. Employment Service confirms that, in the previous sixty days, there was a lack of job orders for that occupation to qualified job seekers, as determined by the Coconino County Local Workforce Development Board;
  - d. A plant closure or substantial layoff within the labor market area in the same industry or occupation has occurred in the last six months from the date of plant closure or substantial layoff;
  - e. The individuals have been actively seeking but are unable to find employment in their previous industry or occupation for a period of 90 days or more from employment separation; **or**
  - f. A person is laid off from a job due to lack of certification.
  - g. The separating service member is separating from the Armed Forces with a discharge that is anything other than dishonorable who qualifies for dislocated worker activities when he or she:
    - i. Has received a notice of separation, a DD-214 from the Department of Defense, or other documentation showing a separation or imminent separation from the Armed Forces to satisfy the termination or layoff part of the dislocated worker eligibility criteria in WIOA sec. 3(15)(A)(i);
    - ii. Qualifies for the dislocated worker eligibility criteria on eligibility for or exhaustion of unemployment compensation in WIOA sec. 3(15)(A)(ii)(I) or (II); and
    - iii. meets the dislocated worker eligibility criteria that the individual is unlikely to return to a previous industry or occupation in WIOA Section 3(15)(A)(iii).



**Note: Veterans do not automatically qualify as dislocated workers under this category. Only recently separated service members who have been released within the past 48 months from active military, naval or air duty, and service members who have an imminent separation date.**

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

B. **Category II** includes an individual who:

1. Has been terminated through no fault of their own or laid off or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise. **NOTE: A substantial layoff** is defined as an extended mass layoff that either involves 500 or more workers or in which the number of separations is at least one-third of the employment prior to the separation, excluding those employees that work less than 20 hours a week (U.S. Bureau of Labor Statistics); **or**
2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; **or**
3. For purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

C. **Category III** includes an individual who was self-employed (including employment as a farmer, rancher, or fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

D. **Category IV** includes an individual who:

1. Is a displaced homemaker (an individual who has been providing unpaid services to family members in the home);
2. Is the spouse of a member of the Armed Forces on active duty, as defined in U.S.C. Title 10 Section 101 (d) (1), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; **or**

3. Is the spouse of a member of the Armed Forces on active duty, or who has been discharged from the military, and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment? A person is considered underemployed if they are employed either full or part-time, whose current annualized wage does not exceed the highest of either:
  - a. 80% of their wages at the date dislocation; **or**
  - b. The individual's earned wages are at or below the self-sufficiency threshold as identified in the ARIZONA@WORK Coconino County Local Workforce Development Plan.

### 205.3 WIOA DISLOCATED WORKER VERIFICATION OF LAYOFF OR TERMINATION

Methods to verify layoff include:

- A. verification from the employer;
- B. a Worker Adjustment and Retraining Notification Act (WARN) notice;
- C. a public announcement with a follow-up crossmatch with the Unemployment Insurance system; or
- D. a Rapid Response list showing names of affected employees.
- E. When gathering verification documentation becomes a hardship, the WIOA Title IB Applicant Statement (WIA-1027A) is acceptable. A list of acceptable documentation that satisfies verification requirements for veterans and spouses of veterans can be found in the WIOA Title IB Eligibility Checklist (WIA1027B). **The term "terminated"** does not include workers who were terminated for cause, left voluntarily, or voluntarily retired. The status of an individual must be determined prior to providing services.
- F. If an individual is fired for cause by their employer or quits their job they are not considered to be terminated at no fault of their own.
- G. Individuals who accept early "forced" retirement as a part of reduction in workforce are considered terminated at "no fault of their own" and must meet other Dislocated Worker Program eligibility requirements.
- H. A termination is a permanent situation, where the employer does not plan on rehiring the individual. If an employee is issued a written notice of termination with a possibility of a

recall at some future date, the individual is not eligible. However, a layoff notice for a period of twenty-six or more weeks is considered terminated for the purposes of determining eligibility.

- I. Individuals who are likely to remain with the employer through the layoff, or those who are retiring and leaving the workforce instead of seeking new employment, are not considered dislocated workers.

**205.4 INTERIM EMPLOYMENT**

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

- A. 80 % of their wages at the date of dislocation; or
- B. The self-sufficiency threshold identified in the ARIZONA@WORK Coconino County Local Workforce Development Plan.

**NOTE:** Documents in program client file must show why the individual’s current employment is considered interim employment.


**206 SERVICES FOR ADULTS AND DISLOCATED WORKERS**

WIOA establishes two levels of services for adults and dislocated workers: Career Services and Training Services.

**206.1 CAREER SERVICES**

Career services for eligible adults and dislocated workers must be available in the ARIZONA@WORK Coconino County service delivery system. There are three types of career services, A) Basic Career Services; B) Individualized Career Services; and C) Follow-up Services.

- A. Basic Career Services

 <p>COCONINO COUNTY ARIZONA WORKFORCE DEVELOPMENT BOARD</p>	
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Basic career services must be made available to all adults and dislocated workers accessing the ARIZONA@WORK Coconino County service delivery system. However, not all individuals will receive all services. When an adult or dislocated worker receives a basic career service that requires *significant staff assistance*, he or she must be enrolled in either the Adult or Dislocated Worker program.

Basic career services may include at a minimum:

1. Determination of whether the individual is eligible to receive assistance from the Adult, Dislocated Worker, or Youth programs;
2. Outreach, intake (including identification of unemployment insurance claimants likely to exhaust benefits through the state’s Reemployment Service and Eligibility Assessment program), and orientation to information and other services offered by ARIZONA@WORK Coconino County. Staff must provide individuals the webpage link to apply for Temporary Assistance for Needy Families, as appropriate. Individuals may apply online at <https://des.az.gov/services/basic-needs/financial-support/cash-assistance>
3. Initial assessment of skill levels to determine literacy, numeracy, and English language proficiency, as well as the use of other assessment tools to determine aptitudes, abilities (including skills gaps), and support service needs;
4. Labor exchange services, including job search, placement assistance and career counseling, when needed. This includes providing information on nontraditional employment and in-demand industry sectors and occupations as defined by the Coconino County Local Workforce Development Board;
5. Provision of referrals to, and coordination of, activities with programs and services within the ARIZONA@WORK Coconino County service delivery system and, when appropriate, other workforce development programs. This includes co-enrollments in more than one program. The Adult and Dislocated Worker program must collaborate and work closely with partner programs to address the needs of these co-enrolled customers;
6. Provision of workforce and labor market information, including information relating to local, regional, and national labor market areas, such as:
  - a. Job vacancy listings in labor market areas,
  - b. Information on job skills necessary to obtain the vacant jobs listed, and
  - c. Information relating to local occupations in demand and their earnings, skills requirements, and opportunities for advancement;
7. Provision of performance information and program cost information on eligible providers of training services by program and provider type;

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8. Provision of information, in usable and understandable format and languages, about how the ARIZONA@WORK Coconino County is performing on local performance accountability measures, as well as any additional performance information related to the ARIZONA@WORK system;
9. Provision of information, in usable and understandable format and languages, about the availability of supportive services or other programs that provide assistance and appropriate referrals to those services and programs including, but not limited to:
  - a. Childcare,
  - b. Child support services,
  - c. Medical and child health assistance (KidsCare -Arizona’s Children’s Health Insurance Program (CHIP) through the Arizona Health Care Cost Containment System (AHCCCS),
  - d. Benefits through the Supplemental Nutrition Assistance Program (SNAP) Program,
  - e. Assistance through the Temporary Assistance for Needy Families (TANF) program and other support services and transportation provided through TANF,
  - f. Assistance through the earned income tax credit;
  - g. Housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and
  - h. Other supportive services, including transportation.
10. Provision of information regarding filing claims for unemployment insurance benefits, including meaningful assistance to individuals seeking assistance in filing a claim; and
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**B. Individualized Career Services**

Individualized career services must be made available to eligible adults and dislocated workers accessing the ARIZONA@WORK Coconino County service delivery system. It is determined that additional services beyond basic career services are required to obtain or retain employment; however, not all individuals will receive all services.

Individuals must be enrolled in either the Adult or Dislocated Worker Program in order to receive individualized career services.

Documentation must be collected for priority of service for individuals enrolled in the ARIZONA@WORK Coconino County Adult Program. Individualized career services *must* include:

1. Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers, which may include diagnostic testing, to include basic skills assessment tests approved by the U.S. Department of Education (DOE) (identified at **80 FR 48304-48306**), such as the Test for Adult Basic Education (TABE 9/10) and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals, and the use of other specialized assessment tools, as determined by the LWDA.

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

The possession of a college degree by an individual seeking services does not preclude administering comprehensive and specialized assessments. Staff must determine, based on their interviews with each individual, what the best assessment tools are to be used to determine the level of assistance needed and whether enrollment into either the Adult or Dislocated Worker Programs will benefit the individual in achieving their career goals. The results of the assessment interviews and the agreed upon steps to be taken by the individual must be entered into documented and entered into case notes.

2. Development of an Individual Employment Plan (IEP), which is an ongoing strategy to identify the employment goals, appropriate achievement objectives, associated strategies, and appropriate combination of services for the participant to achieve his or her employment goals, including information about eligible training providers and programs from the Eligible Training Provider List (ETPL).

All services provided to a client must be entered on the IEP and Case Notes in participant file, and must be updated whenever there is a change made;

3. Group and/or individual mentoring;
4. Career planning;

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5. Case management (must be included in the participant’s Service and Training Plan);
6. Short-term pre-vocational services, including development of learning skills, communication skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. In some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services;
7. Internships and Work Experiences (WEX) linked to careers.
  - a. An internship or work experience is a planned learning experience that takes place in a workplace for a limited period of time. Internships and work experiences can be paid or unpaid;
  - b. Labor standards apply to internships and work experiences where there is an employee/ employer relationship, as defined by the Fair Labor Standards Act;
  - c. Transitional jobs are a type of work experience that is wage-paid and subsidized for those individuals with barriers to employment who are chronically unemployed or have an inconsistent work history. (See Chapter 400 Training Services)

**NOTE:** Adult and Dislocated Worker Program providers may use up to 10 percent of their combined total adult and dislocated worker allocations for transitional jobs.

- d. Transitional jobs must be combined with comprehensive career services and supportive services.
8. Workforce preparation activities that help an individual acquire a combination of basic skill necessary for the successful transition into and completion of postsecondary education, training, or employment;
9. Financial literacy services;
10. Out-of-area job search assistance and relocation assistance; and
11. English language acquisition and integrated education and training programs

C. Follow-up Services

Follow-up services are provided to clients who have obtained unsubsidized employment *and exit* the ARIZONA@WORK Coconino County Adult or Dislocated Worker program. The purpose of Follow-Up services is to promote job retention, wage gains, and career progress.

1. Follow-up services may include:

- a. Additional career planning and counseling;
  - b. Contact with the participant’s employer, including assistance with work related problems that may arise;
  - c. Peer support groups;
  - d. Information pertaining to additional educational opportunities; and
  - e. Referral to support services available in the participant’s community.
2. Follow-up services must be made available to clients who exit the ARIZONA@WORK Coconino County Adult or Dislocated Worker program into unsubsidized employment for a minimum of 12 months following the first day of employment. *Follow-up services do not extend the date of exit in performance reporting.*
  3. The participant’s case file notes must contain documentation substantiating that follow-up services were offered. This may include, but is not limited to, a letter, an e-mail, or case notes based on a telephone or face-to-face conversation. A minimum of three attempts must be made to contact the individual to offer follow-up services. Adult or Dislocated Worker program clients may decline follow-up services if they so choose.
  4. Re-enrollment into ARZONA@WORK Coconino County Adult or Dislocated Worker program is **required** when it becomes necessary during the follow-up period to utilize program services beyond those available in follow-up services.

**Note:** Supportive Services must not be provided after the program participant exits the program. If the individual is in need of supportive services, the individual must be re-enrolled in the Adult or Dislocated Worker Program.

**206.2 TRAINING SERVICES**

Training services are available to assist individuals in gaining the skills and knowledge to obtain and retain employment. Training is administered by public and private sector employers, as well as institutions of higher education, registered apprenticeships, and other public and private providers of programs of training services. The training must be directly linked to the employment opportunities in either Coconino County or in another local area where the participant is willing to relocate.

For more information on training services, please see the Training Service Policy, Chapter 400.

**207 REGISTRATION, ENROLLMENT, AND DATA ENTRY**

There is an important distinction between **registration** and **enrollment**.



- A. **A registration** in AJC occurs when an adult or dislocated worker creates an account that includes complete data, demographics and work history. However, documentation or verification of income is not required.
  
- B. Registration in AJC **must** occur when an adult or dislocated worker has taken action that demonstrates an intent to use program services and who meets specific reporting criteria for the program. Intent is demonstrated by individuals who:
  - 1. Provide identifying information;
  - 2. Use the self-service system;
    - a. The self-service system includes individuals who independently access any workforce development system program’s information either in a physical location, such as an ARIZONA@WORK Coconino County job center resource room or partner agency or remotely via use of electronic technologies.
    - b. Virtual services that provide a level of service beyond independent job search or information seeking would *not* qualify as self-service.
  - 3. Receive information-only services or activities; Informational-only services include providing readily available information that does not require assessment by a staff member of the individual’s skills, education, and career objective. Examples of informational services include providing:
    - a. Labor market information;
    - b. Unemployment rates;
    - c. Information on businesses that are hiring or reducing their workforce;
    - d. Information on high growth industries/occupations; and
    - e. Referrals other than referrals to employment.
  
- C. **Enrollment** into either the Adult or Dislocated Worker program ***must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information.*** The program enrollment will depend on the individual’s eligibility (see Section 205).

It is *not* acceptable to delay registration or enrollment in AJC until individualized career services or training services are determined to be necessary and subsequently provided.

Income-related documents must be verified for individuals seeking enrollment into the Adult Program to determine priority of service prior to the provision of individualized career or training services. Verification of income-related documents is *not* required for basic career services or for individuals seeking enrollment into Dislocated Worker Program.

**Section 200**

**Adult and Dislocated  
Worker Program Policy  
and Procedures**

1. Enrollments are “Pending” status in AJC until they are approved by designated program staff. Pending enrollments must be approved promptly and accurately to ensure expediency of services.
2. Enrollments are pending in AJC until they are approved by designated staff. Pending enrollments must be approved within 30 days to ensure expediency of services.
3. All pending enrollments must be resolved no later than 15 days from initial eligibility determination. The service provider must run the WIOA No Participation report in AJC to monitor the timeliness of the pending client record. Extenuating circumstances must be noted in case notes to extend the enrollment beyond the 15 days. No extension is to be made beyond 30 days from date of initial eligibility determination.

**NOTE:** When pending enrollments are not approved within 30 calendar days, the AJC system requires that the individual’s eligibility be re-determined. This includes collecting new/updated verification documentation for eligibility determination

- D. Services are to be reported under the category of service listed in the [AJC Service Dictionary](#): basic career service, individualized career service or training service.
- E. Transactions relating to Adult and Dislocated Worker program-provided activities and services must be entered or updated in AJC promptly and accurately to ensure expediency of services.
- F. Providers of Adult and Dislocated Worker program services *must run the AJC Report 8 – Case Manager Reports/Local Workforce Area – on a monthly basis* to ensure timely follow-ups and accurate data recording.
- G. The **Arizona Address Confidentiality Program (ACP)** is a program that helps victims of domestic violence, sexual offenses, and/ or stalking. The Secretary of State’s ACP Office issues a substitute address to be used instead of the person’s home, work, and school address. The ACP office accepts all first class, registered and election mail for the participant and forwards to her/ his real address at no cost.
  1. **For Arizona Address Confidentiality Program (ACP) participants**, providers of Adult and Dislocated Worker program services *must accept and use the substitute address in AJC and in all other documents that contain the participant’s address.*
  2. Adult and Dislocated Worker Program service provider staff must verify the individuals ACP participation by:
    - a. Contacting the Secretary of State’s ACP Office; or

- b. Viewing the ACP authorization card. When possible make a copy of the ACP authorization card for the participant’s file.

**208 CO-ENROLLMENTS**

Co-enrollment occurs when a participant is simultaneously enrolled in more than one ARIZONA@WORK Coconino County required partner program. Staff must work closely to address the needs of co-enrolled participants and ensure services are made available to eligible individuals who are referred by partner programs based on priority of service criteria.

Programs that the Adult and Dislocated Worker Programs may have co-enrollments with include:

- A. Migrant Seasonal Farmworker (MSFW) under Title I of WIOA.
- B. Jobs Program (TANF Work Program)
- C. Supplemental Nutrition Assistance Employment and Training (SNA E&T)
- D. Trade Adjustment Assistance (TAA)

**NOTE:** Individuals who are dislocated from an employer that is certified for TAA *must be co-enrolled in the Dislocated Worker Program*

- E. Programs under the Second Chance Act

Currently incarcerated individuals who are soon-to-be released from prison, or recently released prisoners may be enrolled in programs under the Second Chance Act. These programs are still being developed and further guidance will be provided as it becomes available.

- F. Title II
- G. Vocational Rehabilitation
- H. Other employment related programs.

**NOTE:** Participants of the ARIZONA@WORK Coconino County Youth Program who have continued to be co-enrolled in either the Adult or Dislocated Worker programs or who have been adopted and are now adults must remain eligible for WIOA Adult or Dislocated Worker Program services and do not require re-determination of eligibility.

**209 PROGRAM EXITS**


Participants who have not received a service funded by the Adult or Dislocated Worker program or a partner program (See Section 208) for 90 consecutive calendar days and are not scheduled for future services are considered to have exited the program.

A. Program Exit Requirements

The **date of exit** is the last date a service was provided to a participant. *Case notes must include the reason for exit.* The documentation must be retained in the participant’s file.

**NOTE:** These are reasons for exit, and only apply if the event happens prior to exit. So if the individual becomes sick after exiting the program, the participants is not excluded from performance.

1. The participant will not be counted in performance if they exit the program for any of the following reasons:
  - a. Deceased – participant died during participation in either he WIOA Adult or Dislocated Worker program;
  - b. Institutionalized – participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain institutionalized
  - c. Health/Medical – participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in a WIOA program. This does not include temporary conditions expected to last for less than 90 days;
  - d. Entered into Active Military duty-participant who is a reservist and has been called to active duty or participant enlists and reports for active duty which prevents participation in WIOA Title I-B Adult or Dislocated Worker programs; or
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 participants *do not* extend the exit date.

	
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3. If an individual retires, retirement must be recorded in AJC as the reason for the exit for reporting purposes. However, the individual is not excluded from the performance measures.

**B. Gaps in Service**

A participant in the Adult or Dislocated Worker program may be placed in a “gap in service” when a situation arises that will temporarily prevent program participation for greater than 90 consecutive calendar days. The gap in service will provide time for clients to address barriers to continued participation without exiting the program. In addition to scheduling the participant for a gap in service, the participant must have an in-progress service open in the Service and Training plan in AJC to extend the program participation.

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