 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Adult Priority of Service Yuma County	
	Original Issue Date July 1, 2015	Revision Date February 26, 2016
	Authorized by: Patricia Ray, Operations Director	

Adult - Priority of Service

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) on providing priority of services under the Adult program under the Workforce Innovation and Opportunity Act (WIOA) Title 1 and Wagner Peyser.

Priority of services for individualized career services and training services must be given to low income individuals and individuals who are basic-skills deficient and receiving public assistance. Priority of service will no longer be contingent upon limited funds. Veterans and eligible spouses of veterans continue to receive priority of service.
(as defined in TEGL # 3-15)

The Yuma County LWDA will determine *Priority of service* for all individuals prior to the delivery of career and training services. Calculation of priority of service will be defined under policy section of this document.

Monitored by: Operations Director, Program Director, EO & Compliance Manager.

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older

Basic Skills Deficient- An adult individual that has English reading, writing, or computing skills at or below the 8th grade level (8.9) or lower level. It is expected that basic skills deficient status will be determined utilizing an objective, valid and reliable assessment, such as the Test of Adult Basic Education (TABE).

Low Income – An individual who meets any one of the following criteria will satisfy low-income requirement for WIOA adult services;

- * Receives or in the past six months has received, or is a member of a family that is receiving or in the last six months has received, assistance through Temporary Assistance for Needy Families (TANF), or the Supplemental Security Income (SSI) program, or state or local income-based public assistance programs.
- * Receives an income or is the member of a family receiving income that, in relation to family size, is not in excess of the current LLSIL Tables that became effective on March 27, 2015.
- * Is a homeless individual as defined in 41403(6) of the violence against Women Act of 1994, or a homeless child or youth as defined in §725(2) 'McKinney-Vento Homeless Education Assistance Improvements Act of 2001'

- * Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act;
- * Is a foster youth on behalf of whom state or local government payments are made; or
- * Is an individual with a disability whose own income meets:
 - WIOA's income requirements, even if the individual's family income does not meet the income requirements; or
 - The income eligibility criteria for payment under any federal, state, or local public assistance program

Reference(s):

TEGL # 3-15: Guidance on Services provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act and Wagner Peysner, as Amended by WIOA, and Guidance for Transition to WIOA Services.

WIOA Policy Manual: Chapter 2 section 100

PB #15-015: WIOA Adult Program Priority of Service (Broadcast).

TEN No. 10-09: Implementing Priority of Service for Veterans and Eligible Spouses in all qualified Job Training Programs Funded in whole or in Part by the U.S. Department of Labor.

TEGL No: 17-13 Report- System's Implementation

Veterans' Program Letter (VPL) No. 07-09 http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2816

Federal Register: 680.120, 680.600 and 680.610

Priority Populations under WIOA: The Workforce and Opportunity Act (WIOA) requires priority be given to public assistance recipients, other low income individuals, and individuals who are basic skills deficient, when providing individualized career service and training services using WIOA Title 1 Adult program funds. In addition, Training and Employment Guidance Letter (TEGL) 3-15 specifies that priority should also be applied to individuals that are both underemployed and low-income. WIOA provides a focus on serving individuals with barriers to employment and is the intent of this priority in the law is to ensure access to these populations on a priority basis. Under WIOA , priority of service is required regardless of funding levels and has been expanded to include individuals who are basic skills deficient. The priority populations are discussed under this Policy.

Policy:

The Adult priority of service applies to individualized career services and training services. "Individualized career services" includes comprehensive and specialized assessments, development of an individual employment plan, group and individual counseling, career planning, short-term prevocational services, internships and work experiences, workforce preparation activities, financial literacy and English language acquisition and integrated education and training programs.

Consideration for Training Services

There are four groups of individuals targeted for priority when providing individualized career services and training services in the Title 1 Adult program: public assistance recipients, other low income individuals, individuals who are basic skills deficient and individuals who are both underemployed and low income.

The following identifies priority of service for all individuals in the WIOA Adult program prior to providing any individualized career or training services. Calculation of priority of service is determined in the following order:

1. Veterans and eligible spouses of veterans, who meet the following eligibility criteria:
 - a. Are currently receiving public assistance;
 - b. Have received public assistance in the last 6 months;
 - c. Is a member of a family whose total family income does not exceed either the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL);
 - d. Is a homeless individual, as defined in 42 U.S.C. 14043e-2 (6); or
 - e. Is an individual with a disability whose own income meets the income requirement in clause (b) of this section, but is a member of a family whose income does not meet this requirement;
 - f. Is basic skills deficient, as defined in WIOA Section 3 (5)
2. Non-veterans, or eligible spouses of veterans, who meet one of the following:
 - a. Are currently receiving public assistance;
 - b. Have received public assistance in the last 6 months;
 - c. Is a member of a family whose total family income does not exceed either the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL);
 - d. Is a homeless individual, as defined in 42 U.S.C. 14043e-2 (6); or
 - e. Is an individual with a disability whose own income meets the income requirement in clause (b) of this section, but is a member of a family whose income does not meet this requirement or
 - f. Is basic skills deficient, as defined in WIOA Section 3 (5)
3. Veterans and eligible spouses of veterans who are not included in WIOA priority groups.
4. Non-veterans, or eligible spouses of veterans, who are not included in WIOA priority groups.

Note: All Adults meeting the “priority of service” criteria will be provided individualized and training services “first” under this category. Individuals not meeting the criteria for “priority of service” will only be served after it has been ascertained that there are no “priority of service” identified individuals waiting to receive individualized and/or training services. LWIA staff will document that “priority of service” criteria was applied prior to the delivery of services to the individual.

Military pay or allowances by any person who served on active duty, and certain other specified benefits, must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military

earnings are not included when calculated income for veterans or transitioning service members for priority of service, per 38 U.S.C. 4213. Military earnings are not included when calculated income for veterans or transitioning service members for priority of service.


Required Documentation:

If the priority of service determination is based on the basic skills deficient criteria, the participant file must contain academic tests (including the participant's name, date of test, and results).

If the participant qualifies as receiving free or reduced lunch, documentation from the school must be obtained.

Veterans and eligible spouse documentation should be collected to verify status and placed in file.

The LWDA service and/or contracted providers will track and maintain a current report on adults not meeting the priority of services that are receiving individualized and training services.

 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Eligible Training Provider List Policy Yuma County	
	Original Issue Date February 16, 2016	Revision Date August 22, 2016
	Authorized by: Patricia Ray, Operations Director	

Eligible Training Provider List Policy (ETPL)

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) on utilizing the Eligible Training Provider List (ETPL) for the provision of Training Services to Adult and Dislocated Workers in Yuma County under the Workforce Innovation and Opportunity Act (WIOA).

Local areas, in partnership with the State, identify qualified eligible training providers and programs for Arizona’s statewide Eligible Training Provider List as mandated by the Workforce Innovation and Opportunity Act. Arizona’s ETPL also includes training program costs and performance and credentialing information.

Arizona’s ETPL is the primary list of eligible training providers and training programs to be used by the LWDA’s when referring a WIOA Title I-B participant to training. The LWDA may refer participants to programs to another state’s ETPL with which Arizona has a reciprocal agreement, if a comparable training program is not available on Arizona’s ETPL. The Arizona Department of Economic Security (DES) and the LWDA’s share responsibilities for managing the eligible training provider process.

Youth training contracted providers, on-the-job-training providers, and customized training providers are not listed on the ETPL and are not subject to this policy.

Monitored by: Operations Director, Program Director, EO & Compliance Manager.

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Eligible Training Provider List- (ETPL) An approved training provider list identifying eligible training providers eligible to receive WIOA Title I-B funds to train adults and dislocated workers, including those with disabilities.

Reference(s)

Federal Register: Proposed 20 CFR 680

Workforce Innovation and Opportunity Act (WIOA) of 2012, Section 122

TEGL 15-10

Eligible Training Provider List Policy Manual: Chapter 2 Section 600

Policy:

The ETPL is comprised of approved eligible training providers and training programs that are approved by LWDA's and the state to provide training services to eligible WIOA participants. To be approved for the ETPL training programs must meet state and local requirements, which includes providing training that results in a federal or local credential. The LWDA must ensure that the training is in a demand related occupation in Yuma County as a part of the approval process. Furthermore, the ETPL must be made widely available to eligible program participants engaged in employment and training activities through the One-Stop delivery system, the One-Stop Career Center and the network of funded service providers and partners. Program participants eligible to receive training services may, through guided customer choice, select a training provider that is listed in the ETPL.

The training cost cap for Yuma County will not exceed the approved amount of **\$5,500.00**, except in the instance of a specialized or technical program need that is approved by the Operations Director.

Identification of Eligible Providers of Training Services

Consistent with Section 122 of WIOA eligible providers of training services are those entities eligible to receive WIOA Title 1-B funds to provide training services to eligible adults and dislocated workers.

The LWDA in partnership with the State, identifies providers of training services whose performance qualifies them to receive WIOA funds to train adults and dislocated workers. The ETPL is designed to gather and display useful information with respect to training providers, their services and the quality of their program. The LWDA will post public notice of request for qualifications for potential new training programs.

Initial eligibility is determined based on meeting State and the LWDA's established criteria. The State of Arizona's ETPL Coordinator reviews the initial submission of the ETPL to ensure that the application has been filled out completely and that it meets the basic criteria. The application will then be forwarded to the local ETPL approver for Yuma County for review, assessment and approval for the ETPL. Adhering to the provisions of WIOA section 122, to be eligible to receive WIOA funds for the provision of training services the provider shall be:

1. An institution of higher education that provides a program that leads to a recognized postsecondary credential;
2. An entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act" 50 stat. 664, Chapter 663; 29 U.S.C.50 et seq.); or
3. Another public or private provider of a program of training services, which may include joint labor-management organizations and eligible providers of

adult and education and literacy activities, if such activities are provided in combination with occupational skills training.

An Eligible Provider

In order to provide training services to eligible adults and dislocated workers, a service provider or training institution must be approved to be listed on the ETPL and meet one or more of the listed criteria. The provider shall be;

1. A Post-secondary educational institution that is eligible to receive federal funds under Title IV of the Higher Education Act of 1965 and provides a program that leads to an associate degree, baccalaureate degree or certificate; or
2. Accredited by the Northwest Accreditation Commission (NAWC) to provide training in the careers or certification program identified as being viable within one of the designated industry sectors; or
3. An eligible training provider certified by the department of Employment Training and Rehabilitation; or
4. Community based organizations and other private organizations approved by the LWDA to provide training to special participant populations that face multiple barriers to employment.
5. Training provider must have provided training the year prior to applying on the ETPL according to WIOA Eligible Training Provider List section 603.03. Registered Apprenticeships do not need to complete a year of training participants to be eligible for the ETPL.
6. Provide detailed description and/or link to the refund policy on the training providers' website.
7. Information that addresses alignment of the training with in-demand industry sectors and occupations, to the extent possible.
8. Training provider must be approved by the Arizona Department of Education when provided adult and education and literacy activities provided in conjunction with occupational skills training;
<http://www.azed.gov/adultedservices/files/2012/contactinforabegedclasses-11415final.pdf>.

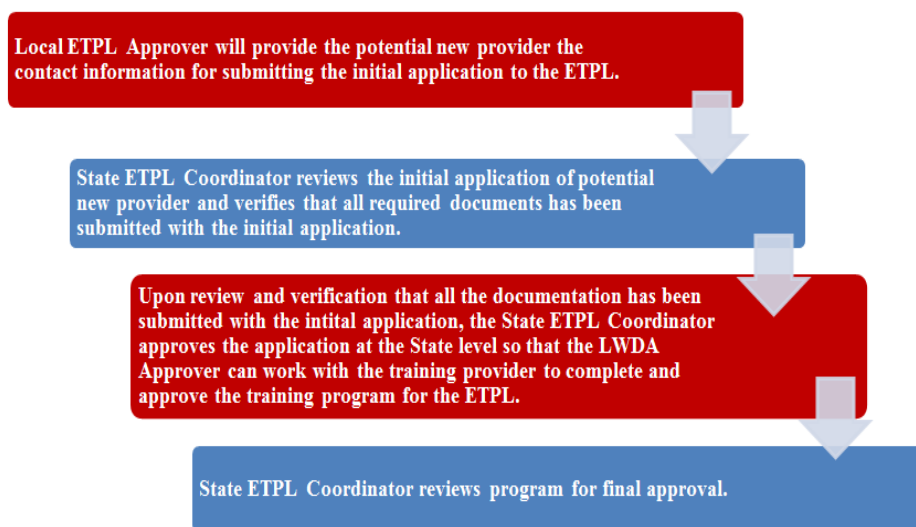
Removal of Training Provider from the ETPL (WIOA section 611.02)

A training provider must be removed from the ETPL for the following reasons:

1. All of a training provider's programs have been removed.
2. The training provider has not maintained required licenses and liability insurance or is found to be noncompliant with the training providers' assurances.
3. The training provider is not in compliance with the WIOA regulations, or any agreement executed under the WIOA.
4. The training provider is found knowingly to make false claims to prospective participants about costs or WIOA eligibility.

O*NET Online to be used as Minimum Entry Level Wage for Program Description on ETPL:

WIOA Section 608.01 B.2 and 608.02.D requires that the low wage on O*Net Online for the related occupation be used as the minimum entry level wage for that occupation in the program description section of the ETPL. No other data source is approved to be used in this section.



Course/Class Criteria

Training providers must provide a program of training services through one or more courses or classes that upon successful completion lead to;

1. A certificate, and associate degree, or baccalaureate degree; or
2. Recognized postsecondary credential or diploma; or
3. The skills or competencies needed for a specific job or jobs an occupation, occupational group or generally for many types of jobs or occupations, as recognized by employers and determined prior to training.

WIOA Approved Training and Reciprocal Agreements

Arizona's ETPL is the primary list of eligible training providers and training programs to be used by the LWDA's when referring a WIOA Title 1-B participant to training. In rare cases, with approval from the Operation Director, the LWDA may refer participants to programs on another state's ETPL with which Arizona has a reciprocal agreement, if a comparable training program is not available on Arizona's ETPL. Arizona has agreements with Nevada, Utah and New Mexico. (see Policy Manual for Eligible Training Provider List Chapter 2 section 600)

Once training has been determined appropriate, the training must be provided either through an Individual Training Account (ITA) or through a training contract as discussed in Section 10 of TEGL 3-15. Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the individual is willing to relocate or to commute to.

Examples of Training Services may include:

- * Occupational skills training, including training for nontraditional employment
- * On-The-Job training, including registered apprenticeship
- * Incumbent Worker training in accordance with WIOA §134(d)(4)
- * Workplace training and cooperative education programs
- * Private sector training programs
- * Skills upgrading and retraining
- * Entrepreneurial training
- * Transitional jobs in accordance with WIOA §134(d)(5)
- * Job readiness training provided in combination with other training
- * Adult Education and Literacy activities, including activities of English acquisition and integrated education and training programs, in combination with training; and
- * Customized training conducted with a community by an employer or group of employers to employ an individual upon successful completion of the training.

Required Determination:


Veteran's Priority of Service will be applied and documented to all Veterans and Eligible Spouses over non-covered persons for receipt of employment and training and placement services as described in TEGL 10-09

Adult Priority of service will be applied and documented to recipients of public assistance, other low-income individuals, and/or individuals who are basic skills deficient as described in the WIOA Adult and Dislocated Worker Policy manual Chapter 2 section 102

All participant files will contain documentation of determination of the need for training services and identify the various methods used to determine need of services. (i.e. interview, assessment, and/or career planning activities).

Documentation will be placed in participant file if training from another state's ETPL was procured.

Issue Date: August 22, 2016

	Subject Follow-Up Services Policy Yuma County	
	Original Issue Date May 19, 2006	Revision Date February 18, 2016
	Authorized by: Patricia Romant, Operations Director	

Follow-Up Services Policy

Purpose: This provides policy for the Yuma County Local Workforce Development Area (LWDA). Follow-up Services are provided to clients who have obtained unsubsidized employment and exit the WIOA Adult, Dislocated Worker and Youth program to promote job retention, wage gains, and career progress. The goal of follow-up services is to provide services beyond a monthly contact but rather services that keep participants’ engaged and ensure that a participant’s employment gains, job retention and credential attainments are identified and documented accurately. Additionally, job search services are offered for those individuals exited not employed. Follow-up services is a systematic approach for collecting, reporting and monitoring employment retention and exit data for the purpose of meeting Federal and State performance standards and guidelines.

Monitored by: Operations Director, Program Director, Follow-Up Coordinator and the EO Compliance Manager.

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Reference(s):

Federal Register- Section §680.150

WIOA Adult & Dislocated Worker Program Policy- Section 100 (c), Chapter 2

WIOA Youth Program Policy- Section 311

Training and Employment Guidance Letter No: 3-15, 15-16, 16-16

Policy:

Individuals that have obtained un-subsidized employment and exit the WIOA Adult and Dislocated Worker program are eligible to begin receiving follow-up services for a minimum of 12 months following the first day of exit. A minimum of three attempts to offer the individual follow-up services should be documented in AJC and the participant file. Note: Support Services must not be provided after the WIOA Title1-B or Adult or Dislocated Worker program participant exits the program, if the individual is in need of supportive services the individual must be re-enrolled into the WIOA Title1-B Adult or Dislocated Worker Program. Supportive services, with exception of needs-related payment, may be provided as a follow-up service for WIOA 1-B youth participants.

Additionally, the LWDA will provide a minimum of 12 months of follow-up services to individuals who exit the program unemployed. Adults and Dislocated Workers may decline follow-up services if they chose to do so. Requests for cessation to follow-up services will be documented in AJC. Follow-up services should not extend the date of exit in performance reporting. Follow-up services are utilized to promote job retention wage gains and to monitor career goals and may include the following;

1. Additional career planning and counseling;
2. Contact with the participant's employer, including assistance with work related problems that may arise;
3. Peer support groups;
4. Information pertaining to additional educational opportunities; and
5. Referral to supportive services available in the participant's community
6. Attempts to contact the individual may include; but are not limited to sending a letter, an e-mail, a social media post; a self-attestation form submission via the website and/or a case note based on a phone or face to face conversation and must be documented in AJC.
7. The Follow-up services activity/code must be recorded in case notes and in AJC within 15 calendar days from the date services are provided to ensure timely follow-ups and accurate data recording.
8. Re-enrollment may become necessary during follow-up if WIOA services beyond those available in follow-up are required.
9. Financial assistance such as needs related payment is not allowable in follow-up.
10. Referral for support service assistance.
11. Job referrals.
12. Assistance in securing better paying jobs, career development and further education;
13. Work-related peer Support groups.

All youth participants must be provided a minimum of 12 months of follow-up services after the completion of participation. Follow-up services may be provided beyond the 12 months at the discretion of the LWDA.

1. The type of and duration of follow-up services must be determined based on the needs of the youth participant and may vary among participants
2. Follow-up Services may include:
 - a. Leadership development and supportive service activities

- b. Regular contact with a youth's employer, including assistance with work related problems that may arise;
 - c. Assistance in securing better paying jobs, career development and further education;
 - d. Work related peer support groups;
 - e. Adult mentoring; and
 - f. Tracking of process of youth in employment after training
3. The scope of the follow-up services may be less intensive for youth who have only participated in summer youth employment opportunities.
 4. The Follow-up services activity/code must be recorded in case notes and in AJC within 15 calendar days from the date services are provided to ensure timely follow-ups and accurate data recording.
 5. Re-enrollment may become necessary during follow-up if WIOA services beyond those available in follow-up are required.
 6. Financial assistance such as needs related payment is not allowable in follow-up.
 7. The youth participant's file must contain case notes and documentation substantiating follow-up contact with the youth including follow-up attempts on a monthly basis for a 12 month period.
 8. Attempts to contact the youth may include; but are not limited to sending a letter, an e-mail, a social media post, a self-attestation form submission via the website and/or a case note based on a phone or face to face conversation and must be documented in AJC.
 9. Referral for support service assistance
 10. Job referrals
 11. Assistance in securing better paying jobs, career development and further education;
 12. Work-related peer Support groups
 13. Adult Mentoring
 14. Tracking of process of youth in employment after training
 15. Services necessary to ensure the success of youth participants in employment and/or post-secondary education.
 - 16.

Process Description: Participants becoming employed and/or exited from the program will be transferred to the follow-up unit for follow-up services. An introductory contact letter is mailed out to the participant's most recent address containing pertinent follow-up information. The letter requests that the participant select the preferred method of follow-up contact and mail in the selection chosen. (*self addressed envelope is included for the participant's convenience*).

Follow-up contact is made for the 1st, 2nd, 3rd and 4th quarter after exit and documented into AJC case notes. Follow-up staff ensures that the participant is offered any variation of the follow-up services listed in this policy. Supplemental data is collected and filed to substantiate employment retention. Participant employment information is verified by the UI wage inquiry system. The Follow-up services activity/code must be recorded in case notes and in AJC within 15 calendar days from the date services are provided to ensure timely follow-ups and accurate data recording. Each contact must be documented into the AJC case notes and filed in the participant file.

- Employer verification (affidavit of placement)

- Employee check stubs
- Employer verbal verification; case note to file
- Self -verification (monthly letter/surveys/contacts)
- Self-attestation form from website

The monthly *Contact Letters* provide detailed information and instructions for initiating immediate contact with follow-up personnel for additional assistance. A schedule of current workshops, job fairs and community based employment events are also included in the monthly contact letter envelope.


Exclusions to the Follow-Up Process – Participants exited from the program for the following reasons;

- Medical/Health
- Family Care
- Incarceration/Institutionalized
- Deceased
- Reservist
- Relocated to Mandated Residential Program (youth)

No contact will be performed for the aforementioned exits as they are considered exclusions to performance. These types of exits will be verified and documented accordingly in AJC.

Customer Choice- All participants will be provided the option of selecting a preferred contact method. The method selected is documented in AJC and the participant file. Clients may decline follow-up services if they choose to.

Issue Date: February 18, 2016

 <p>ARIZONA @ WORK™</p> <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Registration, Enrollment & Data Entry Policy Yuma County	
	Original Issue Date February 19, 2016	Revision Date
	Authorized by: Patricia Ray, Operations Director	

Registration, Enrollment & Data Entry Policy

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) on the distinction between registration and enrollment for Adult, Dislocated Worker and Youth Programs.

Individualized career services must be made available to eligible Adults and Dislocated Workers accessing the one-stop delivery system in each LWDA when a LWDA determines additional services beyond basic career services are required to obtain or retain employment; however, not all individuals will receive all services. Adults and Dislocated Workers must be enrolled in order to receive individualized career services, and LWDA's must collect documentation for priority of service for adults enrolled in the WIOA Adult program.

In order to receive Youth Program services, all applicants must be registered in AJC. The LWDA must dedicate at least 75 percent of WIOA Title 1-B Youth Program funds to provide services for out of school youth. The LWDA must ensure that not more than 5% of in-school youth enrolled in the program year are eligible only based on the "required additional assistance to complete an educational program or to secure and hold employment" criteria. The LWDA must not serve more than 5% of youth who do not meet the income and barrier criteria.

Monitored by: Operations Director, Program Director, EO & Compliance Manager

Reference:

Workforce Investment Act (WIA): Section 136, 20 CFR 667.300

WIOA Policy Manual: Section 103, 105

WIOA Policy Manual: Section 314

Informational Broadcast: IB 15-008

Training and Employment Guidance Letter: (TEGL) 17-05

Federal Register: 20 CFR 652.1

TEGL: 9-00. 28-11. 5-12 and 5-14

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

POLICY:

Adult:

As described in the WIOA Policy Manual, Chapter 2, Section 105, program enrollment will depend on the participant's eligibility. It is not acceptable to delay registration or enrollment into AJC until individualized career services or training services are provided or determined necessary. The LWDA must verify income related documents for adults receiving individualized career or training services.

Enrollment must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information, and WIOA Title I-B funds are used. In order to receive Adult and Dislocated Worker services, all applicants must be registered. The registration process includes creating an account, as well as completing data demographics and work history questions in AJC. Adherence to the policy requirements is essential in maintaining data integrity and ensuring compliance with the reporting requirements.

1. Registration in AJC must occur when an individual is seeking only information or self-services with minimal assistance from staff. A registration occurs when an individual creates an account that includes complete data demographics and work history. However, documentation or verification of income is not required.
2. Enrollments are pending in AJC until they are approved by a designated supervisor. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.
3. Pending enrollments not approved within 30 days calendar days are considered not enrolled and the LWDA must re-determine eligibility. This includes collecting new/updated documentation.
4. Transactions relating to WIOA Adult and Dislocated Worker 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.
5. LWDA staff will run the reports on a monthly basis to ensure timely follow-ups and accurate data recording.
6. Enrollment requires answering all low income questions on the *Low Income* page. Use the Lower Living Standard Income Levels (LLSIL) chart to assist in determining low income and completing the *Needs and Barriers* page. Answer all questions that apply to the applicant.

Youth:

The Youth must be at the time of eligibility determination an out-of-school-youth or an in-school youth. In order to receive Youth Program services, all applicants must be registered in AJC.

1. Registration in AJC occurs when an individual creates an account that includes complete data demographics and work history.
2. Enrollment occurs when a determination is made that the individual requires those beyond self-service or simply informational and WIOA Title 1-B formula funds. Enrollment in the WIOA Youth program includes:
 - a. The collection of documentation to support eligibility determination and;
 - b. Participation in any of the 14 WIOA Youth program elements.
3. Enrollments are pending in AJC until they are approved by a designated

- supervisor no later than 30 calendar days. Pending enrollments approved on or after 30 calendar days will be considered untimely.
4. Pending enrollments not approved within 30 calendar days are considered not enrolled and the LWDA must re-determine eligibility. This includes collecting new/updated documentation.
 5. 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.
 6. LWDA staff will run the reports on a monthly basis to ensure timely follow-ups and accurate data recording.
 7. Youth 18 years or older may be co-enrolled in the Adult Program and may be enrolled into the Dislocated Worker program without age limitations. Priority of Service is in effect when a youth is co-enrolled into the Adult program.

Co-enrollment:

Co-enrollment for an adult or dislocated worker occurs when a participant is simultaneously enrolled in more than one training program. Co-enrolled Youth must be 18 years and older. Youth may be co-enrolled in the Dislocated Worker program without age limitations. Programs that WIOA may have co-enrollments with include:

1. Migrant Seasonal Farmworker (MSFW)
2. JOBS Program (priority of services must be identified at point of entry)
3. Supplemental Nutrition Assistance Employment and Training (priority of services must be identified at point of entry)
4. Trade Adjustment Assistance (must be co-enrolled with WIOA)
5. Programs under the Second Chance Act and other employment related programs.

Additionally, youth who have continued to be co-enrolled in WIOA Adult or Dislocated Worker programs or have been adopted and are now adults must remain eligible for WIOA Adult or Dislocated Worker services and do not require re-determination of eligibility. Priority of Service is in effect when a youth is co-enrolled into the Adult program.

Timely Entry of Staff Assisted Services:

All staff-assisted services and activities must be entered into AJC within 15 calendar days. Staff-assisted program services include basic career services, individualized career services and training services.

Program Exits:

The date of exit is the last date a service was provided to an Adult, Dislocated Worker or Youth participant. An exit may occur sooner than 90 consecutive days if the LWDA staff know the participant will not be receiving any additional services funded by the program or partner program. When the participant receives services from multiple programs, the most recent service end date is the date of exit. Follow-up services provided to clients do not extend the exit date.

Staff may manually exit the individual for the following reasons:

1. Deceased-participant died during participation in the Adult or Dislocated

- Worker program.
2. 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.
 3. 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.
 4. Family Care-participant is responsible for the care of a family member that is expected to last for more than 90 days.
 5. Reservists Called to Active Duty- participant who is in the military reserves and has been called to active duty, which prevents continued participation in either the WIOA Adult, Dislocated Worker or Youth program.
 6. Employed-participant is placed in employment after participation in either the WIOA Adult or Dislocated Worker 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;
 7. Self -Employed – participant becomes self-employed in a full-time, permanent job that pays a wage defined by the LWDA as self-sufficient.
 8. Voluntary Exit- participant elects to no longer continue participation in either the WIOA Adult or Dislocated Worker program.
 9. Involuntary Exit- participant refuses to comply with WIOA program requirements, per LWDA policy;
 10. Found Ineligible after Registration-participant is determined ineligible to participate in either WIOA Adult or Dislocated Worker program.
 11. Apprenticeship-participant enters a qualified apprenticeship program while enrolled in either the WIOA Adult or Dislocated Worker program.
 12. Military- participant enlists and reports for active duty while enrolled in either the WIOA Adult or Dislocated Worker program.
 13. Relocated to Mandated Residential Program – Youth participant only, the Participant is in the foster care system or any other mandated residential Mandated program and has moved from the area as part of such a program.

Gaps in Service:

A participant in the WIOA Adult, Dislocated Worker or Youth program may be placed in a “gap in service” when a situation arises that will temporarily prevent program participation. The gap extends a participants exit date for 90 calendar days from the time he or she is placed in the gap. Gaps must be related to:

1. A delay before the beginning of training;
2. A health/medical condition, or providing family care for a family member with a health/medical condition; or
3. A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.

Gaps may be extended for an additional 90 consecutive days and must be related to:

1. A health/medical condition, or providing family care for a family member with

- a health or medical condition; or
2. A temporary move from the area that prevents the individual from participation in services, including the National Guard or other related military service.

Follow-up:

Follow-up is provided to Adults and Dislocated Workers who have obtained unsubsidized employment and exit the WIOA program to promote job retention, wage gains and career progress and will vary on a case-by-case basis. Adult and Dislocated workers may decline follow-up services, however, the case file should contain information that follow-up services were offered. A minimum of three attempts should be made to contact the participant.

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

1. Follow-up services must be recorded in case notes and in AJC with 15 calendar days from the date of services are provided.
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.

AJC Service Dictionary:


A list of services can be found in the AJC Service Dictionary. To locate the AJC Service Dictionary, follow the steps below:

1. Click on the <https://www.azdes.gov/wia/> link;
2. In the lower right hand corner, click on the “Resources” link;
3. In the Resources section, click on the “AJC Service Dictionary” link; and
4. Review the “Reporting Category” column to determine which services are WIOA basic career services, individualized career services and training services.

Required Determination:

All gaps in service must be referenced on the IEP/ISS and in AJC case notes detailing the reason for the gap in service.

Issued Date: February 19, 2016

 <p>ARIZONA @ WORK™ Innovative Workforce Solutions</p> <p><small>A proud partner of the americanjobcenter network</small></p>	Subject Selective Service Registration Requirements Yuma County	
	Original Issue Date May 1, 2012	Revision Date February 5, 2016
	Authorized by: Patricia Ray, Operations Director	

Selective Service - Registration Requirements

Purpose: To clarify the implementation of the Selective Service registration requirements for the receipt of WIOA Title 1 funded services prior to enrollment. Only those male job seekers in compliance with the registration requirement of the Military Selective Service Act as amended, are eligible to participate in WIOA funded activities and services. These requirements apply to both formula and discretionary grants awarded under WIOA by the U.S Department of Labor.

Monitored by: Operations Director, Program Director & EO & Compliance Manager

References

Training and Employment Guidance Letter NO. : 11-11 Change 2

Military Selective Service Act: MSSA, 50 U.S.C. App. 453

Federal Register: 32 CFR Part 1605

Federal Register: 20 CFR 667.250

Policy

Selective Service Registration Requirements: Males born on or after January 1, 1960 are required to register with Selective Service within 30 days of their 18th birthday (i.e. 30 days before or 30 days after their birthday.) This includes males who are:

- Citizens of the U.S.;
- Non-citizens, including illegal aliens, legal permanent residents, seasonal agricultural workers, and refugees, who take up residency in the U.S. before their 26th birthday; and/or
- Dual nationals of the U.S. and another country regardless of whether they live in the U.S.

For U.S. citizens, Selective Service registration is not required if the man falls within one of the following categories:

- Males who are serving in the military on full-time active duty;
- Males attending the service academies;
- Disabled males who were continually confined to a residence, hospital or institution; and/or
- Males who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement; however, they must register within 30 days after being released if they have not yet reached their 26th birthday.

For non-U.S. citizens, Selective Service registration is not required if the man falls within one of the following categories:

- Non-U.S. male who came into this country for the first time after his 26th birthday.

Acceptable forms of supporting documentation include:

1. Date of entry stamp in his passport;
 2. I-94 with date of entry stamp on it; or
 3. Letter from the U.S. Citizenship and Immigration Services (USCIS) indicating the date the male entered the United States presented in conjunction with documentation establishing the individual's age.
- Non-U.S. male who entered the U.S. illegally after his 26th birthday.
 1. He must provide proof that he was not living in the U.S. from age 18 through 25.
 - Non-U.S. male on a valid non-immigrant visa.

This list is not intended to be exhaustive. Please visit the Selective Service website for more information about the registration requirements at www.sss.gov. The Selective Service System also provides a quick reference chart showing who must register located at <http://www.sss.gov/PDFs/WhoMustRegisterChart.pdf>.

Ensuring Selective Service Compliance in the Public Workforce System: In order to participate in a program established by or receiving assistance under Title I of WIOA, all males born on or after January 1, 1960 must present documentation showing compliance with the Selective Service registration requirement. Acceptable documentation to determine a person's Selective Service registration status include:

- Selective Service Acknowledgement letter
- Form DD-214 "Report of Separation"
- Screen printout of the Selective Service Verification site: www.sss.gov/RegVer/wfVerification.aspx. For males who have already registered, this website can be used to confirm their Selective Service number as well as the date of registration, by entering a last name, social security number, and date of birth.
- Selective Service Registration Card
- Selective Service Verification Form (Form 3A)
- Stamped Post Office Receipt of Registration

Registration Requirements for Males Under 26: Before being enrolled in WIOA Title I-funded services, all males who are not registered with the Selective Service and have not reached their 26th birthday must register through the Selective Service website at www.sss.gov. If a male turns 18 while participating in any applicable services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA Title I-funded services. Staff is required to obtain proof of registration and uploaded into AJC and document in AJC case notes. If a man under the age of 26 refuses to register with the Selective Service, WIOA Title I-funded services must be suspended until he registers.

Registration Requirements for Males 26 Years and Over: Before enrolling in WIOA Title I-funded services, all males, 26 years of age or older, must provide documentation of compliance with the Selective Service registration requirement. Individuals who did not register for the Selective Service or who cannot provide any of the documentation listed in Section 3 must obtain a Status Information Letter from Selective Service indicating whether he was required to register. The Request for Status Information Letter form can be accessed at <http://www.sss.gov/PDFs/infoform.pdf> and the instructions can be accessed at <http://www.sss.gov/PDFs/instructions.pdf>. The individual will need to describe, in detail, the circumstances that prevented him from registering (e.g., hospitalization, institutionalization, incarceration, military service) and provide documentation of those circumstances. The documentation should be specific as to the dates of the circumstances.

If the Status Information Letter indicates that an individual was not required to register for the Selective Service, then he is eligible to enroll in services authorized or funded by Title I of WIOA. If the Status Information Letter indicates that the individual was required to register and now cannot because he is 26 or older, he is presumed to be disqualified from participation in WIOA Title I-funded activities and services until it can be determined that his failure to register was not knowing and willful. All costs associated with grant-funded services provided to non-eligible individuals may be disallowed.

Determining Knowing and Willful Failure to Register:

If the individual was required but failed to register with the Selective Service, the individual may only receive services if they establish by a preponderance of the evidence that the failure to register was not knowing and willful. The grantee, subgrantee, or contractor that enrolls individuals in WIOA Title I-funded activities, and is thereby authorized to approve the use of WIOA Title I grant funds, is the entity responsible for evaluating the evidence presented by the individual and determining whether the failure to register was a knowing and willful failure.

Evidence presented may include the individual's written explanation and supporting documentation of his circumstances at the time of the required registration and the reasons for failure to register. The individual should be encouraged to offer as much evidence and in as much detail as possible to support his case.

The following are examples of documentation that may be of assistance in making a determination in these cases:

1. Service in Armed Forces. Evidence that a man has served honorably in the U.S. Armed Forces such as DD Form 214 or his Honorable Discharge Certificate. Such documents may be considered sufficient evidence that his failure to register was not willful or knowing.

2. Third Party Affidavits. Affidavits from parents, teachers, employers, doctors, etc. concerning reasons for not registering, may also be helpful to grantees in making determinations in cases regarding willful and knowing failure to register.

In order to establish consistency regarding the implementation of the requirement, grantees should consider the following questions when determining whether a failure to register is knowing and willful.

In determining whether the failure was “knowing,” the authorized organization should consider:


- Was the individual aware of the requirement to register?
- If the individual knew about the requirement to register, was he misinformed about the applicability of the requirement to him (e.g., veterans who were discharged before their 26th birthday was occasionally told that they did not need to register)?
- On which date did the individual first learn that he was required to register?
- Where did the individual live when he was between the ages of 18 and 26?
- Does the status information letter indicate that Selective Service sent letters to the individual at that address and did not receive a response?

In determining whether the failure was “willful”, the authorized organization should consider:

- Was the failure to register done deliberately and intentionally?
- Did the individual have the mental capacity to choose whether or not to register and decided not to register?
- What actions, if any, did the individual take when he learned of the requirement to register?

If an authorized organization determines it was not a knowing and willful failure and the individual is otherwise eligible, WIOA services may be provided. If the authorized organization determines that evidence shows that the individual’s failure to register was knowing and willful, WIOA services must be denied. Individuals denied services must be advised of available WIOA grievance procedures. Authorized organizations must keep documentation related to evidence presented in determinations related to Selective Service.

Yuma County will request a Status Information Letter from a potential participant before making a determination as to whether the participant knowingly and willfully failed to register for selective services. prior to enrolling the participant into a Title 1 program. The Status Information letter in conjunction with the **TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 11-11, Change 2**, will assist in evaluating the evidence presented by the individual.

 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject	
	Supportive Services Policy Yuma County	
	Original Issue Date May 23, 2002	Revision Date February 18, 2016
Authorized by: Patricia Ray, Operations Director		

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) in the provision of Title 1-B WIOA Supportive Services. Supportive Services assistance are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment. Supportive services are provided on the basis of need as determined by the LWDA or Title 1-B program contractor. The regulations allow the provision of services such as; transportation, childcare and needs-related payments. WIOA requires the Local Workforce Development Area (LWDA) to provide accurate information about the availability of supportive services in the local area, as well as referrals to such activities as one of the career services for the WIOA Adult and Dislocated Worker programs.

Likewise, the WIOA Youth Program includes Supportive Services as one of the 14 program elements. LWDA's may fund supportive services for participants of the WIOA Adult, Dislocated Worker, and Youth programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA authorized activities and they are not available from other sources.

The LWDA set cap amount for Supportive Services is \$300.00 per participant.

References:

Workforce Innovation and Opportunity Act (WIOA) of 2013: (P.L. 113-128), Notice of Proposed Rulemaking 20 CFR: 680.900, 680.910, 680.920, 680.930, 680.960, Part 681.750 Arizona Revised Statute, and Arizona WIOA Policy Manual: Chapter 2-Section 100
WIOA Policy Manual: Chapter 2-Section 300
Administrative Code and Training and Employment Guidance Letter: 3-15 (TEGL 3-15), and 19-16 (TEGL 19-16), and 21-16 (TEGL 21-16)

Definitions:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Policy:

The provision of supportive services must be necessary and reasonable, per general cost principals, both in cost and in the item being purchased and be necessary for participation in career or training services or the success of the training plan. Supportive services must only be provided when the individual is unable to obtain supportive services through another program that provides such services. Services available through other agencies will be researched, explored and utilized prior to using WIOA funds to prevent duplication of resources and services in the local area. The provider will first access services available in the community and make all efforts to access those services at no, or low cost to the participant. Any assessments, tests and/or supportive services provided to the participant must be documented in the participant's Employment Plan (IEP) or Individual Service Strategy (ISS) and entered appropriately into AJC. All attempts to secure other funding must be case noted in AJC. As of 7/14/15, the Supportive Service cap will not exceed \$300.00. Supportive Services may only be provided to;

1. Adults and dislocated workers who are participating in career or training services; and
2. Youth who have been determined in need of such services as determined through comprehensive assessments.

Work and Training Related Expenses:

A participant may receive work and training related assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items in order to complete the course. Licenses and certification and testing fees may be paid when the license, certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential.

- A. Types of work and training related expenses include, but are not limited to:
 1. Clothing/uniforms; and
 2. Licensing fees; and
 3. Boots, Helmet, Gloves; and
 4. Eyeglasses, including protective eye wear; and
 - (a) Glasses: \$150.00 (not to exceed without director approval)
 - (b) Vision Exam: \$75.00 (not to exceed without director approval)
 5. Tools; and
 6. Childcare; and (refer to the specific guidelines on page 5)
 7. Certification, background and fingerprinting, drug testing and other work related testing fees.

Please note that the listed training related expenses do not include expenses already covered in an Individual Training Account (ITA) or other training contracts. Documented need of the items purchased needs to be placed into participant file. (i.e. letter, e-mail from employer)

- B. LWDA's are not prohibited from purchasing electronic devices such as tablets, computers, and laptops as a supportive service for training participants.
1. The LWDA (Yuma County) will provide participant's with the resources to utilize computers in the one stop centers and other partner locations to conduct job search, attend workshops, complete and submit applications and/or complete educational paperwork or homework in lieu of purchasing electronic devices.

Emergency Expenses:

Emergency services are allowable on a case-by-case basis and may include, but are not limited to, payments for:

1. Overdue electric and/or heating bills;
2. Overdue water bills
3. Food; (*documented attempt to get food from food bank as first option*)
4. Rent/mortgage payments when the participant is at risk of eviction
5. Temporary shelter in the event of an emergency;
6. Emergency assistance for medical, vision or dental services may be provided if it is considered a barrier to the successful completion of WIOA funded activities or may impact continued employment; and has been determined that the individual has no other resource in which to pay for this service.
7. Vehicle Registration (*vehicle should be registered under the participant's name verified and documented*)
8. Automobile repairs/maintenance for vehicles used as the primary source of transportation to training or work. If the participant is not the registered owner of the vehicle, or the owner of the vehicle is listed in the household family size worksheet at the time of eligibility, a signed statement from the registered owner is required, documenting that the vehicle is the participant's sole medium for transportation to and from training or work to approve the use of support service funds to pay for this assistance.
 - (a) The "non-competitive, i.e. Sole source method of Procurement" as outlined in 29 CFR subtitle A 97.36(d)(4)(i)(A) will be applied and is in compliance with State Procurement Policy when selecting vendors.
 - (b) Listed vendors approved on 6/30/14- Auto Repair

Primary Vendor

Pep Boys:

155 E 32nd St. Yuma, AZ 85364

(928)726-6740, (928) 210-5416

Manager: James/Manager

Labor Costs: \$95.00 hour/Diagnostic set up \$44.99

Discount; 5% part-10% labor

Secondary Vendor

Tony Auto Service/Towing

3405 W. 8th Street

Yuma, AZ 85364-2561

Manager: Tony/Owner

Labor Costs: \$65.00 hour/Diagnostic Fee \$35.00(waived if vendor chosen)

Discount: 10% parts-0% labor

PEP Boys will be utilized as primary vendor, Tony's as second vendor.

Transportation Assistance:

- (a) may be provided a bus card to aid in job search activities.
- (b) may be assisted with transportation during class attendance.
- (c) may be assisted with a gasoline purchase as approved.

Supportive Services may be provided at inception of OJT or WEX activity (until 1st paycheck) to assist the participant with vehicle gas purchase based on assessed need.

Incentive Payments:

Incentive payments are allowable under WIOA and must be in compliance with requirements in 2 CFR Part 200. Incentive payments may not include entertainment activities or gift cards, or gift cards to movie theaters or other venues whose sole purpose is entertainment. Incentive based activities that include summer youth programs and work experiences as acceptable under the provision of Incentive payments.

Needs Related Payments:

Needs-related payments provide financial assistance to adults, dislocated workers, and youth for the purpose of enabling individuals to participate in training activities. Needs-related payments may be provided to eligible participants accepted into training programs. To receive needs related payments:

A. Adult Program participants must:

- 1. Be unemployed
- 2. Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
- 3. Be enrolled in training services.

B. Dislocated Workers must:

- 1. Be unemployed and
- 2. Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
- 3. Be enrolled in a training service by the end of the 13th week after the most recent layoff that resulted in a determination of the

worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months; or

4. Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.

C. Youth must be enrolled in the Youth Program. Youth concurrently co-enrolled in the Adult Program and the Youth Program must be eligible under Adult or Youth eligibility criteria applicable to the services received.

1. Support services may only be provided to individuals who are
 - a. Participating in programs with activities authorized under WIOA; and
 - b. Unable to obtain support services through other programs providing such services.

D. For eligible dislocated workers, established levels of needs-related payments must not exceed the greater of either the following levels:

1. For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment insurance compensation benefit; or
2. For participants who did not qualify for unemployment insurance compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. Unemployment Insurance is notified of the weekly payment.

Supportive Service Prohibitions:

Support Services must not be provided after the WIOA Title1-B or Adult or Dislocated Worker program participant exits the program, if the individual is in need of supportive services the individual must be re-enrolled into the WIOA Title1-B Adult or Dislocated Worker Program. Supportive services, with exception of needs-related payment, may be provided as a follow-up service for WIOA 1-B youth participants

Expenditures that are not considered allowable and do not meet the conditions of supportive services include, but are not limited to:

1. Payment toward goods or services incurred or received prior to the participant's enrollment;
2. Fines and penalties, such as parking or moving violations, but excluding fines such as for late utility payments, if specified by LWDA policy;
3. Taxes;
4. Child support;
5. Legal fees, such as bail and restitution but excluding fees for legal aid as specified in LWIA policy;
6. Debts that have been turned over to a collection agency;
7. The purchase of goods or services that is illegal under any federal,

- state, local, or municipal law or statute;
- 8. The purchase of cigarettes, alcoholic beverages or firearms; and
- 9. Union dues.

Special Guidelines:

Child care payments using WIOA funds must be aligned with current State Childcare Allowances.

1. Payment and eligibility for Child Care services will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Services program. Income eligibility and Maximum Reimbursement Rates can be found at ww.azdes.gov/az_child_care/
2. The childcare provider must be an approved DES contractor. A list of child care providers that contract with DES can be found in the Child Care Resources & Referral Service, located at <http://azchildcare.org/countylist.html>.
3. The Child Care Agreement form and timesheet must be utilized when providing child care assistance to a participant.
 1. The forms are located under; Y: Everyone; Case Manager folder.
 - (a) Child Care Agreement- English and Spanish
 - (b) Family Care monthly invoice
4. Client must maintain appropriate attendance while enrolled in career service or training activity.
5. Client having 3 unexcused absences will have childcare discontinued.
6. Clients are informed that if child/children have two (2) unexcused absences from childcare center will have their childcare discontinued.

General requirements for Support Service Assistance:

Support services may be provided to participants who are participating in career and/or training services.

1. The participant must be active and enrolled in the program to receive support services.
2. The client should not exceed the LWDA's set limits of assistance without director's approval on a case by case basis.
3. The support service need must be documented on the IEP/ ISS and case noted in AJC. Request for support services form and the AJC activity record will also need to be completed. When using *Supportive Service-Other* document in the note section of the activity record the type of support service provided.
 - (A) Individual Employment Plan (Adult & Dislocated Worker)
 - (B) Individual Service Strategy (Youth)
 - (C) AJC Case Note
5. Support Service Assessment Form (SSAF) must be completed for participants and identification of transportation and/or needs related assistance required. SSAF should identify the type of service/activity


client is enrolled in. Invoice and/or timesheet will be completed as required for classroom or training attendance verification. If the participant becomes ineligible for assistance, a SSAF is required to identify the reason for denial in the explanation area.

(1) SSAF

(2) Timesheet

6. Any additional support documentation will be collected, verified and submitted with the request and case noted in participant file. The participant should always be informed that attempts to solicit assistance from other partner agencies is an option that needs to be considered “as appropriate” and based on need.

Issue Date: February 18, 2016

 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Training Policy Yuma County	
	Original Issue Date February 18, 2016	Revision Date: August 22, 2016
	Authorized by: Patricia Ray, Operations Director	

Adult –Dislocated Worker-Youth Training Policy

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) on providing Training Services to Adult, Dislocated Worker and Youth under the Workforce Innovation and Opportunity Act (WIOA). Individuals provided training services funded by WIOA Title 1 must be registered and determined eligible and in need of additional assistance beyond career services to obtain or retain employment.

WIOA is designed to increase participant access to training services. Training services are provided to help equip individuals to enter the workforce and retain employment.

Monitored by: Operations Director, Program Director, EO & Compliance Manager.

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Displaced Homemaker- An individual who has been providing unpaid services to family members in the home and who has been dependent on the income of a another family member but is no longer supported by that income, and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Basic Skills Deficient- An individual (youth or adult) that has English reading, writing, or computing skills at or below the 8th grade level (8.9) or lower level. It is expected that basic skills deficient status will be determined utilizing an objective, valid and reliable assessment, such as the Test of Adult Basic Education (TABE). Refer to WIA Policy #10-03, Change 1, Youth Literacy and Numeracy Gains for further information on testing.

Individualized Employment Plan/Individual Service Strategy (IEP/ISS): A plan jointly developed by the participant and the career specialist regarding the ongoing strategies that will be utilized to identify employment goals, achievement objectives, and any combination of activities and services utilized to serve individuals by coordinating services to help the individual overcome barriers and obtain goals and achievements.

Eligible Training Provider List- (ETPL) Training provided to eligible Adult and Dislocated Workers must be procured from the ETPL.

Veteran- An individual who served in the active military, naval or air service, who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve personnel;

Spouse of a Veteran/Eligible Spouse- The spouse of any of the following individuals:
Any veteran who;

1. Died of a service connected disability
2. Has a total disability resulting from a service-connected disability
3. Died while a disability so evaluated was in existence
4. Any member of the Armed Forces serving on active duty who, at the time of her application for assistance under this section, is listed, pursuant to section 556 of title 37 and regulations issued by the Secretary concerned, in one or more of the following categories and has been so listed for a total of more than 90 days.
5. Missing in action, captured in the line of duty by a hostile force, or forcibly detained or interned in line of duty by a foreign government or power.

Incumbent Worker Training- Training that can be used to avert a layoff or employee or to increase the skill levels of employees so they can be promoted within the company and create backfill positions and opportunities for the employers. Employers pay for a significant amount for the cost of the training and along with the approved training program under WIOA.

On-The-Job-Training- Training that is provided by a private, private-non-profit or public sector employer to a participant. During the training, the participant is engaged in productive work in a job for which he or she is paid, and the training provides the knowledge or skills essential to the full and adequate performance of the job. The participants training is provided structured setting, under appropriate supervision, gaining knowledge of the job and acquiring and applying occupational skills while performing on the job. The employer is reimbursed a designated amount based on agreed upon contractual amount.

Local Employer Recognized Training- The local area will utilize On-The-Job Training as the primary option for this type of activity.

Transitional Jobs- Time limited work experiences that are subsidized and in the public, private or non-profit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history; are combined with comprehensive employment and supportive services; and are designed to assist in establishing work history.

Co-Enrollment- Co-enrollment into with one or more partner program con-currently.

Individual Training Account (ITA)- ITAs are utilized for all training options that require use of the ETPL. ITAs are established with a specific dollar amount and used to provide training services to eligible WIOA Adult or dislocated worker participants through the One-Stop delivery system and the Contracted Service Provider based on needs identified in the IEP. Each training requires an individual and separate ITA.

Low Income – An individual who meeting the criteria for low income

Reference(s):

Federal Register: Proposed 20 CFR 680.180, Subpart-B&C, 200, 210, 220(b)

Federal Register: Proposed 20 CFR 680.310, 320

TEGL 3-15, 19-16: Guidance on Services provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act.

WIOA Section 134, (3)(D)(f) (iii) Training Services

PGL # 14-07, Priority of Service for Veterans and Eligible Spouses.

WIOA Section: 134: (c)(3)(A)(iii)

WIOA Section: 134 (c)(3)(E)

WIOA Policy Manual: Chapter 2 Section 102 (Priority of Service)

Policy:

There is no sequence of service requirement for “career services” and training. One-stop WIOA staff may determine training is appropriate regardless of whether the individual has received basic or individualized career services first. Under WIOA, training services may be provided if staff determine, after an interview, evaluation or assessment and career planning that the individual is:

1. Unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone.
2. Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone; and
3. Has the skills and qualifications to successfully participate in the selected program of training services.

Individuals interested in receiving training services will be scheduled to attend an Occupational Research Overview workshop after orientation. This orientation will provide detailed information on the process for being approved for training under the WIOA guidelines. It also encourages the participant to take an active role in managing their employment future by researching their career and training options. The workshop facilitator covers the following topics in the workshop;

1. Completing a Federal Pell Grant Application
2. Selecting training that is in an in-demand occupation for the local area
3. Learning to navigate and research occupational information
4. Testing and placement requirements for training
5. Priority of service information
6. Commitment and follow-through
7. Consumer choice in the selection of training
8. Identification of program pre-requisites

After attending the Occupational Research Overview individuals interested in receiving job search and/or training are scheduled for a JumpStart appointment to complete eligibility. After individuals are enrolled into WIOA they will meet with a Career Advisor and/or the Transition Specialist to attend workshops, identify career choices and begin active job search

activities. Those individual interested in training will be asked to complete and submit a Federal Pell Grant at that time. The Contracted Service Providers will need to develop an internal process for this criteria and submit to LWDA for approval.

Individuals who have requested training will then be referred to the Education and Training department for their initial appointment to discuss training options and discuss in detail program pre-requisites, cost of tuition, testing and placement requirements and verifying that the Federal Pell Grant has been completed and submitted. During this time any barriers to attending and successfully completing training are discussed. Referrals are made to partner programs and/or other community based agencies to assist in overcoming the barriers so that the individual can successfully participant in and complete training.

Individuals that do not meet the criteria for training will be provided various types of career and employment services, which may include referrals to partner agencies that may be able to provide training.

Veteran's Priority of Service will be applied to all Veterans and Eligible Spouses over non-covered persons for receipt of employment and training and placement services as described in TEGL 10-09

Adult Priority of service will be applied to recipients of public assistance, other low-income individuals, and/or individuals who are basic skills deficient as described in the WIOA Adult and Dislocated Worker Policy manual Chapter 2 section 102.

Training Services Eligibility:

All adults and dislocated workers must be registered and enrolled in the Arizona Job Connection (AJC) and determined eligible prior to receiving training services. Training services are available to employed and unemployed adults and dislocated workers:

- A. The LWDA determines, after an interview, evaluation or assessment that the participant is:
1. Unlikely or unable to attain or retain employment that leads to economic self-sufficiency or wages comparable to or higher from previous employment through career services;
 2. In need of training to obtain or retain employment that leads to economic self-sufficiency, or wages comparable or higher to wages from previous employment.
 3. Determined to have the skills and qualifications to successfully participate in training services;
 4. Selecting a program of training services that is directly linked to employment opportunities in the local area or the planning region, or in another area to which the individual are willing to commute or relocate;

 5. Unable to obtain grant assistance from other sources to pay for the cost of training or require WIOA assistance in addition to other sources of grant assistance (WIOA Training Policy section 503)
 6. Determined eligible according to the state and local priority of service system for the WIOA Adult Program.

Training services when determined appropriate, must be provided either through an Individual Training Account (ITA) or through a training contract as discussed in Section 10 of TEGL 3-15. The training cost cap for Yuma County will not exceed the approved amount of \$5,500.00, except in the instance of a specialized or technical program need that is approved by the Operations Director .

ITA:

ITAs are established with a specific dollar amount and used to provide training services to eligible WIOA Adult or Dislocated Worker participants through the One-Stop delivery system based on needs identified in the IEP. Each training requires an individual and separate ITA. Each participant who is issued an ITA must have a completed “Individual Training Account Plan,” which must contain, but is not limited to;

1. Cost of the program to include tuition, supplies, books, fees, dollar amount of any additional sources of funds being utilized from other programs that are applied to the training program;
2. Duration of the ITA plan;
3. Signatures from the LWDA staff member and participant;
4. Assessments (IEP) to document the participant’s ability to complete the training; and
5. Labor market information that is relevant to the training to document the reasonable expectation of high-pay/high demand employment upon completion of the training;
6. Pell grant eligibility and the award amount that will be applied to the training cost;
7. ITAs can be used support pre-apprenticeship training, tuition, supportive services and needs related payments. (WIOA Supportive Services Policy section 700)

ITA Limitations/Payments:

The amount and duration of each ITA must be justified through documentation of the participant’s needs as identified in the IEP. Training services should be implemented in a manner that maximizes consumer choice.

1. LWDA may impose a dollar amount on an ITA
2. Exceptions to the limitations on the ITA must be determined on a case –by-case basis by the Operations and/or Program Director.
3. An individual may select a training program that costs more than the maximum amount available for the ITA when other sources of funds are available to supplement the ITA. (WIOA Training Policy section 503)
4. Payment for the ITA may be made as follows;
 1. Vouchers
 2. American Express/VISA
 3. Invoice
5. LWDA must ensure that WIOA funds are utilized only when no other sources of funding are available or the amount available is insufficient in covering the participants training costs. Coordinate use of training funds when other grant

(Does not apply to the GI Bill or other forms of Veterans Administration (VA) education or training benefits. Veterans and spouses are not required to coordinate their entitlement to VA training benefits with WIOA training funds).

5. Student loans are excluded when determining the individuals overall need for WIOA funds for educational costs.
6. Individuals may be attending school when they become a WIOA participant; reimbursement of training costs is not allowed for payments made prior to WIOA participation.

Other Types of Approved Training under WIOA:

Contracts for services may be used instead of ITA's only when one of the following applies;

1. On-the-Job training, customized training, incumbent worker training or transitional jobs. Training provided under a contract with an employer.
2. The LWDA has determined that there are an insufficient number of eligible provider in the LWDA to issue an ITA. The LWDA Business Plan must describe the process to be used in selecting providers under a contract for services. This process must include a public comment period of at least 30 calendar days for interested providers;
3. The LWDA determine there is a training services program offered by a community-based organization or another private organization in the area that has demonstrated effectiveness in serving individuals with barriers to employment. The LWDA must develop criteria to be used in determining demonstrated effectiveness as it applies to the individuals with barriers to employment. The criteria may include but is not limited to;
 1. Financial stability
 2. Demonstrated performance in the delivery of services for the hard-to-serve participant populations through such means as:
 - a. Program completion rate
 - b. Attainment of skills;
 - c. Certificates or degrees the program is designed to provide;
 - d. Placement in unsubsidized employment after training;
 - e. Retention in employment; and
 - f. The specific program's alignment with the workforce investment needs to be identified in the LWDA Business Plan;
 3. Service to individuals with barriers to employment, including those in one or more of the following categories:
 - a. Displaced Homemakers;
 - b. Low-income individuals;
 - c. American Indians, Alaskan Natives and Native Hawaiians;
 - d. Individuals with disabilities;
 - e. Older Individuals (55 years and older);
 - f. Ex-offenders;
 - g. Youth who are in or aged out of the foster care system;
 - h. Homeless individuals;

- i. English language learners, have low levels of literacy, and/or facing substantial cultural barriers;
 - j. Eligible migrant and seasonal farmworkers;
 - k. Individuals who are within 1 year of exhausting lifetime eligibility under temporary Assistance for needy families (TANF);
 - l. Single parents;
 - m. Other priority groups
4. The LWDA determines is most appropriate to contract with an institution of higher learning or other eligible training provider of training services will facilitate training of multiple individual in-demand industry sectors or occupations, provided that the contract does not limit consumer choice; or

Application for the Pell Grant:

One-stop operators and the Contracted Service Provider must maintain documentation in the participants file to support the eligibility determination and award of the Pell Grant.

1. All WIOA program participants pursuing training at a Pell Grant eligible institution must apply for a Federal Pell Grant. A participant may enroll in a WIOA-funded training while his/her application for a Federal Pell Grant is pending. Following the award of the Pell Grant, the training provider must reimburse the One-stop operator the amount that the Pell Grant covers from the WIOA funds used to underwrite the training.
2. The One-Stop Operator must have a completed agreement on file with the educational institution and the WIOA participant before any funds are paid to the training provider. This agreement must detail the amount to be initially paid by WIOA and the agreement between the training provider and the participant to reimburse WIOA through the Federal Pell Grant.
3. The Contracted Service Providers will need to develop their own internal process for reimbursement and submit to the LWDA for approval.
4. Federal Pell Grants are awarded to cover the tuition costs and education related expenses, but only the amount of the grant that applies to the participants' tuition will be used to reimburse expended WIOA funds.

Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the individual is willing to relocate or to commute to. Training services must be documented in the IEP/ISS. Examples of Training Services may include:

- a.) **Occupational Skills Training-** Organized program of study that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by a certain occupation fields at entry, intermediate or advanced levels of employment. This training includes training for nontraditional employment. Providers of occupational skills training must be listed on the Eligible Training Provider List (ETPL) and the specific training program must be listed as WIOA approved. (See section 506 of the WIOA Training Services Policy Manual and 600 of the WIOA Eligible Training Provider List Policy).

b.) **On-The-Job training (OJT)**- Training 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 to help them prepare for long term unsubsidized employment. Yuma County will contract with neighboring states to provide OJT training; this will be considered on a case by case basis and approval by Administration.

1. Yuma County's policy is to provide up to 50% of the wage rate of an OJT.
2. OJT duration is based on academic skill, identified training need, prior work experience, position training required and the wage amount to be reimbursed.
3. OJT can be provided to eligible existing workers if; the employee is not earning a self-sufficient wage, the employee needs to learn new technologies, production and/or service procedures, upgrading to new job duties that include the need to increase workplace literacy.
4. OJT may be written for Registered Apprenticeship programs or participating employers in a Registered Apprenticeship program to cover the on-the-job training portion. ITAs can also be combined with OJT and must be consistent with the WIOA Training Policy for existing workers in section 509.03.
5. Occupation in demand
6. Effective, January 3, 2017 this LWDA will record in AJC the On-the- Job Training service codes versus using the Local Recognized training code.

c.) **Work Experience (Youth)/Internships**- A structured Work Experience activity/contract, paid or unpaid, that promotes a youth with opportunities for work and career exploration. WEX/Internship is not considered training, but is allowable as an individualized career service for adults and dislocated workers.

1. This activity can be conducted in the private, nonprofit and public sector within Yuma County and provides the youth with the opportunity to develop basic occupational related skills.
2. Work experience is not designed to replace an employee.
3. Work experience will not exceed 499 hours and is usually between 6 to 12 weeks in duration.
4. Work experience does not need to result in permanent employment or an occupational credential.
5. Work experience activity must be documented in the Youth Individual Service Strategy.
6. The duties listed on the contract should expose the Youth to and/or prepare them for postsecondary education and/or entry into a demand occupation in Yuma County, or target industry.
7. WEX/Internship is not a credential activity. It is recommended that the employer provide a certificate of completion to acknowledge the successful completion of the WEX/Internship.

d.) **Customized Training**- Training designed for the specific requirement of an employer or group of employers, which is related to new production or service procedures, upgrading to new jobs that require new skills, workplace literacy or other appropriate purposes as identified by the local board, upon completion of the training the employer must commit to employ or continue to employ the individual(s) who participated in the training (see section 510 .01, .02 of the WIOA Training Policy for customized training requirements).

- e.) **Incumbent Worker Training**-Training designed to help the local areas employer's workforce obtain the skills necessary to retrain employment and prevent job loss. (See WIOA Training Policy section 511 .01, .02)
- f.) **Registered Apprenticeship**- Training provided on an approved set of National Guidelines for Apprenticeship Standards developed by a national committee or organization which includes on-the-job-training and related technical instruction in a classroom instruction setting.
- g.) **Transitional Jobs**- Transitional jobs are time-limited subsidized work experiences which include comprehensive employment and supportive services that are designed to establish work history, demonstrate success in the workplace and develop skills that lead to entry and retention in unsubsidized employment. (WIOA Training Policy manual section 508)
- h.) **Job Readiness Training**-(if offered in conjunction with)
 - 1. Occupational skill training;
 - 2. On-the-job Training;
 - 3. Incumbent worker training;
 - 4. Programs that combine workplace training with related instruction;
 - 5. Skill upgrading and retraining; or
 - 6. Entrepreneurial Training
- i.) **Adult Education and Literacy**-Adult Education and Literacy activities include English Language Acquisition and integrated education training programs, provided concurrently or in combination with:
 - 1. Occupational skills training;
 - 2. On-the-job training;
 - 3. Incumbent worker training;
 - 4. Programs that combine workplace training with related instruction;
 - or
 - 5. Skill upgrading and retraining
- j.) **Skill Upgrading and Retraining**- A short term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills. Skill upgrading and training programs must be listed on the ETPL.
- k.) **Entrepreneurial Training**- Training on the responsibilities of organizing, managing and operating a business.
- l.) **Work-Based Training**- Includes on-the-job training, registered apprenticeship, incumbent worker training and customized training. Work-Based training is not subject to ETPL requirements except for Registered Apprenticeships. (see WIOA Training Policy section 507 (.01, .02, .03, .04, .05) for additional information on Work-Based Training).

NOTE: Programs that combine Adult and Literacy activities with Occupational Skills Training and Skill Upgrading must be listed on the Eligible Training Provider List (ETPL). Only the Occupational Skills Training or Skill Upgrading and Retraining component of the training must meet ETPL performance criteria.


Required Determination:

The case file and AJC must contain a determination of the need for all training services as described above as determined through the interview, assessment, and career planning activities and should also include career planning documentation; to include AJC training provider program detail information and the provision of labor market information provided to the participant and any training provider performance data available. In cases of co-

enrollments with partner programs any co-case management or supportive services provided must be documented in AJC and case noted accordingly.

Coordination of WIOA training funds with other grants should be documented accordingly in participant file. Priority of services applied to the individual must also be documented when determining the need for training services. Veterans and eligible spouse documentation should be collected to verify status and placed in file.

Revision: January 3, 2017

 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Unlikely To Return Justification Dislocated Worker Determination Yuma County	
	Original Issue Date December 4, 2014	Revision Date February 5, 2016
	Authorized by: Patricia Ray, Operations Director	

Unlikely To Return Justification

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) in determining Title 1 WIOA Dislocated Worker eligibility to individuals who have been terminated, laid off, or have received notice of termination or layoff, from employment generally due to plant closures or downsizing. The “unlikely to return” justification described in this policy will be applied to determining Dislocated Worker eligibility in Yuma County.

References

Training and Employment Guidance Letter WIOA NO-3-15

Federal Register, Proposed Rules 680.130(a)(b)

Workforce Innovation and Opportunity Act Policy Manual; Adult and Dislocated Worker Programs- Section 103.01-02, Category A-3

WIOA Chapter 3: Definitions- # (15)

Monitored by: Operations Director, Program Director and EO & Compliance Manager.

Policy

The WIOA Adult and Dislocated Worker formula programs, in coordination with the Wagner-Peyser (WP) Employment Service (ES) are pivotal pieces of the one-stop delivery system. The One-stop delivery system provides universal access to career services to adults and Dislocated Workers. Under WIOA adults and dislocated workers are also able to access career and training services.

To determine eligibility for “dislocated worker” enrollment the individual must meet the eligibility requirements as described in the Workforce Innovation and Opportunity Act Policy Manual; Adult and Dislocated Worker Programs- Section 103.01-02, Category A and the additional “criteria” described in the Yuma County Justification procedure as outlined in this policy.

All individuals determined eligible for Dislocated Worker services will received any combination of the “career services” as listed below;

- AJC Registration
- Orientation
- Career Advising
- Workshops Attendance
 - Resume assistance
 - Interview skills
 - Job club
 - Basic Computer
 - Life Skills Assessments
 - Budgeting
- Career Pathways
- Comprehensive Assessment
- Development of IEP
- Internships/WEX

ELIGIBILITY CRITERIA

Eligibility criteria for determining Dislocated Worker eligibility will adhere to the criteria cited in the Workforce Innovation and Opportunity Act Policy Manual; Adult and Dislocated Worker Programs- Section 103.01-02, Category A and the additional “criteria” described in the Yuma County Dislocated Worker; issue date July 1, 2014, Revision date December 28, 2015. Additional criteria in making determinations for Dislocated Worker status is as follows;

Yuma County Justification for “Unlikely to Return to the Previous Industry/Occupation”

The Yuma County Labor Market area is somewhat of an “anomaly” compared to the other labor market areas in Arizona and in the United States. Some of the factors that make Yuma County so much different as a labor market area result in economic dysfunctions that cause standard workforce development interventions to fail. Definitions affecting eligibility that would work in most other labor markets do not work well in the Yuma labor market area. The following is a list of factors that negatively impact eligibility considerations for the WIOA Dislocated Worker Program in the Yuma County Labor Market Area:

- Yuma County is a surplus labor area. The Bureau of Labor statistics defines an area of substantial unemployment as a labor market with more than 4.5%. Relative excess unemployment as defined in the WIOA Allocation Formula is 6.5% and above. Yuma County’s unemployment rate varies between 22% and 30%. High unemployment rates do not take into account Underemployment caused by a lack of jobs with too many potential job seekers.

- Yuma County has a limited labor market. Yuma has close to twice the concentration of employment in the Government sector relative to Arizona and the United States. In the Agriculture, Forestry, Fishing, and Hunting sector, Yuma has nine to 13 times the concentration of employment relative to the U.S. and Arizona, respectively. Yuma is underrepresented in all of the other major industry sectors.* The Agriculture Industry demonstrates huge seasonal shifts. In 2011, the industry had a seasonal fluctuation of 20,000 jobs.

- Yuma County is a low wage area. Per Capita income in the county is 80% of the Per Capita income for the State of Arizona. Low rates of pay are attributed to the proximity to the U.S. /Mexico Border, Seasonal Job Shifts, and limited job opportunities.

- Yuma County has low educational attainment rates. According to the 2010 Census, workers (25 years and older) in Yuma County who have “less than a high school diploma” is 28.1%. In addition, a full 25.1% have “some college but no degree” and less than 10% have a bachelor degree. Many of the jobs identified as requiring a 4-year degree are out of reach for a large majority of Yuma County workers.

- Yuma County workers face 2nd Language issues. 50.7 % speak a language other than English at home. 21.8% of Spanish language speakers speak English less than “very well”.

- Yuma County experiences high rates of poverty. Some zip codes in South Yuma County have residents whose annual income is less than \$15,000.


- Yuma County is isolated from other metropolitan areas and regional economies. The area’s relative isolation from metropolitan areas can be a source of difficulty in service delivery, wage parity with other Arizona cities and counties, and educational and training opportunities. In particular, this can pose a formidable challenge to disabled workers.

- Yuma County, along with other Arizona Counties and Cities faces economic challenges directly attributable to the Arizona State Legislature. Since the start of the “Great Recession”, the legislature has “swept” funds designated for other necessary services to balance the State’s Budget. One of these designated funds is the Highway User Revenue Fund (HURF). These funds are used by local governments to maintain local roads and highways. Millions of dollars have been withheld from local governments. In Yuma County, the Construction Sector accounted for 52% of the total job losses between 2007 and 2011. Loss of HURF funds continues to affect construction and job creation in Yuma County.

The Yuma County One-Stop staff performs a variety of vocational, educational and career counseling assessments to determine and identify needs specific to the Dislocated Worker as well as to determine eligibility for WIOA enrollment.

As indicated in the narrative above, although there may be some job openings in a previously declining industry and/or occupation these few openings do not begin to offset the high unemployment rates in Yuma County. They do not accurately portray an industry that is in a “positive growth rate” simply because there are openings in the local market for that occupation. Therefore, if there are less than 25 openings in a previously declining industry/occupation we will verify and document information verified by AJC, Bureau of Labor Statistics and local wage data, that the Dislocated Worker is “unlikely to return” to that occupation as based on the criteria in this rationale.

In summary, any customers in Yuma County meeting the Criteria as stated in this policy document will be processed and determined eligible for the Dislocated Worker Program for WIOA.

 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Veterans Priority of Service Yuma County	
	Original Issue Date July 1, 2006	Revision Date February 5, 2016
	Authorized by: Patricia Ray, Operations Director	

Veterans- Priority of Service

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) for the implementation of the priority of services for Veterans and Eligible Spouses and to ensure that all eligible Veterans are identified at point of entry and given an opportunity to take full advantage of priority of service. Individuals meeting the eligibility criteria outlined will be afforded priority over individuals who are not Veterans. Additionally, the guidance will ensure that all Veterans are made aware of their entitlement to priority of service, the full array of employment, training and placement services available under priority of services, and any applicable eligibility requirements for those program and/or services.

Monitored by: Operations Director, Program Director, EO & Compliance Manager

Definitions: For the purposes of this guidance, the following definitions will apply;

Covered Entrant: A Veteran or an Eligible Spouse who is at the point of entry to the workforce system or a qualified job training programs (i.e.: at the initial point of contact, prior to receipt of any services; e.g.: an applicant, not a participant.)

Covered Person: A Veteran or Eligible Spouse of a veteran, as defined in section 2(a) of the Jobs for Veterans Act {38 US.C. 4215 (a)}.

Veteran- an individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve personnel;

Military Spouse – an individual who is married to an active duty service member including a National Guard or Reserve personnel on active duty. The surviving spouse of an active duty services member who lost his/her life while on active duty services in Afghanistan, Iraq or other combat-related areas is considered to be a military spouse.

Adult- an individual who is 18 years or older.

Dislocated Worker-The term “dislocated worker” is statutorily-defined for receiving services under WIOA. Specific requirements for eligibility are at WIOA Section 3(15)

as well as WIOA sections 170(c)(2)(A) and 170(d)(2) for certain National Dislocated Worker Grants. Generally a dislocated worker is an individual who has been or is scheduled to be laid off or terminated and requires assistance to find or qualify for new employment. This may also include a single worker or small groups of workers, as well as workers affected by mass layoffs, plant closures, defense downsizing and realignments, certain self-employed individuals as well as displaced homemakers as defined at WIOA Section 3(10).

Displaced Homemaker – an individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income, and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Non-Covered Persons: An individual who meets neither the definition of “veteran,” nor the definition of “eligible spouse.”

Point of Entry: The point at which a customer first comes into contact with a DOL funded employment and training program.

Priority of Service: To avoid confusion, priority of service means, (with respect to any qualified job training program) that a covered person shall be given priority over non-covered persons for the receipt of employment, training, and placement services provided under that program. Priority of the context of providing priority of service to veterans and other covered persons means the right to take precedence over non-covered persons in obtaining services.

References

Training and Employment Guidance Letter WIOA No.: 3-15, 10-09

Training and Employment Notice No.: 15-10

Proposed Rules, Federal Register: §WIOA-680-660

WIOA Section : 3(63)(A) and 38 U.S.C 101

Federal Register: 20 CFR 1010

Policy

Military Service Members: It is a Department of Labor policy that being discharged (under honorable circumstances) either voluntarily or involuntarily terminates an employment relationship between an individual and the military and thus falls within the scope of the termination component of the WIOA definition of a dislocated worker. The separating military personnel must also satisfy the other criteria for dislocated worker eligibility, including the requirement that the individual is “unlikely to return to a previous industry or occupation.” Additionally, under the priority of service provisions of the Jobs for Veterans Act, separating service member who, upon discharge, meet the eligibility criteria for dislocated workers would be afforded priority over individuals who are not veterans.

Military Spouses : A military spouse who leaves his/her job to follow his/her spouse

can be served with dislocated worker formula grant funds in certain circumstances. When the spouse is unable to continue an employment relationship because of the Service member's permanent change of military station, or the military spouse loses employment as a result to the spouse's discharge from the military, then the cessation of employment can be considered to meet the termination component of the WIOA definition of the dislocated worker, as discussed above. The military spouse must also satisfy the other criteria for dislocated work eligibility, including the requirement that the spouse is unlikely to return to a previous industry or occupation. When these criteria are met the military spouse is eligible to be served under the Dislocated Worker Formula Grant Program.

Additionally, a military spouse may also qualify to be served as a dislocated worker if he/she meets the definitional requirements for a displaced homemaker. Surviving spouses of veterans and military service members may also be served with WIOA funds.

If a surviving spouse qualified as a dislocated worker or displaced homemaker, he/she could be served under the WIOA Dislocated Worker Formula Program. If a surviving spouse does not meet those requirements, he/she could be served under the WIOA Adult formula program. In either program, a surviving spouse of a veteran may receive priority of service if he/she qualified for such priority under the Jobs for Veterans Act(P.L. 107-288(38USC 4215 (a)(1)(B))

<https://www.gpo.gov/fdsys/pkg/PLAW-107publ288/html/PLAW-107publ288.htm>

Required Eligibility Determination

Before priority of service can be extended to any covered person in Title 1 WIOA funded programs the covered person MUST be qualified to participant in the program. Therefore, documentation verifying Veteran or Spouse of a Veterans will be contained in program file. Those covered persons requiring training will require program registration and eligibility determination. Thus, individuals meeting the statutory eligibility criteria for Veteran's and military spouses who have been determined eligible to receive services under the dislocated worker program, will be given priority over participants who are non- veterans.

Process for Serving Eligible Veterans:


Upon entering the One-Stop, staff will ask all customers whether they are a veteran or eligible spouse of a veteran (covered person). All declared veterans will be provided immediate service; they will be given the Veterans' Priority of Service brochure and screening form to complete. Once, determined they meet the statutory criteria for Veterans/Spouse of Veteran Priority of Services. Customers that do not meet the definition of a covered person will receive workforce development services according to Department of Labor policy.

5. Veterans and eligible spouses of veterans, who meet the following eligibility criteria:
 - a. Are currently receiving public assistance;
 - b. Have received public assistance in the last 6 months;
 - b. Is a member of a family whose total family income does not exceed either the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL);
 - c. Is a homeless individual, as defined in 42 U.S.C. 14043e-2 (6); or

- d. Is an individual with a disability whose own income meets the income requirement in clause (b) of this section, but is a member of a family whose income does not meet this requirement;
 - e. Is a basic skills deficient, as defined in WIOA Section 3 (5)
6. Non-veterans, or eligible spouses of veterans, who meet one of the following:
- g. Are currently receiving public assistance;
 - h. Have received public assistance in the last 6 months;
 - i. Is a member of a family whose total family income does not exceed either the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL);
 - j. Is a homeless individual, as defined in 42 U.S.C. 14043e-2 (6); or
 - k. Is an individual with a disability whose own income meets the income requirement in clause (b) of this section, but is a member of a family whose income does not meet this requirement or
 - l. Is basic skills deficient, as defined in WIOA Section 3 (5)
7. Veterans and eligible spouses of veterans who are not included in WIOA priority groups.
8. Non-veterans, or eligible spouses of veterans, who are not included in WIOA priority groups.

Note: Military pay or allowances by any person who served on active duty, and certain other specified benefits, must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making an eligibility determination. Military earnings are not included when calculated income for veterans or transitioning service members for priority of service, per 38 U.S.C. 4213. Military earnings are not included when calculated income for veterans or transitioning service members for priority of service.

Issued: February 5, 2016

 <p>ARIZONA @ WORK™</p> <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Fraud and Abuse Policy Yuma County	
	Original Issue Date September 2009	Revision Date May 5, 2016
	Authorized by: Patricia Ray, Operations Director	

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) on preventing and detect fraud, abuse and criminal activities involving services under the Adult, Dislocated Worker and Youth programs under the Workforce Innovation and Opportunity Act (WIOA) Title 1 and Wagner Peyser.

Fraud and Abuse

All sub-recipients of WIOA funds, including contractors and service providers must implement policies and procedures to prevent and detect fraud, abuse and criminal activities involving WIOA Adult, Dislocated Worker, and Youth program funds. Additionally, sub-recipient must report allegations, suspicions, and complaints of possible fraud, program abuse, and criminal activities involving WIOA funds to the Yuma County, Local Workforce Development Board (LWDB), the U.S, Department of Labor (DOL) Office of Inspector General (OIG), the Arizona State Attorney General Office, and the Department of Economic Security (DES) Employment Administration (EA), Office of Finance and Budget.

References: P.L. 113-128 Sections 184 and 188; 20 CFR Sections 683.200, 683.285, 683.620, 683.630, 684.630, 667.270, Department of Labor Training and Employment Guidance Letter (TEGL) No. 2-12, and 2 CFR parts 200, 215, 225, 230 and Appendices I through XI, including any exceptions identified by the Department at 2 CFR part 2900.

Standard of Conduct

Identification processes for violations of terms and conditions are required. A violation is considered evident when the following General Assurances are not met.

- A. Every reasonable course of actions has been taken in order to maintain the integrity of expenditures of public funds and avoid favoritism, questionable activity, or improper conduct.
- B. Federal funds have been administered in an impartial manner, free from personal, financial, or political gain.
- C. Executive staff and employees avoided situations, which give rise to a suggestion that any decions was influenced by prejudice, bias, special interest or personal.

Reporting Requirements

All sub-recipients, including contractors and service providers must report allegations, suspicions, and complaints of possible fraud, program abuse, and criminal activities involving WIOA funds.

Reportable Issues

Incidents involving possible or suspected fraudulent or criminal use of WIOA funds must first be reported to the Yuma Private Industry Council's Human Resource Department and the EO & Compliance Department, the (OIG) using the DOL's *Incident Report* form (OIG 1-156). Reports must also be sent concurrently to the Arizona State Attorney General's Office and the DES EA, Office of Finance and Budget. Incidents requiring reporting include:

1. Allegations of fraud

Fraud is any deceitful act, by omission or willful device, used with the intent to obtain some unjust advantage for one party, or to cause an inconvenience or loss to another party. Types of fraud include embezzlement, forgery, theft, solicitation and receipt of bribes (kickbacks) and falsification of records and claims regarding trainees (e.g., knowingly enrolling ineligible participants).

- a. Criminal fraud is a type of larceny and is punishable under both federal and Arizona law as a felony.
- b. Civil fraud is subject to tort actions under civil laws.
- c. Tort is damage, injury, or wrongful act done willfully, negligently, or in circumstances involving strict liability, but not involving breach of contract, for which a civil suit can be brought.

2. Illegal or improper activities

- a. An executive or employee of a federal funded agreement or an elected official in the LWDA has solicited or accepted money or any other consideration from a third person for the performance of an act.
- b. Reimbursements in whole or in part by the LWDA for supplies, materials, equipment or services purchased with grant or sub grant funds are used for any purposes other than for what is allowed by the Federal WIOA;
- c. A relative by blood, adoption or marriage of any executive or employee receives favorable treatment for enrollment in services provided by or employment with, the contractor. "Relative by blood or marriage" includes: wife, husband, son, daughter, mother, father, brother, brother-in-law, sister, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, stepparent and stepchild.

3. Misapplications of funds

Misapplication of funds is any use of funds, assets, or property not authorized or provided for in the grant or contract. This category includes, but is not limited to, nepotism, political patronage, use of participants for political activity, intentional

services to ineligible enrollees, conflict of interest, failure to report income derived from federal funds, violation of contract provisions, maintenance of effort violations, and the use of the Workforce Innovation and Opportunity Act funds for other than WIOA purposes.

4. Gross mismanagement

Gross Mismanagement is an action or situation arising out of management ineptitude or lack of oversight, which leads to a major violation of contract provisions and/or which severely, hampers the accomplishment of program goals. These include situations, which lead to waste of government resources and put into serious jeopardy future support for a particular project. This category includes, but is not limited to, unauditible records, unsupported costs, highly inaccurate fiscal and/or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service or to the State of Arizona and the lack of internal control procedures.

5. Employee/Participant misconduct

a. Actions occurring during or outside work hours that reflects negatively on the program or its purposes. These may include, but not limited to, conflict of interest involving outside employment, business and professional activities, the receipt of gifts, fees, entertainment, and favors; misuse of federal property; misuse of official information; and other activities that might adversely affect the confidence of the public regarding the integrity of government funds.

b. A participant displaces a currently employed worker (including partial displacement such as reduction in the hours of non-overtime work, wages or employment benefits). A client is employed or a job opening is filled when:

i. Any other individual is on a layoff from the same or any equivalent job;

or

ii. The employer has terminated the employment of any regular employee

or

otherwise reduced its workforce with the intention of filling the vacancy created by hiring a participant whose wages are subsidized with WIOA funds.

6. Other suspected criminal activity

NOTE: Situations involving health and safety concerns or loss of funds exceeding \$50,000 are classified as emergencies. In addition to the written incident report, emergencies must be reported immediately to the fraud hotline a 1-800-347-3756.

Assurance Requirements

No action will be taken against any complainant for reasonably disclosing information concerning suspected or actual abuse of the WIOA program. Complainants may choose to remain anonymous and may send the report directly to The Yuma Private Industry

Council or to DOL OIG or the Office of Financial and Administrative Management (OFAM)

LWDA must notify all employees and sub-recipients and corresponding staff of the hotline and provide instructions for the Incident Report. The LWDA directors must provide policy and procedures to staff, LWDB members, and contracted service providers regarding reporting requirements specific to fraud, abuse, and criminal acts involving WIOA funds.

Submission Requirements

Contact information for the Yuma County-WIOA/LWDA, DOL OIG, Arizona State Attorney General's Office (ASAG), and the DES WIOA/EA, Office of Finance and Budgets is as follows:

A. Contact Information:

Local WIOA Equal Opportunity (EO) Officer

Nidia Herrera
3834 W. 16th Street
Yuma, Az 85364
Phone number (928) 329-0990 ext 160
Fax number (928) 782-9905
Email notification can be made to EO Officer at nherrera@ypic.com

U.S. DOL/Office of Inspector General (OIG)

Attention: Office of Investigations
Room S5506
200 Constitution Avenue NW
Washington D.C. 20210
Hotline number 1-800-347-3756
Email notification can be made to OIG at www.oig.dol.gov/contact.htm.

Arizona State Attorney General (ASAG)

1275 W. Washington Street
Phoenix, Arizona 85007
Phone number (602) 542-5025
Email notification can be made at the ASAG at ag.inquiries@azag.gov

Department of Economic Security, Employment Administration, Office of Finance and Budget

Attention: Financial Manager
1789 W. Jefferson Street, Site Code 920Z
Phoenix, Arizona 85007
Phone number (602) 542-2957

B. Questions about or complaints alleging a violation of the nondiscrimination provisions

of WIOA Section 188 may be reported to either the Local Equal Opportunity (EO) Officer, the State WIOA EO Officer or the Civil Rights Center (CRC)/Director.

Local WIOA Equal Opportunity (EO) Officer

Nidia Herrera

3834 W. 16th Street

Yuma, Az 85364

Phone number (928) 329-0990 ext 160

Fax number (928) 782-9905

Email notification can be made to EO Officer at nherrera@ypic.com

State WIOA Equal Opportunity (EO) Officer

Workforce Administration

P.O. Box 6123

Mail Drop 5771

Phoenix, Az 85005-6123

Civil Rights Center (CRC)/Director

Attention: Office of External Enforcement

U.S. Department of Labor (DOL)

200 Constitution Avenue, NW

Room N-4123

Washington D.C. 20210

Fax Number (202) 693-6505, Attention: Office of External Enforcement (limit of 15 pages)

Email notification can be made to CRCEXternalComplaints@dol.gov

C. The US DOL's Civil Rights Center's Compliant Information Form available online at the following link:

US DOL's Civil Rights Center Complain Information Form