	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 1 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Adult, Dislocated Worker and Arizona Quality Jobs, Equity, Strategy, and Training Disaster Recovery National Dislocated Worker Grant (QUEST DWG) programs and services.

II. PURPOSE

This policy is to establish the criteria and documentation to be used to determine the eligibility of individuals who are seeking career and training services in the Adult, Dislocated Worker or QUEST DWG programs under Title 1B (QUEST DWG is authorized under Section 170) of the Workforce Innovation and Opportunity Act (WIOA).

III. BACKGROUND

WIOA Title 1-B and QUEST DWG requires universally accessible career and training services to eligible adults and dislocated workers that are customer centered, job-driven, and available at the American Job Centers. Career and training services, tailored to the individual needs to job seekers, form the backbone of the one-stop delivery system.

IV. DEFINITIONS

AJC is Arizona Job Connection, the case management and labor exchange system used for reporting WIOA services.

Basic Skills Deficient is an Adult who is unable to:


1. Compute or solve problems; or
2. Read, write, or speak English at a level necessary to function on the job, in his or her family, or in society.

Eligible Veteran

1. A person who served in the active military, naval, or air service and was discharged or released under conditions other than dishonorable.
2. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes.

Eligible Spouse is the spouse of any of the following:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in line of duty by a hostile force; or
 - c. Forcibly detained or interned in line of duty by a foreign government or power.

	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 2 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
4. Any veteran who died while a disability was in existence.

Note: Spouses of veterans who do not meet one of the criteria listed above may still receive WIOA Title 1B and QUEST DWG funded services if they meet the specific program eligibility criteria. However, spouses who do not meet the above criteria will not qualify for veteran of priority services.

Family is defined as two or more individuals related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

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

Note: When an individual is not living in a single residence with other family members, the individual is not considered a member of the family for the purpose of WIOA Title 1B or QUEST DWG income calculation.

Furloughed Worker means the placing of an employee in a temporary termination or layoff status without duties and pay because of lack of work or funds or other non-disciplinary reasons.

Low Income is defined as an individual who receives public assistance as defined below or:


1. 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);
2. Is a homeless individual, as defined in 42 U.S.C. 14043e-2(6) of the Violence Against Women Act of 1994, or 42 U.S.C. 11434a (2) of the McKinney-Vento Homeless Assistance Act; or
3. Is an individual with a disability whose own income meets the income requirement but is a member of a family whose income does not meet this requirement.

Public Assistance is defined as an individual (or an individual who is part of a family) currently receiving, or who in the past six months has received, assistance through (any of the following programs):

1. Supplemental Nutrition Assistance Program (SNAP);
2. Temporary Assistance for Needy Families (TANF);
3. Supplemental Security Income (SSI);
4. Refugee Cash Assistance (RCA); or
5. Any other state income-based public assistance.

Termination or terminated includes furloughed workers but does not include workers who were terminated for cause, left voluntarily, or voluntarily retired.

Stop-Gap Employment is temporary work an individual accepts for the purpose of income maintenance because they have been laid off from customary work. It is accepted by the individual for the purpose of income maintenance prior to participation in individualized career services or training services with

	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 3 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

the intention of ending such employment at the completion of individualized career or training services. It does not change the individual’s status as a dislocated worker or eligibility for services.

Earnings from Stop-Gap employment must not be more than:

1. 80 % of their wages at the date of dislocation; or
2. The 450% self-sufficiency threshold for employed individuals.


V. POLICY

There are no geographical boundaries in providing services to individuals in any WIOA program. Individuals may apply for services at any ARIZONA@WORK Job Center in Arizona.

A. ADULT WORKER PROGRAM ELIGIBILITY

To be eligible for Career Services, an individual must be:

1. Age 18 and older;
2. Is a citizen or national of the United States, or a lawfully admitted permanent resident, alien, refugee, asylee, parolee, or other immigrant authorized by the United States Attorney General to work in the United States; and
3. Meets Section 3 of the Military Selective Service Act, as amended at 50 U.S.C. Appendix 453, to register for Selective Service (males only).
 - a. Staff are responsible for determining Selective Service status of males prior to program enrollment.
 - b. Every male citizen, or any male residing in the United States, born on or after January 1, 1960, unless exempt, is required to register with the Selective Service System (SSS) between their 18th and 26th birthdays. Registration with SSS can occur within 30 days of a male’s 18th birthday and prior to attaining his 26th birthday.
 - c. A detailed list of males who are and who are not required to register with Selective Service due to an exemption may be found online at: <https://www.sss.gov/register/who-needs-to-register/>
 - d. Selective Service registration can be verified online at: <https://www.sss.gov/verify/> The male’s name, date of birth, and social security number is needed to verify registration.
 - e. If a male who is required to register with Selective Service has failed to do so and has attained his 26th birthday, he must provide the LWDA with a Status Information Letter. A male must complete a *Status Information Letter Request* form, which can be found at: <https://www.sss.gov/verify/sil/>. When he receives the Status Information Letter from Selective Service, he must provide the documentation to the LWDA and the form is uploaded into AJC.
 - f. If a male was required to register with Selective Service and failed to do so, he must provide a detailed description of the circumstances that prevented him from registering and provide documentation of those circumstances. Evidence presented may include the individual’s written explanation and supporting documentation at the time of the required registration and reasons for failure to register.


	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 4 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

- g. Staff will review the information to determine whether the failure to register was “knowing and willful.” If not “knowing and willful,” services may be approved. If determined “knowing and willful,” WIOA services must be denied. Regardless of the outcome, the documentation must be uploaded into AJC.
- 4. For basic career services, staff will collect and upload eligibility documentation when an individual receives staff-assisted services.
- 5. As described in Policy 200.205 Priority of Service, Adults must also meet priority for individualized and training services in the Adult Program.
- 6. Adults who are employed at the time of eligibility must be determined to not be self-sufficient by comparing their family income to the 450% Lower Living Standard Income Levels chart. If their family income is below 450% level, they meet the income eligibility for not being self-sufficient. Once it has been established that the Adult meets income eligibility, priority of service must be applied to determine the applicable priority group.


B. DISLOCATED WORKER PROGRAM ELIGIBILITY

An individual must meet one of the following categories listed below. Eligibility of a dislocated worker is determined at the time of enrollment and remains intact for the period of participation in the Dislocated Worker program. With the exception of the minimum age of 18, a dislocated worker must also meet all of the other requirements of an eligible Adult. There is no minimum age for the Dislocated Worker program.

<p>Category I – General Dislocation: <i>includes an individual (non-retiree), who has been terminated through no fault of their own or laid off or has received a notice of termination or layoff from employment, including recently separated U.S. veterans within 48 months after discharge or release from active duty (under other than</i></p>	<ol style="list-style-type: none"> 1. Is eligible for or has exhausted entitlement to Unemployment Insurance (UI) compensation; or 2. Has been employed for a duration sufficient to demonstrate attachment to the workforce, which is 3 months for the City of Phoenix, but is not eligible for unemployment insurance compensation due to insufficient earning or having performed services for an employer that was not covered under state unemployment insurance compensation law; and 3. Is unlikely to return to a previous industry or occupation. An individual is considered unlikely to return to a previous industry or occupation when: <ol style="list-style-type: none"> a. Labor market information for the occupation shows a zero or negative growth rate; b. The local Chamber of Commerce, Economic Development representative, or other credible sources of regional economic information confirm the occupation or industry has shown a significant employment decline in the local labor market area; c. Employment Service confirms that, in the previous sixty days, there were less than ten job orders for that occupation to qualified job seekers; d. A plant closure or substantial layoff within the labor market area in the same industry or occupation has occurred in the last six months;
--	---

	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 5 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	


<i>dishonorable conditions).</i>	<ul style="list-style-type: none"> e. The individuals have been actively seeking but are unable to find employment in their previous industry or occupation for a period of 90 days or more from employment separation; or f. A person is laid off from a job due to lack of certification.
Category II – Dislocated from Facility Closure/Substantial Layoff	<ol style="list-style-type: none"> 1. Has been terminated through no fault of their own or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise. A substantial layoff is defined as an extended mass layoff that either involves 500 or more workers or in which the number of separations is at least one-third of the employment prior to the separation, excluding those employees that work less than 20 hours a week (U.S. Bureau of Labor Statistics). For the purposes of WIOA Title IB and QUEST DWG eligibility, all businesses closed due to an emergency as considered permanent; or 2. Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days. This includes an announcement of a temporary business closure. A general announcement may include, but is not limited to, press releases and other media coverage, social media announcements, electronic notifications, or general mailings. 3. For purposes of eligibility to receive services other than training services, individualized career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.
Category III – Self-employed Dislocation	<ol style="list-style-type: none"> 1. Was self-employed, including employment as an independent contractor, small business owner, farmer, rancher, fisherman or gig worker. (Gig workers are self-employed individuals providing labor services and completing single projects or tasks on demand for pay. Gig work may be obtained or performed either offline or online. Gig workers may be independent contractors, online platform workers, contract firm workers, on-call workers, or temporary workers. Gig workers may enter into formal agreements with on-demand companies.); <u>and</u> 2. Is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters. General economic conditions can include, but are not limited to, the failure, closure, or substantial layoffs in one or more businesses in the community that had a direct effect on the individual’s unemployment, such as: <ul style="list-style-type: none"> i. Failure of one or more businesses to which the self-employed individual supplied a substantial portion of products or services; ii. Failure of one or more businesses from which the self-employed individual obtained substantial proportion of products or services; iii. Substantial layoffs from, or permanent closure of, one or more plants or facilities that support a significant portion of the state or local economy; or

	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 6 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

	iv. Depressed prices or markets for articles produced by the self-employed individual.
Category IV – Displaced Homemaker	<ol style="list-style-type: none"> 1. Has been providing unpaid services to family members in the home; 2. Is unemployed or underemployed and experiencing difficulty finding or upgrading employment; and 3. Meets one of the following: <ol style="list-style-type: none"> i. Has been dependent on the income of another family member but is no longer supported by that income due to the spouse’s medical condition, divorce or death of the spouse. In addition, the loss of support income may be the result of a former wage earner’s job loss and that the former wage earner may still be living in the home; or ii. Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of deployment, a call to active duty, a permanent change of station, or the service-connected death or disability of the member.
Category V – Dislocated/Spouse of an Active-Duty Member of the Armed Services	<ol style="list-style-type: none"> 1. Has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such members. Active duty is defined in section 101(d)(1) of title 10, United States Code (U.S.C)); or 2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment. A person is considered underemployed if they are employed either full or part-time, whose current annualized wage does not exceed the higher of either: <ol style="list-style-type: none"> i. 80% of their wages at the date dislocation; or ii. The individual’s earned wages are at or below the 450% self-sufficiency threshold.


C. QUALITY JOBS, EQUITY, STRATEGY, AND TRAINING DISASTER RECOVERY NATIONAL DISLOCATED WORKER GRANTS (QUEST DWG) PROGRAM ELIGIBILITY:

QUEST DWG will serve eligible individuals who were temporarily or permanently laid off due to the adverse impact of the COVID-19 pandemic with a focus on individuals from historically marginalized and underserved populations including women, immigrants, lower-wage workers, people of color, people with disabilities, and individuals who were formerly incarcerated and other workers; seeking to enter, return to, or advance in high-quality jobs in growth industry sectors including Manufacturing, Logistics, Construction, Professional, Scientific and Technical Services.

	Effective Date: 3/9/2023	Type: X Policy Procedure Function: Adult, Dislocated Worker & QUEST DWG Programs	Page 7 of 8
	Revised Date: 3/2/2023	Section # & Title: 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	Orig. Date Approved: 9/18/2018	Subject # & Title: .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

AZ QUEST DWG	<ol style="list-style-type: none"> 1. Individuals who have been impacted by COVID-19 pandemic under one of the following reasons as of March 2020: <ol style="list-style-type: none"> i. Family household income was reduced due to lost wages or reduction in work hours; ii. Currently is or has been unemployed; iii. Qualified for unemployment or pandemic insurance benefits; iv. Laid off or furloughed from job; v. Stopped working to care for a sick household member or to care for children home from school or daycare; vi. Loss of child or spousal support 2. Dislocated Worker as defined by WIOA Section 3(15). <i>See Dislocated Worker categories I-V above.</i> 3. Long-term unemployed individual <ol style="list-style-type: none"> i. An individual with a work history who is seeking employment and has been unemployed or underemployed for 10 consecutive weeks out of the last 26 weeks; or ii. An individual without a work history or with inconsistent work history due to circumstances such as incarceration, homelessness or other barriers seeking employment. 4. Self-employed individuals who became unemployed or significantly underemployed due to the COVID-19 pandemic. <i>See Dislocated Worker category III above.</i>
---------------------	---

1. Methods to verify layoff include verification from the employer, a WARN notice, a public announcement with a follow-up cross-match with the UI system, or a Rapid Response list showing names of affected employees.
2. When gathering verification documentation is unreasonably difficult for the applicant to obtain or is not verifiable, staff may accept the WIOA Applicant Statement: [WIOA Title IB Applicant Statement](#) as permitted under the [Data Validation Checklist](#).
3. A list of acceptable documentation that satisfies verification requirements for veterans and spouses of veterans can be found in the [WIOA Title IB Adult Eligibility Checklist](#).
4. The term “terminated” includes furloughed workers but does not include workers who were terminated for cause, left voluntarily, or voluntarily retired. The status of an individual must be determined prior to providing services.
5. For a laid off worker whose employment meets the definition of “stop-gap,” although verified, the income is excluded and does not impact their eligibility. The employment is considered “interim” and not permanent.
6. If an individual is fired for cause by their employer or quits their job they are not considered to be terminated at no fault of their own.

	<i>Effective Date:</i> 3/9/2023	<i>Type:</i> X Policy Procedure <i>Function:</i> Adult, Dislocated Worker & QUEST DWG Programs	Page 8 of 8
	<i>Revised Date:</i> 3/2/2023	<i>Section # & Title:</i> 200 – Career Services	
Phoenix Business and Workforce Development Board (approval authority)	<i>Orig. Date Approved:</i> 9/18/2018	<i>Subject # & Title:</i> .204 – Eligibility Adult, Dislocated Worker & QUEST DWG Programs	

7. Individuals who accept early “forced” retirement as a part of reduction in workforce are considered terminated at “no fault of their own” and must meet other Dislocated Worker eligibility requirements.
8. A termination is a permanent situation, where the employer does not plan on rehiring the individual. If an employee is issued a written notice of termination with a possibility of a recall at some future date, the individual is not eligible. However, a layoff notice for a period of 26 or more weeks is considered terminated for the purposes of determining eligibility.

VI. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. All other substantive revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. POLICY MANAGEMENT REQUIREMENTS

- [WIOA Title IB Applicant Statement](#)
- [WIOA Title IB Adult Eligibility Checklist](#)
- [WIOA Title IB Dislocated Worker Eligibility Checklist](#)
- [Data Validation Checklist](#)