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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, Youth and Arizona Quality Jobs, Equity, Strategy, and Training Disaster Recovery National Dislocated Worker Grant (QUEST DWG) programs and services.

II. PURPOSE

The purpose of this policy is to provide guidance to ensure compliance with WIOA Title I-B and QUEST DWG programs including participation, enrollment and exit requirements to ensure accurate and reliable data for compliance reporting.

III. DEFINITIONS

Arizona Job Connection (AJC) - is the database used to collect and report on the participation cycle of eligible Adults, Youth and Dislocated Workers who receive WIOA or QUEST DWG funded services administered by the Arizona Department of Economic Security.

Enrollment – is the process that places an eligible applicant into program participation for inclusion in the federal performance measures.

Enrollment Date- is the same as the Participation Date for the first Participation Service, both of which are later defined under Section IV. POLICY, B. PARTICIPATION CYCLE.

Exit – is the last date of service for a Participant.

Registration – occurs when an individual creates an account in Arizona Job Connection (AJC) that includes, at a minimum, the completion of demographic data fields and work history.


Reportable Individual – is an individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria for the program described below in Section IV.A.2, items a-c. Reportable individuals are not Participants and are not part of performance measures but must have an AJC registration.

IV. POLICY

The following policy requirements are required to ensure accurate reporting and data entry of these performance measures:

A. DATA ENTRY REQUIREMENTS

1. An individual must have an AJC registration before eligibility determination or an enrollment can occur. As an available self-service, AJC registration consists of creating an account by the completion of data demographics and work history. There is no documentation or verification of income required for registration.
2. Registration in AJC must occur when an Adult, Youth or Dislocated Worker has taken action that demonstrates an intent to use program services and who meets specific reporting criteria for the program. Specifically, this includes the Adult, Youth or Dislocated Worker who:


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- a. Provides identifying information;
 - b. Uses the self-service system to access program information through a Job Center resource room or remote electronic means; and
 - c. Receives information-only services or activities such as labor market information, information on businesses that are hiring, information on high growth industries, and referrals other than referrals to employment.
3. Enrollment must occur when an individual requires services beyond self-service or services that are other than the provision of information, and WIOA Title or QUEST DWG I-B funds are used. The use of WIOA funds includes staff who are funded by WIOA Title I-B or QUEST DWG and providing services. Program enrollment depends upon the applicant’s eligibility.
 4. It is not acceptable to delay registration and enrollment into AJC until basic, individualized or training services are determined or deemed necessary for Adults and Dislocated Workers. For youth, enrollments must occur when staff is involved with assessing skills, education or career objectives to determine appropriate next steps in the search for employment, training, or related services.
 5. 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.
 6. Pending enrollments not approved within 30 calendar days are considered “not enrolled” and eligibility must be re-determined, including the collection of any new or updated documentation.
 7. Documents required for eligibility and data validation must be uploaded into the AJC system.
 8. Transactions related to WIOA Adult, Youth, Dislocated Worker or QUEST DWG 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.

B. PARTICIPATION CYCLE

The participation cycle determines what the outcomes will be for the federal performance measures. It is the period that begins on the participation date and ends on the exit date. The term “period of participation” refers to the duration of participation cycle. The following definitions apply:

1. **Applicant** – an individual who has completed a WIOA Title I-B or QUEST DWG application and has been determined eligible for the appropriate program.
2. **Participation Date** – is the date an eligible applicant receives the first participation service and is enrolled in the appropriate program. The term “enrollment date” and “participation date” are interchangeable.
3. **Participation Service** – is a program-funded, staff-assisted service provided to an eligible applicant. The AJC Service Dictionary lists the services and component names of all services recorded in AJC and include an indicator as to whether the service/component name triggers inclusion as a participant. Participation services also extend program participation, as noted later.

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4. **Non-Participation Service** – is a service or activity that does not trigger inclusion as a participant nor extends program participation. These services include self-service, information only services, administrative services such as eligibility determination, and follow-up services. Others are identified in the AJC Service Dictionary.
5. **Participant** – an eligible applicant who has received at least one participation service on or after the date the applicant was determined eligible. In the Youth program, a participant is an eligible applicant who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, development of a College and Career Blueprint, and participation in one or more of the 14 WIOA Title I-B Youth program elements.
6. **Exit** – is a participant who has not received a participation service for 90 consecutive calendar days and is not scheduled for future services.

C. CO-ENROLLMENT

1. Co-enrollment occurs when a participant is simultaneously enrolled in more than one employment and training program, having met the eligibility criteria for both programs. Examples can include a youth age 18 and older that is also enrolled in the Adult program, a Dislocated Worker who is also enrolled in the Trade Adjustment Assistance program, and an Adult, Dislocated Worker or Youth who is enrolled into Title III Employment Services.
2. Case managers of the co-enrolled participant must be responsive for the provision of services and work collectively, on a priority basis, to determine the appropriate level of/and combination of services. Services may not be duplicated and must be tracked per the funding stream or program under which they are provided.
3. For co-enrollments with a partner program that does not use the AJC system, staff must add the services to the Service & Training Plan under Partner-Provided Services.
4. Co-enrollment with the Employment Service or Trade Program extends program participation, and the most recent service end date defines the date of exit.

D. MANAGING PROGRAM EXITS

1. The date of exit is the last date a participation service was provided to an enrolled Adult, Youth or Dislocated Worker. It occurs after 90 consecutive calendar days of no provision of participation services with no plans to provide the participant with future services.
2. Once 90 consecutive days of no participation services has elapsed, the date of exit is applied retroactively to the last date of service.
3. Exits can generally be classified as “planned” and/or “voluntary.” Planned exits occur when a participant successfully completes his/her individual employment plan or career blueprint and has achieved the desired goal of employment, education or training. Voluntary exits occur when a participant withdraws from program services or chooses not to continue participation through non-responsiveness, resulting in a loss of contact.

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4. If a participant re-engages after 90 consecutive calendar days of no participation services has occurred (has exited), he/she may re-enroll in the program if they remain eligible.
5. There are two main sources that identify the last date of service: 1) the estimated or actual end date in AJC; and 2) a program note entry that clearly defines when the last service ended and the reason for the exit. Program note entries and the Service and Training Plan actual end dates in AJC must align in order to establish the last date of service.
6. Staff may manually exit a participant from the program for the following reasons:
 - a. Deceased – participant died during participation in the WIOA Title I-B or QUEST DWG program;
 - b. Institutionalized – participant becomes incarcerated in a correctional institution or has become a resident of a facility providing 24-hour support, such as a hospital or treatment center during the course of receiving services as a participant;
 - c. Health/Medical – participant is receiving medical treatment and the treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in a WIOA or QUEST DWG program;
 - d. Entered into Active Military duty – participant who is a member of the National Guard or other reserve military unit of the armed forces and has been called to active duty for at least 90 days; or
 - e. Foster Care (youth program only) – participant is in the foster care system as defined in 45 CFR 1355.20 (a) and exits the program because the participant has moved from the Local Workforce Development Area as part of such a program or system.

The date of exit is the last date of service provided to a participant. Program notes in AJC must include the reason for the exit and any applicable documentation must be uploaded into AJC or retained in the participant’s electronic file. Participants who are exited with one of the exclusions are not counted in performance measure.

V. 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.

VI. ADDITIONAL OR MISCELLANEOUS INFORMATION

None