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501 BACKGROUND

This section provides policy and procedures for the ARIZONA@WORK Pinal County Youth Program to use in providing services to WIOA Title I-B Youth Program participants. The Youth Program provides services to youth with barriers to employment, with a special focus on supporting the educational and career success of out-of-school youth.

The WIOA Title I-B Youth Program provides a comprehensive array of services, including career exploration and guidance, continued support of educational attainment, and training in in-demand industries and occupations. The program’s goal is for qualified youth to obtain employment along a career pathway, enrollment in postsecondary education or a Registered Apprenticeship prior to the end of participation.

Program services are delivered by contracted providers selected by the Pinal County Workforce Development Board (PCWDB) and approved by the Pinal County Board of Supervisors. These contracted providers are referenced in this policy as “Youth Program Providers”.

502 AUTHORITY

- Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128)
- Code of Federal Register 20 Part 681
- Training and Employment Guidance Letter (TEGL) 23-14
- Training and Employment Guidance Letter (TEGL) 8-15
- Training and Employment Guidance Letter (TEGL) 21-16, Change 1
- Training and Employment Notice (TEN) 22-19

503 PROGRAM REQUIREMENTS

ARIZONA@WORK Pinal County Youth Program providers must ensure the Youth Program prepares participants to meet education and career goals. The Youth Program provider must provide:

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

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

503.1 LINKAGES TO COMMUNITY PARTNERS

The Youth Program provider must provide linkages to community partners to:

- A. Ensure that parents, youth participants, and members of the community with experience in youth programs are involved in the design and implementation of the WIOA Title I-B Youth Program;
- B. Make opportunities available to individuals who have successfully participated in the Youth Program to volunteer and provide assistance to participants in the form of mentoring, tutoring and/or other services;
- C. Provide appropriate connections between the Youth Program and the ARIZONA@WORK Pinal County system that will foster participation with local youth and include:
 1. Local area justice and law enforcement officials;
 2. Local public housing authorities;
 3. Local education agencies;
 4. Local human service agencies;
 5. WIOA Title II adult education providers;
 6. Local disability-servicing agencies;
 7. Job Corps representatives;
 8. Representatives of other area youth initiatives, including those that serve the homeless and private youth initiatives;
 9. Coordination and provision of youth services;
 10. Linkages to the job market and employers;
 11. Access for eligible youth to information and the services listed in section 504 of this policy; and
 12. Other activities designed to meet the purposes of the WIOA Title I-B Youth Program and youth services.

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503.2 OUT-OF-SCHOOL PRIORITY

Youth Program providers must dedicate at least 75 percent of WIOA Title I-B Youth Program funds to provide services for Out-of-School Youth (OSY). The provider must verify and document the youth’s dropout status at the time of program enrollment. An individual who is out-of-school at the time of enrollment, and subsequently placed in any school, is an OSY for the purposes of the 75 percent expenditure requirement for out-of-school throughout his/ her participation in the program.

503.3 REFERRALS

Youth Program providers must ensure all youth who meet the eligibility criteria for the youth program receive information about the full array of services available through the partner programs that comprise ARIZONA@WORK Pinal County, eligible youth service providers, as well as referrals to appropriate training and educational programs with the capacity to serve the applicant either on a sequential or concurrent basis. In order to meet the basic skill needs and training needs of applicants who do not meet the eligibility requirements of a particular program or cannot be served by the Youth Program, each youth program provider must ensure these youth are referred:

- A. For further assessment, as necessary, and
- B. To appropriate training and education programs that have the capacity to serve them either on a sequential or concurrent basis.
- C. The Youth Program is encouraged to co-enroll youth with other ARIZONA@WORK Pinal County partners, whenever appropriate.

503.4 VETERAN’S PRIORITY OF SERVICE

Youth service providers must ensure priority of service for veterans and eligible spouses who meet eligibility requirements, and for when staff identifies a veteran with a barrier to employment:

- A. Youth service provider staff must follow the Veterans’ Priority of Service Policy in the section 1100 of the **Arizona Department of Economic Security Veteran’s Priority of Service Policy.****
- B. The appropriate referral of a veteran or eligible spouse must be reviewed, followed and documented.**
- C. The process must include a referral to the Jobs for Veterans State Grant (JVSG) program’s Disabled Veterans’ Outreach Program (DVOP) for veterans or members of a veteran population identified by the Secretary of Veterans Affairs under 38 U.S. Code § 4103A(a)(1)(C)**

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as eligible for DVOP services with significant barriers to employment (SBE) and career services, or were discharged or released from active duty because of a service connected disability (TEGL 20-13, Change 2, TEGL 19-13 Change 1 and 2, 38 U.S. Code § 4103A(a), and Veterans' PL No 03-19).

504 YOUTH SERVICES

Youth Program providers must provide Design Framework services. The Youth Program providers must describe the design framework (20 CFR § 681.420) for youth services and how the required 14 program elements (See Section 505) will be provided within the design framework in the **ARIZONA@WORK Pinal County Workforce Development Plan**. WIOA Title I-B funds may be used to provide design framework services prior to an eligibility determination.

Design Framework services include:

- A. Outreach and recruitment;
 - 1. **Outreach and recruitment activities must focus on recruiting youth who are residents of Pinal County.**
 - 2. **Youth who live outside of Pinal County must be informed of the availability of youth services in the Local Workforce Development Area where they reside, and how to apply for services.**
 - 3. **If it is the youth's preference, after informing the youth of WIOA Title I-B Youth Program services availability in the LWDA where they reside, eligible youth may be enrolled in the ARIZONA@WORK Pinal County regardless of Pinal County residency**
- B. Intake and eligibility determination;
- C. Objective assessment
 - 1. The Youth Program provider must provide an objective assessment of the academic and occupational skill levels as well as needs and strengths of each participant to identify appropriate services and career pathways for each participant and to collect information for the Individual Service Strategy (ISS).
 - 2. A new objective assessment is not required if a partner program has completed an objective assessment with the participant in the last six months and its use is deemed to meet ARIZONA @WORK Pinal County Youth Program requirements by the service provider.

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3. The objective assessment must include a review of:
 - a. Basic Skills (see Section 507.6);
 - b. Occupational skills;
 - c. Prior work experience;
 - d. Employability;
 - e. Interests (including interest and aptitudes for nontraditional jobs);
 - f. Supportive service needs; and
 - g. Developmental needs.

D. Development of an Individual Service Strategy

The Youth Program provider must develop an Individual Service Strategy (ISS), based on the objective assessment that specifies which of the 14 program elements are necessary to assist the participant in meeting his/her educational and career goals. The objective assessment may be directly linked to one or more performance accountability measures for youth as specified in 34 CFR 463.155. The ISS must be linked to one of more of the WIOA indicators of performance (20 CFR 681.420 (a) (02)).

1. The ISS must include identification of appropriate career pathways including:
 - a. Educational goals;
 - b. Employment goals, including non-traditional employment, taking into consideration career planning and the results of the objective assessment;
 - c. Appropriate achievement objectives and services for the participant; and
 - d. Career pathways are a combination of rigorous and high quality education, training, and other services that assist the youth participant is preparing for a career. (WIOA Section 3(7)).
2. The ISS is a living document and must be updated as needed with each contact to reflect progress, status, and changes. The information in the ISS must not be identical among participants, as the ISS is an individualized roadmap, matching the participant's needs. The ISS must coincide with case notes in AJC and services.

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- a. The ISS must be flexible, realistic, and broaden opportunities for the youth.
- b. ISS updates/revisions must not occur more than 90 days apart to ensure continued engagement of the participant.
- c. A new ISS is not required if a partner program has completed an ISS with the participant in the last six months and its use is deemed appropriate by the service provider.
- d. The ISS is to be reviewed and revisions to the service strategy must be documented in case notes during each contact with the Career Planner (see Section 504 (E) (4)).
- e. ISS must remain open in the AJC system until all planned services are complete. When all planned services are complete the ISS service on the S & T plan must be ended.
- f. The career planner must have monthly check-ins with the participant to review the ISS and as needed, record progress and outcomes, and note any changes in goals, plans, milestones, achieved and timetables. Check-ins must be documented in case notes.

E. Career Planning

Youth Program providers must provide career planning of youth. Career planning uses a client-centered approach in the delivery of services designed to:

1. Prepare and coordinate the ISS for participants and ensure access to workforce development activities and supportive services;
2. Provide job and career counseling during program participation and after job placement;
3. Provide service to participants for the amount of time necessary to enter postsecondary education and/ or unsubsidized employment. While there is no minimum or maximum time a youth can be served in the WIOA Title I-B youth program, programs must link participation to the ISS and not the timing of the youth service provider contracts or program years;
4. Contact between Youth Program Career Planners and program participants is not to exceed 30 days in duration to ensure contact is maintained between the program and the participant; and

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5. The career planning service must be ended when all planned services included on the S & T plan have been completed.

F. Follow up Services

All youth participants must be provided a minimum of 12 months of follow-up services after the completion of participation (see Section 505.9).

1. **When follow up services are provided to youth, the appropriate follow-up services after activity must be added to the S & T Plan in the AJC system.**
2. **Types of follow up service activities that are available to youth are included in the AJC Service Dictionary.**
3. **The follow-up service activity needs to align with the ISS, and it must indicate follow-up activity, rather than contact attempts after exit to obtain employment information and performance data.**
4. **Service provider staff must document in case notes in the AJC system when the youth participant declines follow up services or cannot be contacted or located.**
5. **Under WIOA Title I-B, a youth becomes a participant, and in turn is “a reportable individual,” when they are enrolled, and all of the below applicable program requirements have been provided (20 CFR § 681.320).**
 - a. Eligibility determination;
 - b. Provision of an Objective Assessment;
 - c. Development of an ISS; and
 - d. Have received 1 of the 14 WIOA youth program elements identified in sec. 129(c) (2) of WIOA.
6. The following services must be added to the S & T Plan in the AJC system in order to document these required services have been provided to the participant:
 - a. Eligibility determination;

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- b. Provision of an objective assessment;
- c. Development of an ISS;
- d. Career Planning;
- e. Participation and/or provision of at least one of the 14 youth program elements; and Follow-up Services (refer to sections 504.F and 505.09 of this policy).

505 YOUTH PROGRAM ELEMENTS

- A. Youth service providers must make all 14 youth program elements available to participants; however the provider does not have to provide all 14 program elements with WIOA Title I-B funds when resources are leveraged through partner programs that already provide readily available resources. Providers are encouraged to partner with existing local, State, or national entities that can provide program element(s) at no cost, as described at 20 CFR § 681.460(c).
- B. Youth Program providers must ensure there is an agreement in place with a partner organization to ensure a program element is offered when a specific element is not offered utilizing allocated ARIZONA@WORK Pinal County Youth Program funds. Youth Service Providers must also ensure the element is closely connected and coordinated with the ARIZONA@WORK Pinal County Youth Program.
- C. The 14 program elements must not be provided to participants prior to eligibility determination.
- D. Justification must be entered into case notes providing sufficient reason as to why the particular element was selected for the participant, including expected outcomes resulting from participation.

505.1 PROGRAM ELEMENT 1: TUTORING, STUDY SKILLS TRAINING, INSTRUCTION, DROP OUT PREVENTION SERVICES

Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements of secondary school diploma or High School Equivalency (HSE), including certificate of attendance or similar documentation for individuals with a disabilities), or a recognized postsecondary credential. Tutoring, study skill can be provided to individuals who have a high school diploma or HSE and are in postsecondary education.

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- A. Tutoring, study skills, instruction that lead to a high school diploma are reported under this element. These services include:
1. Providing academic support;
 2. Helping youth identify areas of academic concern;
 3. Assisting overcoming learning obstacles; and
 4. Providing tools and resources to develop learning strategies.
- B. Secondary school dropout prevent strategies that lead to a high school diploma are also reported under this element. This service is provided to individuals who are still in high school. Secondary dropout prevention strategies include services and activities that keep a young person in-school and engaged in formal learning/ or training activity. Strategies, include but are not limited to:
1. Tutoring;
 2. Literacy development;
 3. Active Learning experiences;
 4. After-school opportunities; and
 5. Individualized instruction.

505.2 PROGRAM ELEMENT 2: ALTERNATIVE SECONDARY SCHOOL SERVICES OR RECOVERY SERVICES

Alternative secondary school services and dropout recovery services are provided with the goal of helping youth to re-engage and persist in education that leads to the completion of a recognized credential.

- A. Alternative secondary school services, such as basic education skills training, individualized academic instruction, and English as a Second Language, are provided to assist youth who have struggled in traditional secondary education.
- B. Dropout recovery services are provided to youth who have dropped out of school. Services include credit recovery; counseling; and educational plan development.

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505.3 PROGRAM ELEMENT 3: WORK EXPERIENCES

Work experiences (WEX) are planned, structured learning experiences that take place in a workplace for a limited period of time. WEX provide the youth participant an opportunity for career exploration and skill development.

A. Work Experience Requirements

1. WEX are:
 - a. Paid or unpaid;
 - b. Designed to provide youth with opportunities for career exploration and skill development; and
 - c. Allowed to take place in the private or public sector.
2. Labor standards apply in any WEX where an employee/employer relationship exists, as defined by the Fair Labor Standards Act or applicable state laws.
3. The Youth Service Provider must not pay more than the Arizona minimum hourly wage to WEX participants.
4. The length of the WEX must not exceed six months. Any OJT originally written for less than six months may be extended for up to six months maximum. If an OJT is extended, the IEP and S&T Plan must also be revised to reflect the extension. Justification for the extension must include progress in obtaining skills outlined on the training plan, and new skills to be learned.
5. When determining the length of WEX the following must be taken into consideration the following in:
 - a. Skill requirement of the occupation;
 - b. Academic and skill level of the participant;
 - c. Prior work experience; and
 - d. The goals outlined on the participant's ISS.
6. The service provider must determine the length of the work experience based on **O*net Specific Vocational Preparation (SVP)** range, input from the employer on time required to learn new skills, and the participant current skill level.
 - a. The WEX contract may be written for O*net SVP ranges 1 through 4.

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- b. Justification for the length of the WEX must be detailed in case notes in the AJC system.
 - c. If an OJT is extended, the ISS and S&T Plan must also be revised to reflect the extension. Justification for the extension must include progress in obtaining skills outlined on the training plan, and new skills to be learned.
- B. WEX must have an academic and occupational component that encompasses contextual learning and is intended to help the participant learn information necessary to work in specific industries or occupations.
- 1. The academic and educational component may occur concurrently or sequentially with the WEX.
 - 2. The academic and educational component may occur inside or outside of the work site.
 - 3. The academic and educational component may be provided by the WEX provider or may be provided separately in a classroom.
 - 4. Youth Program providers have flexibility in determining appropriate types of academic and occupational education necessary for a WEX. However, prior to initiating the WEX, the Career Planner must document what the academic and educational component is and how it will be provided in the WEX contract.
 - 5. Contextual learning does not include attending high school classes or their equivalent that will lead to attainment of a High School Diploma or equivalent.
 - 6. Contracts are the mechanism to deliver a WEX to In-School Youth (ISY) and OSY. When the academic and educational component is not provided directly by the employer, an additional contract with the training providers is required.
- C. ARIZONA@WORK Pinal County Youth Program providers may provide the following types of WEX:
- 1. **Transitional jobs is a time-limited work experience up to six months that is wage paid, and is subsidized up to 100 percent for youth with barriers to employment who are chronically unemployed or have inconsistent work history.**
 - a. **PCWDB defines “chronically unemployed” and “inconsistent work history” as Individuals are those who:**

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- i. **Have been unemployed for 13 weeks or longer;**
 - ii. **Were unemployed at least 26 of the past 52 weeks;**
 - iii. **Have held three or more jobs in the past 52 weeks and are currently unemployed or underemployed; or**
 - iv. **Currently unemployed or underemployed and justice involved within the last 24 months.**
- b. Transitional jobs:**
- i. **May be provided in the public, private, or non-profit sectors.**
 - ii. **Are designed to enable a youth to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment.**
 - iii. **Take place within the context of an employee-employer relation, in which the program provider generally acts as the employer.**
- c. Employers that provide transitional jobs are not required to retain the youth upon the completion of the transitional job, however retention is preferred for the benefit of the worker and the employer.**
- d. The Youth Service Provider must identify the appropriate employers for transitional jobs.**
- e. Youth service providers may reimburse employers for the transitional jobs up to 100% of the participant's wages.**
- f. Youth Service Providers must identify appropriate employers for transitional jobs.**
- g. In addition to Transitional Jobs supportive services to be offered, as defined in the ARIZONA@WORK Pinal County Supportive Services policy must be offered;**

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h. The limit on the duration of the transitional job is six months. Although, the transitional job contract may be extended for additional six months twice.

i. When PCWDB who uses only youth funds to support transitional jobs it is not subject to the 10% limitation required for transitional jobs activities using adult and dislocated worker funds.

2. Summer employment opportunities and other employment opportunities available throughout the school year.
 - a. Summer employment opportunities must provide direct linkages to academic and occupational learning, including leadership development opportunities, tutoring, occupational skills training, etc., and may provide other elements and strategies as appropriate to serve the needs and goals of the participants.
 - b. The summer employment administrator does not have to select employers through a competitive process for summer employment opportunities.
 - c. Summer employment opportunities may be provided May through August.**

3. Pre-apprenticeship programs

A pre-apprenticeship program is designed to prepare individuals to enter and succeed in an apprenticeship program registered under the National Apprenticeship Act and includes:

- a. Training and curriculum that aligns with the skill needs of employers in Arizona or region involved;
- b. Access to educational and career counseling and other supportive services, directly or indirectly;
- c. Hands-on meaningful learning activities that are connected to education and training activities such as exploring career options and understanding how skills acquired through the coursework can be applied toward a future career;
- d. Opportunities to attain at least one industry recognized credential;

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- e. A partnership with at least one or more Registered Apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship in a registered apprenticeship program; and f. Youth Program providers must verify and maintain information on the type of credential offered and the pre-apprenticeship program’s documented partnerships with registered apprenticeship programs.

4. Internships and job shadowing

Job shadowing is designed to increase career awareness, help model youth behavior through examples, and reinforce the youth and young adult link between academic learning and occupational work requirements. It includes the youth conducting interviews with people in their prospective professions to learn more about those fields or participating in an expanded informational interview in the work place.

5. On-the-job training (OJT) opportunities

OJT is provided under a contract with an employer who is reimbursed a percentage of the wage rate of the participant being trained while engaged in productive work in a job. For more information on OJT, refer to **ARIZONA@WORK Pinal County Training Services Policy Section 416.03** and **Business Services policy section 1208**.

D. Work Experience Expenditure Requirements

The Youth Program provider must spend at least 20 percent of all funds allocated to the WIOA Title I-B Youth Program on paid and unpaid WEX.

- 1. Allowable WEX expenditures include the following:
 - a. Wages/ stipends paid for participation in a WEX;
 - b. Staff time working to identify and develop a work experience opportunity, including staff time spent working with employers to identify and develop the WEX;
 - c. Staff time working with employers to ensure a successful WEX, including staff time managing the WEX;
 - d. Staff time spent evaluating the WEX;

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- e. Participant WEX orientation sessions;
 - f. Classroom training or the required academic educational component directly related to the WEX;
 - g. Incentive payments directly tied to the completion of the WEX (see Section 509); and
 - h. Employability skills/ job readiness training to prepare the youth for the WEX.
2. The provider must track the program funds spent on paid and unpaid WEX, including wages and staff costs for the development and management of work experiences, and report such expenditures to the ARIZONA@WORK Pinal County Finance Manager.
 3. Providers must track the percentage of funds spent on WEX by calculating the total local area youth funds expended on WEX rather than by calculating the funds expended separately for ISY and OSY Youth.
 4. Administrative costs are not subject to the 20 percent minimum WEX requirement.
 5. Leveraged resources must not be used to fulfil any part of the 20 percent minimum.
- E. Youth Program providers must ensure there is a written Work Experience Agreement or contract between each employer offering the WEX to ensure compliance with WIOA and applicable regulations. *The agreement must be maintained in the participant's AJC file and include at a minimum:*
1. The duration of the WEX;
 2. **The participant's schedule, including the days and hours the participant will work;**
 3. **Worksite agreement signed by the youth program provider, the employer, and the participant**
 4. Remuneration;
 5. Specific tasks and duties;
 6. Specific skills to be attained and how attainment will be measured, including targeted timeframes;

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7. Identification of the academic and educational component, including how it will be provided;
8. Supervision;
9. Health and safety standards;
- 10. Conditions, requirements, and amount for incentives of the WEX,**
- 11. Dress code, if any;**
- 12. Consequences of not adhering to the agreement;**
13. **Grievance process;** and
- 14. A termination clause.**

F. The WEX contract between the Youth Program provider and the employer must include compliance with:

- 1. Regulations under WIOA sec. 188 of the Workforce Innovation and Opportunity Act of 2014;**
- 2. 29 CFR 37, Title VI of the Civil Rights Act;**
- 3. The Genetic Information Nondiscrimination Act of 2008;**
- 4. Policy on Medical/ Recreational Marijuana for WEX prohibitions**
- 5. The Age Discrimination Act of 1975;**
- 6. Sections 504 and 508 of the Rehabilitation Act of 1973;**
- 7. Title IX of the Education Amendments of 1972;**
- 8. Title II of Subpart A of the American with Disabilities Act of 1990;**

G. AJC case file must include the following documentation:

- 1. The WEX agreement;**
- 2. Activity sheets; and**

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3. Attendance Records.

505.4 PROGRAM ELEMENT 4: OCCUPATIONAL SKILLS TRAINING

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

- A. ARIZONA@WORK Pinal County Youth Program providers must offer priority consideration to training programs that offer postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area. Such training must:
1. Be outcome oriented and focused on an occupational goal specified in the ISS;
 2. Be of sufficient duration to impact the skills needed to meet the occupational goal; and
 3. Result in the attainment of a recognized postsecondary credential.
- B. The training program must meet requirements listed in ARIZONA@WORK Pinal County Training Services Policy (Chapter 400).
- C. Occupational skills training must be competitively procured by contract or grant. *However, OSY ages 16-24 may be issued an Individual Training Account (ITA) with a specified dollar amount to provide training using WIOA Title I-B Youth Program funds based on the needs identified in the ISS. ITAs allow participants the opportunity to choose the training provider that best meets their needs.*
1. If an ITA is used to pay for the training, the training program must be listed as an approved program on the Eligible Training Provider List (ETPL). ***For more information on ITA requirements, see Training Services Chapter 400, Section 410.***
 2. **The State of Arizona currently has a waiver that allows ISY youth ages 18-21 to purchase training services through eligible training providers listed on the ETPL. This waives the requirement under 20 CFR 681.550 which allows only out-of-school youth to use ITAs.** ISY between the ages of 18 and 21 may also co-enroll in the WIOA Title I-B Adult Program if the youth's needs, knowledge, skills and interests align with the WIOA

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Title I-B Adult Program and may receive training services through an ITA funded by the Adult Program.

- D. When Occupational Skills Training is provided, a budget and all payments must be added to the AJC system. **All budgets must be reviewed for approval by a Youth Program provider. The budget must be approved by a supervisor for payments to be made.**
- E. **All Occupational Skill Training invoices must be uploaded into the AJC System.**

505.5 PROGRAM ELEMENT 5: EDUCATION OFFERED CONCURRENTLY WITH WORKFORCE PREPARATION AND TRAINING FOR A SPECIFIC OCCUPATION

Education offered concurrently with workforce preparation and training for a specific occupation is reflective as an integrated training model. Program providers must ensure the service is only added to the Service and Training Plan in Arizona Job Connection when the following services are provided at the same time:

- A. Workforce participation activities;
- B. Basic academic skills; and
- C. Hands-on occupational skills training connected to a specific occupational cluster, or career pathway.

505.6 PROGRAM ELEMENT 6: LEADERSHIP DEVELOPMENT OPPORTUNITIES

Leadership development encourages responsibility, confidence, employability, self-determination, and other positive social behaviors such as:

- A. Exposure to postsecondary educational possibilities;
- B. Community and service learning projects;
- C. Peer-centered activities, including peer mentoring and tutoring;
- D. Organizational and team work training, including team leadership training;
- E. Training in decision-making, including determining priorities and problem solving;

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- F. Citizenship training, including life skills training such as parenting skills and work-behavior training;
- G. Civic engagement activities, which promote the quality of life in a community; and
- H. Other leadership activities that place the youth in a leadership position such as serving on the standing youth committee.

NOTE: *Calling a youth to advise the youth to come into the ARIZONA@WORK Pinal County job center or affiliate site **does not meet** the definition of leadership development.*

505.7 PROGRAM ELEMENT 7: SUPPORTIVE SERVICES

Supportive services for youth are services that enable an individual to participate in WIOA activities. For additional information, refer to ARIZONA@WORK Pinal County Supportive Services Policy Chapter 1000.

505.8 PROGRAM ELEMENT 8: ADULT MENTORING

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

- A. Program providers must ensure that adult mentoring for youth:
 - 1. Is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the participant;
 - 2. Lasts at least 12 months and may occur during the program year and following exit from the program; and
 - 3. Matches the youth with an individual mentor with whom the youth interacts on a face-to-face basis. In addition to the face-to-face interaction, group mentoring activities and mentoring through electronic means are allowable as part of mentoring activities.
- B. Providers must ensure appropriate procedures are in place to adequately screen and select mentors.
- C. Attempts to find a suitable mentor in the community who is not a Career Planner must be documented in the participant's case notes. In the event

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that a suitable community based mentor cannot found, Career Planners may serve as mentors when adult mentors in the community are not available.

D. When a career planner serves as mentor, the career planner must provide structured activities with the youth that provide a higher level of a working relationship and rapport than a program participant/career planner relationship. Guidance, support and encouragement must be provided at a higher level than is offered as part of case management (career planning).

1. The career planner must be the adult mentor for at least 12 months.
2. Career planning (case management) activities are not considered Adult Mentoring. Adult mentor contact must not be sporadic or inconsistent. Contact with the participant should be more frequent than monthly.
3. Communication between the Youth and Adult Mentor must be at least twice a month and not be focused on ARIZONA@WORK Pinal County Youth program services or compliance, but rather focused helping the youth deal with day-to-day situations, successes, roadblocks, setbacks and possible solutions.

E. Providing youth self-help pamphlets and materials on life skills is not adult mentoring.

NOTE: *Additional policy is under consideration regarding procedures to meet this requirement.*

505.9 PROGRAM ELEMENT 9: FOLLOW-UP SERVICES

The purpose of follow-up services is to ensure the youth is successful in employment and/ or postsecondary education and training after exiting from the program. *Follow-up services must include more than an attempt to contact the individual or contact made only to secure documentation in order to report a performance outcome.*

All youth participants must be provided an opportunity to receive follow-up services for a minimum of 12 months after the completion of participation, unless the participant declines to receive follow-up services or the participant cannot be contacted or located. Follow-up services may begin immediately following the

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last expected date of service in the ARIZONA@WORK Pinal County Youth Program (and other ARIZONA@WORK Pinal County partner programs in which the participant is co-enrolled when no futures services are scheduled).

- A. Follow-up services may not be provided beyond 12 months. This does not preclude individuals from accessing ARIZONA@WORK Pinal County services for which they are determined eligible.
- B. The type and duration of follow-up services must be determined based on the needs of the youth participant and may vary among participants.
- C. Follow-up services for youth may include:
 1. Supportive Services, with the exception of needs-related payments;
 2. Adult Mentoring;
 3. Financial literacy education;
 4. Services that provide labor market information and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling and career exploration services;
- D. Services necessary to ensure success of the youth employment and/ or postsecondary education. Follow-up services must be accurately recorded in case notes in the Arizona Job Connection (AJC) at the time they are provided to ensure expediency of services. Case notes in AJC must contain documentation substantiating follow-up contact with the youth, including follow-up attempts. This may include, but is not limited to:
 1. A letter;
 2. An e-mail message; or
 3. Case notes based on an actual conversation, either in person or by telephone.
- E. Follow-up attempts with the participant must be made and documented in AJC on a monthly basis during the 12-month period.
- F. If it becomes necessary during the follow-up period to utilize WIOA services beyond those available through the follow-up component, *re-enrollment into WIOA is required*. A waiting period for re-enrollment shall not be imposed on a participant.

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- G. If becomes necessary to provide a non-follow up service prior to the 90-days after all services are ended on the S & T plan, a new service must be added to the S & T plan, which will result in the participant not being exited from the Youth Program.

505.10 PROGRAM ELEMENT 10: COMPREHENSIVE GUIDANCE AND COUNSELING

Comprehensive guidance and counseling provides individualized counseling to participants.

- A. Comprehensive guidance and counseling includes:
1. Drug and alcohol abuse counseling;
 2. Mental health counseling; and
 3. Referrals to partner programs, as appropriate.
- B. When referring participants to necessary counseling that cannot be provided by the ARIZONA@WORK Pinal County Youth Program provider, the program provider must coordinate with the organization it refers to in order to ensure continuity of service.
- C. When funds exist with the ARIZONA@WORK Pinal County Youth Program provider, it is allowable to provide counseling services directly to participants rather refer the youth to partner programs.

505.11 PROGRAM ELEMENT 11: FINANCIAL LITERACY ACTIVITIES

Financial literacy education may include the following activities:

- A. Support the ability of participants to create budgets, initial checking and saving accounts at banks, and make informed financial decisions;
- B. Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- C. Teach participants about the significance of credit reports and credit scores; what their rights are regarding their credit and financial information; how to determine accuracy of a credit report and how to correct inaccuracies and how to improve or maintain good credit;

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- D. Support the participant’s ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- E. Educate participants about identity theft, ways to protect themselves from identity theft; how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity;
- F. Support activities that address the particular financial literacy needs of non-English speakers, including providing support through the development of and distribution of multilingual financial literacy and education materials;
- G. Support activities that address the particular financial needs of youth with disabilities, including connecting them with benefits planning and work incentives counseling;
- H. Provide financial education that is age appropriate, timely and provides an opportunity to put lessons into practice, such as access to safe and affordable financial products that enable money management and savings; and
- I. Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high-quality age-appropriate, and relevant strategies and channels, including where possible, time and customized information, guidance, tools, and instruction.

505.12 PROGRAM ELEMENT 12: ENTREPRENEURIAL SKILLS TRAINING

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

- A. ARIZONA@WORK Pinal County Youth Program providers must ensure that entrepreneurial skills training develops the skills associated with starting and operating a small business. Such skills may include, but are not limited to, the ability to:
 - 1. Take initiative;
 - 2. Creatively seek out and identify business opportunities;
 - 3. Develop budgets and forecast resource needs;

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4. Understand various options for acquiring capital and tradeoffs associated with each option; and
 5. Communicate effectively and market oneself and one's ideas.
- B. Among the approaches that may be used to teach youth entrepreneurial skills are the following:
1. Entrepreneurial education programs that provide an introduction to the values and basics of starting and running a business, including guiding youth through the development of a business plan and using simulations of business start-up and operation.
 2. Enterprise development which provides support and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurial education by helping youth access loans or grants that are needed begin business operations and by providing more individualized attention to the development of viable business ideas.
 3. Experiential programs that provide youth with the ability to gain experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business, or they may facilitate placement in apprenticeship or internship positions with adult entrepreneurs in the community.

505.13 PROGRAM ELEMENT 13: SERVICES THAT PROVIDE LABOR MARKET INFORMATION

The ARIZONA@WORK Pinal County Youth Program provider must provide services that make available labor market and employment information about in-demand industry sectors or occupations in the Pinal County, such as career awareness, career counseling, and career exploration services.

- A. ARIZONA@WORK Pinal County Youth Program provider Career Planners must be familiar with state and federal Labor Market Information (LMI) data and LMI tools.
- B. Career awareness begins the process of developing knowledge of a variety of careers and occupations available, their skill requirements, working conditions and training prerequisites; and job opportunities across a wide industry sectors. Career pathway models are to be introduced and explored with each participant.

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- C. Career exploration is described as the process in which a youth choose an educational path, training or a job which fits their interests, skills, and abilities.
- D. Career counseling or guidance provides advice and support in making decisions about what career paths to take. Career counseling services may include:
 - 1. Providing information on resume preparation and available workshops;
 - 2. Interviewing skills and available workshops;
 - 3. Potential opportunities for job shadowing; and
 - 4. Long-term benefits of postsecondary education and training (e.g. increased earning power and career mobility).
- E. Job search assistance and job referrals are provided under the Services that provide LMI service. Youth Program service providers must assist youth find employment using the AJC System as it is the primary job board for the ARIZOAN@WORK System. Job referrals must be made and resulted out in the AJC System. Service providers may use other job board webpages, in addition to the AJC System.
- F. When a participant is placed in employment during participation or during follow-up, staff must record the placement in the AJC system.
- G. When staff reviews the Eligible Training Provider List program information, including cost and performance information with the participant, the Services that Provide LMI must be added to the S & T plan in the AJC System.
- H. Youth service provider must assist youth in finding employment when they express a financial need or desire to work. Youth service providers must not discourage youth from working during program participation.

505.14 PROGRAM ELEMENT 14: POSTSECONDARY PREPARATION AND TRANSITION ACTIVITIES

Postsecondary preparation and transition activities prepare in-school and out-of-school youth for advancement to postsecondary education after attaining a high school diploma or high school- equivalency. The services include exploring postsecondary education options including technical training schools, community

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colleges, four-year colleges, universities and registered apprenticeships. Additional services, include but are not limited to:

- A. Assisting youth prepare of SAT/ ACT testing;
- B. Assisting with college admission applications;
- C. Searching and applying for scholarships and grants’;
- D. Filling out Financial Aid applications and adhering to changing guidelines; and
- E. Connecting youth to postsecondary education programs.

506 ELIGIBILITY DETERMINATION

At the time of eligibility determination, youth must be an In-School Youth (ISY) or Out-of-School Youth (OSY) to participate in ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program services during any part of the program year.

506.1 OUT-OF-SCHOOL YOUTH

A youth meets the definition of Out-of-School Youth (WIOA P.L. 3 (46), 129(a) (1)(B) and 20 CFR 681.210) if he or she is:

- A. Not attending school (*see Section 506.4*);
- B. Between 16 and 24 years old at the time of enrollment and one or more of the following:
 - 1. A school dropout;
 - 2. A low income individual with a secondary school diploma or its recognized equivalent and:
 - a. Basic Skills Deficient (BSD); or
 - b. An English language learner (ELL);
 - 3. An offender;
 - 4. Homeless, i.e. lacks a fixed, regular and adequate nighttime residence

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- a. **A homeless individual meets the criteria defined in sec. 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 1403e 2(6)); or**
 - b. **A homeless child or youth who meets the criteria defined in sec. 752 of the McKinney-Veto Homeless Assistance Act (42 U.S.C. 114349a(2));**
5. A runaway;
 6. In foster care, has aged out of foster care, or has attained the age of 16 years old and left foster care for kinship, guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 11434a(2));
 7. A youth who has been removed from his/her home and is in an out-of-home placement;
 8. Pregnant or parenting;
 9. An individual with a disability; or
 10. A low income individual (as described in WIOA P.L. 3(36)), who requires additional assistance to enter or complete an education program or to secure or hold employment. (See **Exhibit 500A**)
- C. Participants may continue to receive services beyond the age of 24 once they are enrolled in the program.

NOTE: Being a recipient of high school diploma or high school equivalency (HSE) does not cancel the other barriers in the definition of out-of-school youth. A youth between 16-24 years, who is not attending school only need meet one of the barriers above to qualify as an out-of-school youth. For instance, if a youth with a high school diploma or HSE does not meet barrier #2 above, but has an additional barrier on the list, he or she would qualify as out out-of-school youth.

506.2 IN-SCHOOL YOUTH

A youth meets the definition of In-School Youth (WIOA P.L. 3(27), 129 (a) (1) (C) and 20 CFR 681.220) if he or she is:

- A. Attending secondary school, including secondary and postsecondary school (as defined by state law);
- B. Between 14 and 21 years old at the time of enrollment;

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C. The age requirement is extended for youth with disabilities because school districts must provide programs and services to eligible youth with disabilities attending secondary school until they turn 22 years old. Youth with a disability who turn 22 years old during the school year must continue to receive services from the school district until the end of the school year (ARS 15-764);

D. A low income individual (refer to section 507.2 of this policy) **and one of the following:**

1. Basic skills deficient;
2. An English language learner;
3. An offender;
4. Homeless youth, i.e. lacks a fixed, regular and adequate nighttime residence.

a. A homeless individual meets the criteria defined in sec. 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 1403e 2(6)); or

b. A homeless child or youth who meets the criteria defined in sec. 752 of the McKinney-Veto Homeless Assistance Act (42 U.S.C. 114349a(2));

5. A runaway;
6. In foster care, has aged out of foster care, or has attained 16 years old and left foster care for kinship guardianship or adoption **or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 11434a(2));**
 - a. A youth who has been removed from his/her home and is in an out-of-home placement;
 - b. Pregnant or parenting;
 - c. An individual with a disability; or

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- d. Requires additional assistance to complete an educational program or to secure and hold employment, (See Exhibit 500A)

E. If a youth turns 21 years old during participation, he/she may continue to receive services.

NOTE: Individuals who are 22 years and older attending postsecondary education do not meet the age requirement for ISY (14-21 years old) and do not meet the ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program eligibility requirements. These individuals may be served by the ARIZONA@WORK Pinal County (WIOA Title I-B) Adult Program.

506.3 ELIGIBILITY BARRIER DEFINITIONS

A. A youth is **basic skills deficient** when one of the following definitions applies:

1. The youth performs any of the following at or below an 8.9 grade level on a generally accepted standardized test:
 - a. Compute or solve math problems;
 - b. Read English;
 - c. Write English; or
 - d. Speak English.
2. The youth is unable to:
 - a. Compute or solve problems,
 - b. Read, write or speak English at a level necessary to function on a job, in the individual's family, or in society.
3. Case notes must clearly document the assessment tool used to determine basic skills deficiency. Documented evidence including version of assessment and date completed must be included in the notes in the AJC System.

B. **English Language Learner (ELL)** is defined as an individual who has limited ability in reading, writing, speaking or comprehending the English Language, and whose:

1. Native language is other than English; or

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2. Lives in a family or community environment where a language other than English is the dominant language.
3. Case notes must clearly document how ELL status was determined.

C. **Dropout** is defined as an individual who is no longer attending school and who has not received a secondary diploma or its recognized equivalent. Individuals who have dropped out of postsecondary education are not considered “drop out” for purposes of WIOA Title I-B Youth Program eligibility.

NOTE: For the definition of out-of-school youth, youth who have dropped out of school must not be required to wait until they have not attended school for at least the most recent complete school calendar quarter or calendar quarter to be enrolled in the ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program.

D. **Offender** is defined as an adult or juvenile who:

1. Is or has been subject to any stage of the criminal justice process, and for whom services under this act may be beneficial; or
2. Requires assistance overcoming artificial barriers to employment resulting from a record of arrest or conviction.

E. **Parenting** includes either a custodial or non-custodial mother or father. When a youth is within the ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program age eligibility requirements, the age the youth became a parent does not factor in to the definition of parenting.

F. A **pregnant individual** only includes the expectant mother.

506.4 SCHOOL STATUS

School status is determined *at the time of enrollment*. The enrollment process may occur over a period of time, as such *Career Planners must determine school status during the time the eligibility determination portion of the program enrollment is made*.

In Arizona, youth must attend school until their 16th birthday. Since the minimum age for out-of-school youth in the ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program is 16 years old, and the compulsory age is until the individual turns 16 year old, the requirement of a youth to have not attended school for at least the most recent complete school calendar quarter or calendar quarter to be

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enrolled in the ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program does not apply.

Once the school status of the youth is determined, that school status remains the same throughout the youth's participation.

- A. Youth who are temporarily not attending school because the school is on break (Winter, Spring, Fall or Summer Break) but are enrolled to continue school after the school break are considered to be attending school and may only be enrolled as ISY. The same applies if the youth is planning to attend a different school after the break.
- B. When a youth is in the ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program between high school graduation and postsecondary education, the youth is considered *in-school if they have registered for classes*, even if the youth has not yet begun postsecondary classes at the time of the Youth Program enrollment.

However, if the youth graduates high school and registers for postsecondary education, but does not ultimately follow through with attending postsecondary education, then such a youth would be considered an OSY.

- C. For purposes of ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program the following are not considered schools for purposes of determining school status:
 1. Providers of adult education under WIOA Title II;
 2. YouthBuild programs;
 3. Job Corp program;
 4. Dropout re-engagement program; and
 5. HSE programs.

NOTE: An exception exists for HSE programs, including dropout re-engagement funded by the public K-12 school system that are classified by the school system as still enrolled in school are considered ISY.

- D. Youth who are participating in online secondary and postsecondary school are considered to be attending school. Likewise, youth who are homeschooled, or attending public, private or chartered secondary/postsecondary schools are considered to be attending school.

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- E. When a youth is enrolled in any credit-bearing postsecondary education classes including credit-bearing community college classes and credit-bearing continuing education classes, then they are considered attending postsecondary education and therefore, an ISY. If the youth is only enrolled in non-credit bearing postsecondary classes, he or she would not be considered to be attending postsecondary school, and therefore is an OSY.
- F. A youth who is within the age of compulsory school attendance but has not attended school for at least the most recent complete quarter or semester is an OSY. The definition of quarter or semester is based on how a local school district defines the terms.**

506.5 NEEDS ADDITIONAL ASSISTANCE CRITERION

The ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program provider must ensure that an ISY enrolled in a program year based solely on eligibility because he or she “requires additional assistance to complete an educational program or to secure and hold employment” criterion is *limited to five percent of ISY*. Providers must track ISY enrolled in the program each year to ensure that no more than five percent are enrolled using this criterion.

See **Exhibit 500A** for the criterion to be used to determine whether an applicant meets the definition of “*requires additional assistance to complete an educational program or to secure and hold employment*” for both ISY and OSY.

Youth service providers should focus on serving ISY with based on barrier criterion, such as homeless, foster, offender, or disabled youth to eliminate exceeding the five percent criterion.

506.6 LOW-INCOME REQUIREMENTS

- A. All In-School Youth must be low-income unless included in the five percent low-income exception.
- B. Low-income eligibility requirements apply to Out-of-School Youth *only if*:
1. They are recipients of secondary school diplomas or its recognized equivalent *and are at least one of the following*:
 - a. Basic skills deficient;
 - b. An English language learner; or

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2. In need of additional assistance to enter an educational program or to secure employment. (See *Exhibit 500A*)

506.7 NON-LOW INCOME YOUTH

The ARIZONA@WORK Pinal County Youth Program provider **must not** serve more than five percent of youth who do not meet low income requirements but who meet all of the other eligibility requirements per 20 CFR 681.250. The five percent is calculated using the combined total of In-School and Out-of-School youth.

NOTE: The percentage of non-low income youth will be calculated based on the percent of newly enrolled youth in the ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program in a given program year who would ordinarily be required to meet the low-income criteria.

507 PAPERLESS DOCUMENTATION OF PARTICIPANT'S FILES

- A. **The ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program must ensure timely documentation is collected in regards to eligibility determination. Attempts to secure documentation and the outcome must be recorded in the AJC case notes within 7 business days.**
- B. **All ARIZONA@WORK Pinal County Youth required documents must be uploaded into the AJC System. Required documents include eligibility documentation, data validation documentation, supportive service documentation, training services documentation and other documentation related to services provided by the WIOA Title I-B Youth Programs.**
- C. **Case notes must be entered into the AJC system within a maximum of 7 business days of the action taken on the case or conversation with the participant.**
- D. Required documents for program eligibility and data validation are listed in the following documents:
 - WIOA Title I-B Adult Program Eligibility Checklist
 - WIOA Title I-B Dislocated Worker Eligibility Checklist
 - WIOA Title I-B Youth Program Eligibility Checklist

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- WIOA Title I-B Adult/ Dislocated Worker/Youth Programs Data Validation Checklist

- E. Eligibility for training services must be documented using the Training Services Justification Checklist. The Training Services Justification Checklist must be uploaded into the AJC System.

- F. All documents must be filed in the AJC System based on the type of document.

- G. Once a document is uploaded into the AJC System, the Career Planner must review the uploaded document in the AJC system to ensure it is legible, and properly scanned before destroying the document. Once the document is verified, as a good quality upload, and legible, storing the original document is not needed, and must be destroyed. Service providers must not maintain paper files in addition to uploading the document into the AJC System.

- H. Uploading document into the AJC system constitutes compliance with [ARIZONA@WORK Pinal County Chapter 1400 Record Retention Policy](#).

- I. All documents pertaining to medical/disability information must be maintained separately from the uploaded AJC system. Access to medical/information must be limited to staff on a “need to know” basis in accordance with the [ARIZONA@WORK Pinal County Record Retention policy](#).

- J. The AJC System Registration is the application of record for the WIOA Title IB Youth Program, as well as, other ARIZONA@WORK Pinal County programs that use the AJC System for their case management and reporting system.
 1. Service providers must not have supplemental eligibility applications that include additional eligibility questions or ask questions regarding information that has already been entered into the AJC System as part of the registration.
 2. Career planners must review eligibility/demographic criteria in the AJC system, and if eligibility/demographic information is missing from system, assist the applicant with updating the information.

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3. Youth services providers may use paper/ electronic interest/referral forms, however information collected must be limited to the participant's name, Part ID (if known), the individual's contact information, services the participant is interested, the referring agency, and basic demographic information to ensure the individual is referred to the appropriate partner for initial assessment.
 4. Forms must never ask the participant for their Social Security Number (SSN), or include this information. If staff encounters a required document that includes SSNs (e.g., DD214), the SSN must be redacted prior to uploading it to the AJC System.
- K. Service provider may require additional forms be completed by applicants and participants (e.g. Talent Release forms). These documents must also be uploaded into the AJC System. 2. Service providers must review current additional required documents to ensure that they are absolutely necessary and non-duplicative. Nonessential forms should be eliminated as the completion of these forms may delay enrollment or cause unnecessary burden for the applicant/participant to complete.

507.1 GENERAL REQUIREMENTS

- A. ARIZONA@WORK Pinal County Youth Program providers must use the "WIOA Title I-B Youth Eligibility Checklist" (See **Exhibit 500B**) for program eligibility determinations and data validation.

The checklist identifies source documents, which are documents used to verify eligibility requirements. *All eligibility documents must be uploaded into the AJC system.*

- B. The program provider must ensure that reasonable attempts have been made to secure source documentation as identified in the checklist.
- C. **Required documents must be uploaded into the AJC system.**
1. **If the document contains Personal Identifiable Information (PII) that is not needed for eligibility or data validation, the PII must be redacted before uploading.**
 2. **Documents that contain medical information must NOT be uploaded and must be maintained in a separate, secure file.**

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Youth service providers must not upload documents regarding participants in the Arizona Address Confidentiality Program (ACP) staff need to refer to section 511 of this policy.

- D. The “WIOA Title I-B Applicant Statement” (See **Exhibit 500C**) may be used as permitted on the “WIOA Title I-B Youth Eligibility Checklist” when the information is unverifiable or it is unreasonably difficult for the applicant to obtain.
1. For high-risk Out-of-School youth, the “WIOA Title I-B Applicant Statement” is acceptable to allow upfront enrollment of the youth.
 2. High risk Out-of-School youth means not having a high school diploma or HSE, and meeting the eligibility criteria as listed Section 506.1.
 3. An exception includes out-of-school school youth who meet the “*Requires additional assistance to enter or complete an education program or to secure or hold employment*” eligibility criteria (see *Exhibit 500A*), as they are **not considered high risk**. As such, the WIOA Title I-B Applicant statement may not be used for upfront enrollment for youth that meet this eligibility criteria.
 4. If additional documentation is required on the “WIOA Title I-B Eligibility Checklist” (See *Exhibit 500B*) for data validation purposes, the Career Planner may request the documentation from the youth after the youth has begun to receive Youth services.
- E. ARIZONA@WORK Pinal County Youth Program providers **must ensure all youth who are less than 18 years old have a “WIOA Title I-B Applicant Statement” (See Exhibit 500C) signed by the youth’s parent, guardian, or a responsible adult/ collaborating witness.** By signing the form, the youth’s parent, guardian, or a responsible adult/ collaborating witness gives permission for the youth to participate in the program and verifies the information on the form is accurate.

507.2 DETERMINING LOW-INCOME STATUS

- A. A low-income youth is an individual who:
1. Receives, is a member of a family that receives, or has received in the past six months, cash payments under a federal, state, or local income-based public assistance program (e.g. Temporary Assistance to Needy Families (TANF));

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2. Receives annual income in relation to family size that does not exceed the higher of the federal poverty guidelines or 70 percent of the United States Department of Labor (USDOL) Lower Living Standard Income Level (LLSIL) for each program year (*see Exhibit 500D*);
 3. Receives, is a member of a family that receives, or has received in the past six months, assistance through the Supplemental Nutrition Assistance Program (SNAP);
 4. Qualifies as a homeless individual who lacks a fixed, regular and adequate nighttime residence;
 5. Is a foster child for whom state or local government payments are made;
 6. Is a member of a family whose income does not meet low-income requirements, but is an individual with a disability, and therefore can be counted as a family of one so that individual income meets the low-income requirement;
 7. Receives Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI);
 8. Receives, is a member of a family that receives, or has received within the past six months, assistance through the Refugee Cash Assistance (RCA), a federally-funded need-based cash benefit for refugees and other eligible beneficiaries, who are not eligible for other cash assistance programs, such as TANF.
 9. Receives, or is eligible to receive, a free or reduced price lunch under the Richard B. Russell National School Lunch Act (NSLA); or
 10. Is a youth who lives in a high poverty area, as determined by the American Community Survey
- B. Family is defined as two or more 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 (20 CFR 675.300).

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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 IB income calculation.

C. For the definition of family-

1. Dependent is defined as a child who is:
 - a. Age 18 and under at the end of the previous calendar year; or
 - b. Age 18 and under at the end of the previous calendar year and was a student.
2. Regardless, of residence and/or citizenship, anyone claimed as a dependent on another person's Federal income tax return for the previous year must be presumed part of the person's family for the current year. To negate, this assumption the person who was claimed as the dependent for income tax purposes is required to provide information that demonstrates the person is no longer financially dependent.
3. Runaway youth, emancipated youth and court adjudicated youth separated from family through an involuntary temporary residence elsewhere (e.g. institutionalized, incarcerated, placed as result of court order) must not be classified as a dependent.

NOTE: The individual was a student if he or she was enrolled as a full-time student during any of the 5 months of the previous calendar year. The course must have been provided by a school, state, county or local government. *A school includes technical and mechanical schools, but does not include OJT.*

D. Unemployment Insurance compensation and child support are **not excluded** from income calculations in determining low-income status. They are to be included in the calculation as income.

E. For a comprehensive list of types included and excluded income that are used in income calculation for WIOA Title I-B Youth Program eligibility purposes, refer to Exhibit 500F.

F. For youth required to be low income (see 506.06 of this policy), the youth service provider must use the **LLSIL Matrix to determine low income status when low income status cannot be documented using methods of verification in section 507.2A of this policy.**

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1. **Youth service provider staff must use the HHS Poverty guidelines column or the 70% LLSIL column for the youth’s family size to determine low income status.**
2. **If the youth’s income is more than the amount on the HHS Poverty guidelines column or the 70 percent LLSIL column, the youth does not meet low-income requirements for the youth program and must not be enrolled.**
3. If the youth’s family income is less than the amount on either the HHS Poverty Guidelines column, or the 70 percent LLSIL column, the youth does meet the low-income requirements for the youth program and may be enrolled.

507.3 HIGH POVERTY AREAS

Youth living in high poverty areas are automatically considered low income individuals.

A. WIOA defines a high poverty area as:

1. A census tract;
2. Set of continuous census tracts;
3. An American Indian reservation;
4. Oklahoma Tribal Statistical area (as defined by U.S. Census Bureau);
5. Alaska Native Village, or Alaska Native Regional Corporation Area;
6. Native Hawaiian Village Homeland Area; or
7. Other tribal land as defined by the USDOL Secretary in guidance or county with a poverty rate of at least 25 percent, as set every five years using the American Community Survey five-year data.

B. ARIZONA@WORK Pinal County Youth Program providers must use *Determining High Poverty Census Tracts in Arizona (See Exhibit 500E)* and the *High Poverty Census Tracts Spreadsheet (See Exhibit 500F)* to determine if a youth lives in a high poverty area by census tract.

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507.4 INCOME VERIFICATION

ARIZONA@WORK Pinal County Youth Program staff must attempt to gather information such as other public assistance the individual may receive, (e.g., TANF and SNAP), and verify if the individual receives monetary support. Attempts include calls to the participant, letters, e-mail messages, etc. **Low-income verification attempts must be documented in case notes in AJC.**

- A. Documentation related to income verification as outlined on the *WIOA Title I-B Youth Eligibility Checklist (Exhibit 500B)* must be collected and uploaded into AJC System.
- B. Income that is being used to determine income eligibility should be identified using the *WIOA Title I-B Youth Eligibility Checklist (Exhibit 500C)*.
- C. When a verification document cannot be obtained, the *WIOA Applicant Statement (Exhibit 500B)* with signatures by the individual and a witness who has knowledge of the information provided may be accepted as a last resort as permitted by the *WIOA Title I-B Youth Eligibility Checklist*.

NOTE: The Career Planner or other ARIZONA@WORK Pinal County program/partner staff do not qualify as witnesses and must not sign as the witness.

- D. When a participant is receiving child support, the witness is the parent providing the child support or an individual that has knowledge of the applicant receiving child support. The attempts used to gather information needed for verification must be documented in AJC case notes.
- E. ARIZONA@WORK Pinal County Youth Program staff may verify Social Security benefits through Social Security Consent-Based SSN Verification Services. Fees associated with this verification are an allowable cost under WIOA Title IB Youth Program funds. *Applicants are not to be charged for this verification.*
- F. Individuals who are recipients of TANF, SNAP, or SSI are automatically income eligible and require no further income verification *if* the individual has provided acceptable documentation utilizing the *WIOA Eligibility and Verification Checklist (See Exhibit 500B)*.
- G. TANF documentation must be current and indicate that the individual is receiving, or is a member of a family that is receiving, or has received in the past six months, TANF assistance at the time of application to the WIOA Title IB Youth Program.

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- H. SNAP documentation must be current and indicate that the individual is receiving, or is a member of a family that is receiving, or has received in the past six months, SNAP assistance at the time of application to the ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program.
- I. SSI/SSDI documentation must be current and indicate that payments were made to a single recipient. The individual applying to the ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program must be the recipient at the time of application to a in order to be considered as a family of one.
- J. Refugee Cash Assistance documentation must be current and indicate that payments were made to a single recipient. The individual applying to the ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program must be the recipient at the time of application in order to be considered as receiving public assistance.
- K. Individuals who receive, or are eligible to receive free or reduced lunch through the Richard B. Russell National School Lunch Program must provide:
 1. School documentation of a free or reduced lunch;
 2. A letter from TANF documenting approval; or
 3. A letter from SNAP that documents approval.

NOTE: Individuals who receive free lunch through the Summer Food Service Program (SFSP) and students that attend schools that are eligible for the Community Eligibility Provision (CEP) of the Healthy, Hunger Free Kids Act of 2012 schools *are not automatically considered low income.*

- L. High poverty area verification must include case notes in AJC that indicate the name of the high poverty areas (county) or census track number that was used on making the determination that youth lives in a high poverty area. The poverty rate for a high poverty area must also be included in AJC case notes. **ARIZONA@WORK Pinal County youth service providers must use 500E when determining a youth lives in a high poverty area.**

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507.5 SELECTIVE SERVICE REQUIREMENTS

Determination of the Selective Service status of male youth must be conducted prior to program enrollment.

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

507.7 BASIC SKILL ASSESSMENT FOR OBJECTIVE ASSESSMENT

It is not required to use tests approved by the National Reporting System (NRS), nor are they required to determine the youth's grade level or Educational Functioning Level (EFL) when determining basic skills for the objective assessment. The ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program is not prohibited from using these tools.

Information in this section does not apply to the determining educational functioning level for the measureable skill gain performance accountability measure.

Program staff may use the following methods to measure basic skill for the objective assessment:

- A. Other formalized testing instruments designed to measure skill-related gains. The formal testing must be:
 - 1. Valid and reliable;
 - 2. Appropriate for the target audience;

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3. Fair;
 4. Cost effective;
 5. Well-matched to test administrator’s qualification’s; and
 6. Easy to administer.
- B. Less formal alternative assessment techniques such as observation, folder reviews or interviews may be used for individual with disabilities, as described in TEGl 21-16.
- C. Use previous basic skill assessment result if such previous assessments have conducted in the past 6 months is allowable.

508 REGISTRATION, ENROLLMENT AND DATA ENTRY

WIOA addresses an important distinction between registration in the AJC system and enrollment into the WIOA Title I-B Youth Program, which includes the circumstances when a youth must be registered in the AJC System and when youth must be enrolled in the WIOA Title IB Youth Program.

508.1 REGISTRATION, ENROLLMENT AND DATA ENTRY REQUIREMENTS

- A. Registration in the AJC System occurs when a youth creates an account that includes a complete data demographics and work history. However, documentation or verification of income is not required.
- B. Registration in the AJC System must occur when a youth has taken action that demonstrates an intent to use program services and who meets specific reporting criteria for the program including youth who:
1. Provide identifying information;
 2. Use the self-service system;
 - a. Self-service system includes the youth independently accessing any workforce development system program’s information either in a physical location, such as an ARIZONA@WORK Pinal County Business and Career Center resource room or partner agency or remotely via use of electronic technologies.
 - b. Virtual services that provide a level of service beyond independent job search or information seeking on the part of a youth would qualify as not self-service.

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3. Receive information-only services or activities; Informational-only services are activities or services that are readily available information that does not require assessment by a staff member of the individual's skills, education, and career objective. Examples of informational services include providing:
 - a. Labor market information;
 - b. The unemployment rate;
 - c. Information on businesses that are hiring or reducing their workforce;
 - d. Information on high growth industries; and
 - e. Referrals other than referrals to employment.

- C. Enrollment must occur when a youth requires services beyond self-service, or informational-only services and activities. The program enrollment will depend on the participant's eligibility (*See Section 506*). Examples of services that require significant staff involvement include the staff member's assessment of the youth's skills, education, or career objectives in order to achieve any of following;
 1. Assisting the youth in deciding appropriate next steps in the search for employment, training, and related services, including job referral;
 2. Assisting the youth in assessing barriers to employment; or
 3. Assisting the youth in accessing other related services necessary to enhance their employability and individual employment needs.

- D. Enrollment into the Youth Program includes:
 1. The collection of documentation to support eligibility determination;
 2. The provision of an objective assessment;
 3. Development of an individual service strategy; and
 4. Participation in any of the 14 program elements (*See Section 505*).

- E. Enrollments are pending in the AJC system until they are approved by designated staff. Pending enrollments **must be approved within 30 days** to ensure expediency of services.

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All pending enrollments must be resolved no later than 15 days from initial eligibility determination. The Youth Program provider must run the WIOA No Participation report in the AJC system to monitor the timeliness of the pending client record. Extenuating circumstances must be noted in case notes to extend the enrollment beyond the 15 days. No extension is to be made beyond 30 days from date of initial eligibility determination.

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

- F. Transactions relating to program-provided activities and services must be entered or updated in the AJC system promptly and accurately to ensure expediency of services.
- G. Youth Program providers must run the appropriate Tableau reports on a monthly basis to ensure timely follow-ups and accurate data recording.

508.2 Collection of Verification of Social Security Numbers

Youth service providers must not refuse or delay enrollment in a WIOA Title I-B program or refuse to provide WIOA Title I-B Youth Program services because the individual’s Social Security Number is unavailable, unable to be verified or the individual refuses to provide their SSN.

- A. Documentation of Verification of Social Security Number- Verification means the name and SSN on the SSN documentation matches the name and partial SSN in the AJC system. When a SSN card is collected as part of “Right to Work” verification the copy of the SSN must be obtained in a separate, confidential and secure file. When documentation of the SSN is provided, it is for verification purposes only. Service provider staff must document in case notes in the AJC system that the SSN was verified, but must not maintain verification of the SSN or upload a copy of the SSN documentation into the AJC System.**
- B. Non-availability of SSN for SSN Verification- Although WIOA Title I-B service providers are required to request the SSN, the SSN is not required to be provided by the participant or verified. When an individual’s SSN is unknown, verification is not available or the**

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participant refuses to provide their SSN and the individual meets all other WIOA Title I-B Youth Program eligibility requirements, service providers must:

1. Enroll the participant in the WIOA Title I-B Youth Program, and provide the individual's services identified in the Individual Employment Plan or Individual Service Strategy. The AJC system does not require SSN for registration or enrollment;
 2. Inform the individual about Supplemental Wage Collection and procedures;
 3. Add a case note to the AJC system to indicate the SSN was not verified; and
 4. Conduct supplemental wage data follow-up, and add supplemental wage data information into the AJC system.
- C. Assistance Obtaining Documentation required for Employment - WIOA Title I-B funds may be used to assist participant's obtain a new SSN card, birth certificate, or state identification/ driver's license after enrollment in the WIOA Title I-B Youth Program as a supportive service to assist with securing employment.
- D. Verification of SSN for Unemployment Insurance Wage Records- Match Wage match with Unemployment Insurance wage records is the best method for determining WIOA wage-based performance measures. For wage matching purposes only, WIOA Title I-B service providers must request verification of the participant's SSN prior to providing individualized career and training services or enrollment in the youth program. When requesting verification of the individual's social security, service providers must:
1. Explain to the participant how the social security number will be used and how a participant's privacy will be ensured.
 2. Ensure that social security numbers will be maintained in a secure and confidential manner.

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3. Ensure developed by the service provider do not require the individual's SSN.

508.3 CO-ENROLLMENT

Co-enrollment means enrollment in more than one program at a time. Co-enrollment allows for the leveraging of additional resources for training and financial support, enhanced service delivery and increased customer support which results in greater participant outcomes. **The ARIZONA@WORK Pinal County partners are encouraged to co-enroll participants to meet the comprehensive needs of a participant, as appropriate.**

- A. Youth age 18 and older may be co-enrolled in the ARIZONA@WORK Pinal County Adult or Dislocated Worker Programs. Program providers must:
1. Ensure the youth meets eligibility criteria for both the Youth and Adult Program or the Youth and Dislocated Worker Program to co-enroll participants;
 2. Determine the appropriate level of service and combination of program services that will be provided to youth age 18-24 based on the service needs of the participant and if the participant is career-ready based on the objective assessment of the occupational skills, prior work experience, employability and participant's needs;
 3. Identify and track the funding streams for youth who are enrolled concurrently in the ARIZONA@WORK Pinal County Youth/Adult Program or the Youth/ Dislocated Worker Program;
 4. Ensure services are not duplicated; and
 5. Ensure previous foster care youth who have been co-enrolled in WIOA Title I-B Youth Program and Adult/Dislocated Worker Program and are now adults continue to remain eligible for both the Youth Program and Adult Program services and do not require re-determination of eligibility.
- B. ARIZONA@WORK Pinal County (WIOA Title IB) Youth Program participants may also have be co-enrolled with the following partner programs:
1. Employment Service (Wagner-Peyser);
 2. Vocational Rehabilitation;
 3. Adult Education and Literacy Programs;

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4. Migrant Seasonal Farm Workers Program (MFSWs) at the point of entry to the One-Stop system to assure equity of services is provided;
 5. Jobs Program (TANF Work Program);
 6. Youth Build;
 7. Job Corps;
 8. Supplemental Nutrition Assistant Employment and Training (SNA E&T); or
 9. Other required ARIZONA@WORK Pinal County partner programs.
- C. When youth are co-enrolled, services provided by partner programs must be added to the Service and Training plan in the AJC system under partner provided services. When a service is provided by a partner that uses the AJC system (such as Employment Service or TAA) the services do not need to be added to Partner-Provided services on the Service and Training plan because the AJC system automatically considers the individual co-enrolled when he/she is receiving services from more than one program that uses the AJC system.

509 INCENTIVE PAYMENTS

.01 Incentive Requirements

Youth Program providers may use incentive payments for recognition and achievements *directly related to training activities and work experiences*. All incentives are based on the availability of funding.

- A. Providers must ensure incentive payments are tied to the goals of a specific program and are outlined in writing before the commencement of the program that may provide incentive payments.
- B. All incentives must be justified and documented in the Individual Service Strategy (ISS), and in the AJC system. The incentive must also be added to the S & T plan when incentives are provided in addition to documenting in case notes.**
- C. Youth service provider staff document the following in the ISS and in the AJC System case notes for each participant receiving an incentive(s).**

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1. The justification for the contribution to the participant's success as result of the incentive payment; and
 2. How the incentive payment was calculated.
- D. Awarding of incentive payment must align Code of Federal Regulations Part 200 and 2900- Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (2 CFR parts 200).
- E. Youth service provider must also internally maintain appropriate and identifiable expenditure records of incentive payments for the purpose of local, state, and federal monitoring/audits.
- F. Youth service provider must cash guard cash and other similar items (e.g. gift cards) in accordance with PCWDB and the service provider's internal controls.
- G. Incentives only payable to the participant, and not third parties.
- H. Documentation that incentives were paid to the participant must be uploaded into the AJC System.

.02 Incentive Limits

- A. Incentives for Attainment of a Secondary Diploma
1. Up to \$200 may be paid to a participant for completion of a secondary diploma during participation or within one year after exit.
 2. An additional \$50 may be paid to the participant when the participant also obtains employment or enters a training program leading to a recognized postsecondary credential within one year after exit. Placement information and school status must be documented in the AJC system.
 3. The secondary school diploma must be the result of training that occurred during participation in the WIOA Title I-B program.
 4. A copy of the secondary school diploma must be uploaded into the AJC system for the program prior to paying the incentive.

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5. Incentives for Secondary School Diploma may only be provided WIOA Title I-B Youth Program.

B. Incentive for Attainment of High School Equivalency Diploma

1. Up to \$200 may be paid to a participant for obtaining a High School Equivalency (HSE) diploma during participation or within one year after exit.
2. An additional \$50 dollars may be paid when the participant obtains employment or enters a training program leading to a recognized postsecondary credential within one year after exit. Placement information and school status must be documented in the AJC system.
3. The HSE diploma must be the result of training that occurred during participation in the WIOA Title I-B program.
4. A copy of the HSE diploma must be uploaded into the AJC system for the program prior to paying the credential.

C. Incentives for Attainment of Industry-Recognized Credential

1. Up to \$300 dollars may be paid to a participant for obtaining an industry-recognized credential. Industry-Recognized credentials are defined in the **ARIZONA@WORK Pinal County Performance Accountability policy**, section 1105.
2. An additional \$50 may be paid for obtaining employment in an occupation related to the training. Job placement and occupation information must be added to the AJC System.
3. The industry-recognized credential must be the result of training that occurred during participation in the WIOA Title I-B program.
4. A copy of the industry-recognized credential must be uploaded into the AJC system for the program prior to paying the credential.

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D. Incentive for Measurable Skills Gain Attainment

1. Up to \$50 may be paid to a participant for achievement of a Measurable Skill Gain. Types of measurable skills gains are included in the WIOA Performance Accountability policy.
2. Acceptable documentation for each type of measurable skill gain must be uploaded into the AJC system prior to paying for any incentive being for Measurable Skill Gain. Types of acceptable documentation for each type of MSG will be included in the **PCWDB WIOA Title I-B Performance Accountability policy, section 107.**
3. A participant may earn three MSG incentives per program year.

E. Work-Based Training - On-the-Job Training and Customized Training.

1. Up to \$100 may be provided to a participant for successful completion of on-the-job training (OJT), or customized training that does not result in a recognized credential. If the OJT or customized training does result in a recognized, an incentive for the credential may be paid, refer to section C of this section.
2. The incentive amount and length of work-based training, and end date of training must be included in the IEP or ISS, and must be agreed to by the participant, employer and WIOA Title I-B program staff before the start of the training program.
3. Progress reports from the training provider or employer, and case notes must document the completion of the work-based training.
4. Work readiness and skill attainment achievements during OJT:
 - a. Up to \$25 may be paid to a participant for achievements during a OJT and training activities, including demonstration of soft skills, such as:
 - i. Attendance/ punctuality and interpersonal relationships as documented;
 - ii. Obtainment of job skills as specified in the training plan;

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- iii. **Specific task completion as documented by progress reports from the employer; and**
- iv. **Completion of workshops, including work readiness workshops and study skill workshops.**
- v. **Goals for achievements during a WEX or training activity must be outlined in the WEX Agreement, and ISS.**

Note: OJT is considered a WEX for the WIOA Title I-B Youth Program.

F. Work Experience

- 1. **Up to \$50 may be paid to the participant upon successful completion of a WEX.**
- 2. **The amount of the incentive, length of WEX, end date of the WEX must be included in the ISS/ IEP and be agreed to by the participant, employer and WIOA Title I-B program staff before the start of the WEX program.**
- 3. **Progress reports, time sheets, attendance reports and case notes in the AJC System must document the completion of the WEX. In limited circumstances, participants may participate in more than one WEX during participation.**
- 4. **Work readiness and skill attainment achievements during WEX:**
 - a. **Up to \$25 may be paid to a participant for achievements during a WEX and training activities, including demonstration of soft skills, such as:**
 - i. **Attendance/ punctuality and interpersonal relationships as documented;**
 - ii. **Obtainment of job skills as specified in the training plan;**
 - iii. **Specific task completion as documented by progress reports from the employer; and**
 - iv. **Completion of workshops, including work readiness workshops and study skill workshops.**

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- b. Goals for achievements during a WEX or training activity must be outlined in the WEX Agreement, and ISS.**
- c. Incentive amounts and requirements must be agreed by the participant, employer, and program staff prior to the start of the training or WEX.**
- d. Documentation including progress reports, attendance reports and documentation of completed tasks signed by the employer.**

G. Incentives for Transitional Jobs

- 1. Up to \$200 may be paid to participants upon successful completion of a Transitional Job.
- 2. The amount of the incentive, length of transitional job, end date of the transitional job must be included in the ISS and be agreed to by the participant, employer and WIOA Title I-B program staff before the start of the transitional jobs program.
- 3. Progress reports, time sheets, attendance reports and case notes in the AJC System must document the completion of the transitional jobs. In limited circumstances, participants may participate in more than one transitional jobs during participation.

510 MANAGING A CASELOAD (EXITS AND EXCLUSIONS FROM PERFORMAMANCE)

Youth who have not received a service funded by the ARIZONA@WORK Pinal County (WIOA Title I-B) Youth Program or funded by a partner program for 90 consecutive calendar days, from the date of last service and is not scheduled for future services is considered to have exited the program. The provider may re-enroll participants in at any time if they remain eligible. There shall be no waiting period prior to re-enrollment.

A. General Exit Policies

- 1. The date of the exit is the last day of a qualifying participant level service was provided to a participant. The date of exit is set by the AJC system retroactive back to the last qualifying participant level service-retroactive after the 90 days and is an automatic exit**

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by the AJC system as the system automatically calculates the exit date.

2. There is no minimum or maximum time a youth can participant in the WIOA Title I-B Youth Program. Participants must not be exited based on arbitrarily imposed criteria (e.g. the end of the program year). Instead, Youth service providers must ensure that services are provided for the amount of time necessary based on the ISS to ensure successful preparation to enter postsecondary education and/or unsubsidized employment and the link the participation to the ISS (20 CFR 681.450).

B. Program Exit Requirements

For services that an actual have an actual end date entered by staff, 90 days after the actual end date of all services, the AJC system will exit the enrollment(s), and the exit date will reflect the last actual date of service.

1. If there are services from any youth or partner program that do not have an actual end date, the estimated end date is used. 90 day after the estimated end date the AJC system will exit the enrollment(s) if no service is open or provided by the 90th day.
4. When a participant is no longer receiving a service, service providers must add the actual end date of the service to the S & T Plan in the AJC System in a timely manner.
5. When a service provider is not able to contact a youth participant for more than 30 days. The youth participant is considered to no longer be receiving services. All services on the S & T plan must be closed on the S & T Plan must be ended within 10 business days after the 30th day of no contact. If the youth re-engages within 90 days, the youth service provide may resume services on the S & T plan to prevent the exit of the enrollment(s).
6. When a participant receives services from multiple programs, the most recent service end date is the date of exit.
7. Follow-up services provided to youth do not extend the exit date.

G. Exits Excluded from Participation

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The date of exit is the last date a service was provided to a participant. Case notes in AJC must include the reason for exit and documentation may be uploaded into AJC. When documentation is not uploaded into AJC, the documentation must be retained in the participant's program file.

1. The participant will not be counted in performance if they exit the program for any of the following reasons:
 - a. *Deceased: participant died during participation in the 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 during as a participant;***
 - c. ***Health/Medical: participant is receiving medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the WIOA Title I-B Youth Program.***
 - d. ***Entered into Active Military Duty: participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty.***
 - e. ***Foster Care: participant is in the foster care system as defined in 45 CFR 1355.20(a), and the participant has moved from Pinal County as part of such program or system.***

511 ADDRESS CONFIDENTIALITY PROGRAM (ACP)

- A. The Secretary of State's **ACP** is a program helps victims of domestic violence, sexual offenses, and/or stalking Youth service providers must accept and use the substitute address in the AJC system, and in other documents that contain the ACP participant's address by:
 1. Issuing a substitute address to be used instead of the person's home, work or school address.
 2. Accepts all first class, registered, and election mail for the participant and forwards to her/his real address at no cost. Youth service providers must verify the ACP participation by:
 - a. Contacting the Secretary of State's ACP office: or
 - b. Viewing the ACP authorization card.
 3. The ACP card must not be uploaded into the AJC System.

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4. The information related to the ACP must be handled using extreme caution, in the same manner as other confidential information.
 5. Case notes should be written using generic information.
- B. Participation in the ACP may only be discontinued if:**
1. The ACP participant, or the ACP participant's parent or legal guardian, if the participant is a minor or incapacitated adult requests that the youth service provider cease providing ACP providing ACP protection;
 2. Mail sent to the participant's substitute address is returned as undeliverable.

512 COMPLAINT RESOLUTION AND APPEAL

- A. The participant record in the AJC system, must include an acknowledgement of Equal Opportunity and Non-Discrimination Requirements. The AJC system contains field needed for the participant to acknowledge understanding of the **ARIZONA@WORK Pinal County Equal Opportunity and Affirmative Action Policy**.
- B. The participant record in the AJC system, must include an acknowledgement of Non-Equal Opportunity Complaint and Appeal Process. Youth Service providers must ensure the **ARIZONA@WORK Pinal County Complaints, Grievances and Appeals policy** is signed the participant and uploaded into the AJC system.