

	Subject Registration, Enrollment & Data Entry Policy Yuma County	
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	Authorized by: Yuma County Workforce Development Board	

Background/Purpose: This policy for the Yuma County Local Workforce Development Area (LWDA) on the distinction between registration and enrollment for Adult, Dislocated Worker, and Youth Programs.

The Workforce Innovation Opportunity Act (WIOA) Title I-B Adult Program provides services particularly to those individuals with barriers to employment to obtain and retain sustainable employment and attainment of a recognized postsecondary credential.

The WIOA Title I-B Dislocated Worker Program provides services to individuals who have been terminated through no fault of their own, laid off, or have received notice of termination or layoff from employment due to plant closures or downsizing. Self-employed individuals who are unemployed due to general economic conditions or natural disasters, displaced homemaker, and spouses of active-duty members of the Armed Forces also fall under the Dislocated Worker Program for services if they meet the definition as described on the WIOA Title I-B Adult & Dislocated Worker Program Policy Manual Chapter 2-Section 100.

The Youth Program under WIOA Title I-B provides a comprehensive array of high-quality services which include career exploration and guidance, continued support of educational attainment, and training for employment within in-demand industries and occupations to In-School Youth (ISY) ages 16-21 and Out-of-School Youth (OSY) ages 16-24. This LWDB does not authorize to serve ISY below the age of 16. The Youth Program provides services to youth with barriers to employment focusing on supporting the educational and career success of OSY.

The Service Provider must dedicate at least 75 percent of Title I-B Youth Program funds to provide services for OSY. The Service Provider must certify not more than 5% of ISY enrolled in the program year are eligible only based on the “required additional assistance to complete an educational program or to secure and hold employment” criteria. The Service Provider must not serve more than 5% of youth who do not meet the income and barrier criteria.

Reference:

WIOA Title I-B Youth Program Policy Manual Chapter 2-Section 300, WIOA Title I-B Adult & Dislocated Worker Program Policy Manual Chapter 2-Section 100, Local Training Policy

POLICY:

I. Registration and Enrollment for Adults & Dislocated Worker Program

Registration:

Registration in the Arizona Job Connection (AJC) State system must occur when an individual is seeking only information or self-services (universal) with minimal assistance from staff. Documentation verifying income is not required. In order to receive services through the Adult or Dislocated Worker Program, individual must first be registered through AJC system by creating an account, answering data demographics, and work history questions.

Enrollment:

Enrollment into the Adult or Dislocated Worker Program must occur when individual requires services **beyond** self-service, services beyond simply providing the individual information, or activities such as those listed for registration as mentioned on WIOA Title I-B Adult & Dislocated Worker Program Policy Manual Chapter 2-Section 100 and Section 200.

The program enrollment will depend on the participant's eligibility. Service Providers must make certain timely documentation is collected regarding eligibility determination and recorded promptly and accurately in AJC system. It is not acceptable to delay registration or enrollment into AJC until individualized career services or training services are provided or determined necessary.

Career Services and Training Services:

WIOA Title I-B establishes two levels of services: Career Services and Training Services. The three types of career services are: basic career services, individualized career services, and follow up services. Basic career services must be made available to eligible Adults and Dislocated Workers accessing the ARIZONA@WORK One Stop Center-Yuma County.

Individualized services must be made available to eligible Adults and Dislocated Workers when the Service Provider has determined these services are required for the individual to maintain or retain employment. Adults and Dislocated Workers must be registered and enrolled in order to receive individualized career services as well as training services; and Service Providers will need to collect required eligibility documentation (refer to the WIOA Title I-B Adult, Dislocated Worker and Youth programs Eligibility Checklist). Service Provider will answer all low income questions on the Low Income section of AJC Eligibility application. The Lower Living Standard Income Levels (LLSIL) Chart for Yuma County will be used to assist in determining low income and completing the Needs and Barriers section in AJC Eligibility application. All questions that apply to individual should be answered.

Priority of Service:

Priority of Service documentation is required for individuals enrolled in the Title I-B Adult program receiving individualized or training services. (Refer to Local Training Policy, Section II-Veterans & Adult Priority Groups and WIOA Title I-B Adult & Dislocated Worker Program

Policy Manual Chapter 2-Section 100.) Service Providers are required to verify income-related documents when receiving individualized or training services to determine priority of service. (Refer to *DES WIOA Adult Program Priority Guide* listed on the DES website)
<https://des.az.gov/sites/default/files/media/Adult-Program-Priority-Guide.pdf?time=1772468687806>

Pending Enrollments:

Enrollments remain pending in AJC system until they are approved by a designated authorized staff. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.

Pending enrollments not approved within 30 calendar days will be considered not enrolled and the Service Provider must re-determine eligibility. This includes collecting new/updated documentation.

Service Provider will update the demographic snapshot in AJC under “Universal” when it’s more than 30 days old in order to approve the pending enrollment. Service Provider must update the demographic snapshot in AJC before creating the eligibility enrollment.

The Service Provider will be required to use either the Tableau reporting system by selecting Case Management/Enrollments report; or the AJC system under the Administration Task/Service Link/Pending Enrollments screens to manage and view the pending enrollments that are to be approved or denied in a timely manner.

AJC Data Entry: Transactions/Services/Individual Employment Plan (IEP), Program Notes:

Eligibility determinations must be completed prior to providing career and training services to individuals. When eligibility determination is provided, the service must be added to the Service & Training Plan (S&T Plan) in AJC.

Transactions relating to Adult and Dislocated Worker Program services provided must be entered or updated in AJC within 3 business days from the date the service is provided. Service Providers must not enter services on the S&T plan in AJC with a future start date, instead must only add services that reflect actual services the participant received. Services must not be entered in AJC with the sole purpose of preventing an enrollment to close in the system.

All Adults and Dislocated Workers must receive career planning services when they receive individualized career and training services. The Career Planning service must be added to the S&T plan in AJC; as well as generating and signing the IEP and adding service to the S&T Plan.

All AJC data entry such as services, IEPs, program notes, related to the participant must be entered or updated in AJC within 3 business days from the date the service is provided. Timely data entry is essential for maintaining accurate records and ensuring our reporting remains up to date.

II. Registration and Enrollment for Youth Program

Registration:

A youth registration occurs when a youth individual creates their account in the AJC system that includes completing data demographics and work history. Documentation or verification of income is not required.

Enrollment:

A youth enrollment occurs when a youth individual requires services **beyond** self-service or information-only services and activities. The program enrollment will depend on the participant's eligibility. This includes the collection of documentation to support eligibility determination. Refer to State WIOA Title I-B Adult, Dislocated Worker and Youth Program Eligibility checklist for eligibility requirements and eligibility criteria mentioned on the WIOA Title I-B Youth Program Policy Manual Chapter 2-Section 300. Service Providers must make certain timely documentation is collected regarding eligibility determination and recorded promptly and accurately in AJC system.

Eligibility Determination:

At the time of eligibility determination, Service Provider must determine if the youth individual meets the ISY or OSY criteria to participate in the Youth Program as defined in the WIOA Title I-B Youth Program Policy Manual Chapter 2-Section 300 . Any of the 14 program elements must not be provided to a youth individual prior to eligibility determination.

A youth enrollment includes:

- The collection of documentation to support eligibility determination;
- The provisions of an objective assessment;
- Development of an Individual Service Strategy (ISS) and;
- Participation in any of the 14 youth program elements.

When enrolling a youth individual who is 24 years old into the youth program, service provider must ensure that all of services have been added to the S&T Plan in AJC prior to the youth's 25th birthday; otherwise the AJC system will prevent his/her enrollment into the youth program.

Pending Enrollments:

Enrollments are pending in AJC until they are approved by a designated authorized staff. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.

Pending enrollments not approved within 30 calendar days are considered not enrolled and the Service Provider must re-determine eligibility. This includes collecting new/updated documentation.

Service Provider will update the demographic snapshot in AJC under "Universal" when it's more than 30 days old in order to approve the pending enrollment. Service Provider must update the demographic snapshot in AJC before creating the eligibility enrollment.

The Service Provider will be required to use either the Tableau reporting system by selecting Case Management/Enrollments report; or the AJC system under the Administration Task/Service Link/Pending Enrollments screens to manage and view the pending enrollments that are to be approved or denied in a timely manner.

AJC Data Entry: Transactions/Services/Individual Service Strategy (ISS)/Program Notes:

Transactions relating to the Youth Program services provided must be entered or updated in AJC within 3 business days from the date the service is provided. Service Providers must not enter services on the S&T plan in AJC with a future start date, instead must only add services that reflect actual services the participant received. Services must not be entered in AJC with the sole purpose of preventing an enrollment to close in the system.

When eligibility determination is provided, the service must be added to the Service & Training Plan (S&T Plan) in AJC. All youth must receive career planning. The Career Planning Service must be added to the S&T Plan in AJC as well as generating and signing the Initial ISS and adding service to the S&T Plan.

All AJC data entry such as services, ISSs, program notes, related to the participant must be entered or updated in AJC within 3 business days from the date the service is provided. Timely data entry is essential for maintaining accurate records and ensuring our reporting remains up to date.

Note: Refer to the State WIOA Youth Program Data Entry and Documentation Procedural Guide listed on the DES website as an additional guide for Section II. of this policy.

Youth Who Require Additional Assistance Criterion:

An eligible youth individual who has barriers to employment that requires assistance to complete an educational program or secure or hold employment falls under the “Youth who require additional assistance criteria”. The LWDB has defined this criterion when a youth individual is at risk of being unsuccessful in the labor market will fall under one of the following criteria(s):

ISY

- I have **no** work history; **or** less than 3 months; **or** sporadic employment; **And** no longer employed; **or** seeking employment for the last 2 months; **But** remain unemployed **or** underemployed.
- I lack occupational and/or technical training that reduces opportunities for gainful employment and causes income poverty and poor access to quality job opportunities.
- I have displayed chronic poor attendance within the last school quarter and/or has an attendance rate of less than 85%.
- I am currently at risk of dropping out of school, as determined by referral from a school staff person, probation officer, or other responsible person with proper documentation and/or possesses unsatisfactory grades, GPA below 2.0, and/or amount of credits.
- I have received or is receiving continuous disciplinary actions and/or is under a type of academic probation.

- I have a history of school suspensions or expulsions.
- I have received or is receiving services through a licensed counseling/rehabilitation agency for substance abuse related problem.
- I have one or both parents incarcerated.

OSY

- Have **no** work history; **or** less than 3 months; **or** sporadic employment; **And** no longer employed; **or** seeking employment for the last 2 months; **But** remain unemployed **or** underemployed.
- Has one or both parents incarcerated.
- Lacks education, occupational and/or technical training that reduces opportunities for gainful employment and causes income poverty; poor access to quality education and job opportunities.
- Received or is receiving services through licensed Counseling/Rehabilitation Agency for substance abuse related problem.

III. AJC Uploaded Documents for Eligibility and Data Validation Purposes:

AJC is the LWDB's primary database system for uploading documents required for eligibility and data validation purposes. Refer to WIOA Title I-B Adult, Dislocated Worker, and Youth Programs Eligibility Checklist, and State WIOA Title I-B Adult and Dislocated Worker Data Validation checklist and, Youth Program Data Validation Checklist.

If the document contains Personal Identifiable Information (PII) that is not needed for eligibility or data validation, the PII must be redacted before uploading into AJC. Documents that contain medical information must not be uploaded and must be kept separate from the provider file to ensure confidentiality (i.e. disability). All participant confidential files must be kept in a secure and locked filing cabinet at all times. This will avoid file being misplaced, lost, and ensure participants' information is kept confidential.

Any supporting documentation to the participant's file must be uploaded into AJC accordingly to the AJC Upload Supporting Documentation List.

Adherence to the policy requirements, it is essential in maintaining data integrity and ensuring compliance with the reporting requirements.

IV. Co-enrollment:

Co-enrollment for an adult, dislocated worker, or youth occurs when a participant is enrolled in more than one program at a time. This LWDB does not authorize the Service Providers to conduct youth co-enrollments into the WIOA Title I-B Adult or Dislocated Worker Program. Title I-B Programs may have co-enrollments with:

1. Migrant Seasonal Farmworker (MSFW)
2. JOBS Program (priority of services must be identified at point of entry)
3. Supplemental Nutrition Assistance Employment and Training (priority of services must be identified at point of entry)

4. Trade Adjustment Assistance (must be co-enrolled with Title I-B)
5. Programs under the Second Chance Act and other employment related programs
6. Vocational Rehabilitation Services
7. Adult Education and Literacy Programs (ALPS, South County Consortium)
8. Portable Practical Educational Preparation (PPEP)
9. Job Corps
10. Yuma County Adult Probation & Parole

When participants are co-enrolled, the services provided by the partner program must be added under the Partner Provider Services section in AJC, with the exception of those partners such as Employment Services or Trade Adjustment Assistance that already use AJC system which will automatically consider the co-enrollment. Participant's program notes and ISS/IEP in AJC must indicate participant's co-enrollment progress and program status with WIOA program.

V. Program Exits:

The date of exit is the last date a service was provided to an Adult, Dislocated Worker or Youth participant. 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 AJC. If no additional services are provided by WIOA Title I-B programs or partner program for 90 consecutive calendar days, the AJC system will generate a program exit. Program notes and ISS/IEP in AJC must have the reason for exit and upload any necessary back-up documentation into AJC. Service Provider will complete any pertaining sections of AJC system (i.e. exit questions, 4th quarter outcomes, job placements, etc.) that relate to the participant have been completed to ensure all data is captured in the system.

Note:

- When a participant is no longer receiving a service(s), Service Providers need to add the actual end date of the service(s) to the S&T Plan in AJC. Follow-up services provided to clients do not extend the exit date.
- Youth Only- The "Date of Completion of Youth Services" is required to be entered in AJC at time of exit under Enrollment Details/Enrollment Info. Link. Refer to the AJC Data Entry Procedures/Requirements Instructions.

The Service Provider may resume or re-enroll participants in the Title I-B at any time if they remain eligible. Service Providers must not impose a waiting period prior to re-enrollment. In such cases where the participant is already receiving follow up services and wants to return to the program to receive additional services; and the AJC system has not created a program exit, participant can resume services without going through the initial eligibility process. Documentation must be noted on program notes, ISS/IEP, and the correspondent services will be added to the participant's S&T plan of AJC.

VI. Excluded Exits From WIOA Performance:

The participant will not be counted into WIOA Performance if they exit the WIOA Title I-B Program for any of the following reasons below. Exclusions must occur prior to exit as they no longer apply when participant is in Follow up Services. When participant is being excluded

from WIOA Performance, Service Provider must complete the section “Other Reasons For Exit” that is part of the Exit Questions in AJC and obtain back-up documentation. Refer to the AJC Data Entry Procedures/Requirements Instructions.

- **Deceased-** Participant died during WIOA Participation Title I-B programs.
- **Institutionalized/Incarceration-** Participant becomes incarcerated in a correctional institution or has become a resident of a facility providing 24-hour support, such as a hospital or treatment center during the course of receiving services as a participant. **Note:** exclusion does not require a 90-day requirement.
- **Health/Medical-** Participant is receiving medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the WIOA program. This does not include temporary conditions expected to last for less than 90 days.
- **Entered into Active Military Duty-** Participant who exits WIOA program due to being a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- **Foster Care-** (Youth only) Participant is in the foster care system and has moved from the LWDA as part of such a program or system.
- **Retirement-** If participant retires; retirement must be recorded in AJC by selecting “retirement” from the drop down box under “Other Reasons for Exit”. However, participant is **not** excluded from WIOA performance measures.

VII. Follow-Up:

Follow-up services must be recorded within 3 business days in AJC under program notes. The participants file must contain program notes substantiating and documenting follow-up contact and follow-up attempts. A minimum of three attempts should be made to contact the participant, this may include: a letter, program notes based on telephone or face-to face conversation, an email or social media post. Participants may decline follow-up services, if they choose to do so. Requests for cessation of follow-up services will be documented in AJC (refer to local Follow-up Service Policy).

VIII. Re-Enrollment:

The LWDB allows participants to be re-enrolled into WIOA Title IB programs during the follow-up period when re-enrollment is determined to be necessary. Prior to re-enrollment, the service provider will review the participant’s previous program participation, including other factors outlined in the Local Follow-Up services Policy to assess the need for additional services, and ensure re-enrollment is appropriate.