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**I. APPLICABILITY/SCOPE**

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Adult, Dislocated Worker and Youth programs and services.

**II. PURPOSE**

This policy establishes guidelines and criteria to be used in Adult, Dislocated Worker, and Youth training services to assist participants of the Workforce Innovation and Opportunity Act (WIOA) Title I-B programs in gaining skills and knowledge to obtain and retain employment.

**III. BACKGROUND**

This policy describes training services available under WIOA Title I-B to unemployed and underemployed adults, dislocated workers, and youth. Training services prepare individuals for the workforce by providing in-demand skills that meet employers’ needs based on labor market information, career pathways, business outreach, and sector strategies as determined annually by the Phoenix Business and Workforce Development (PBWD) Board. Through job-driven training, individuals acquire the skills needed to obtain and/or retain employment and increase earnings, which may lead to self-sufficiency.

**IV. DEFINITIONS**


N/A

**V. POLICY**

**A. TRAINING SERVICES**

Training services are available to assist individuals in gaining skills and knowledge to obtain and retain employment. Training is administered by public and private sector employers, as well as institutions of higher education, Registered Apprenticeships, and other public and private providers of training services. Training services must be directly linked to employment opportunities in which the participant resides or in another local area where the participant is willing to relocate. Training services may include:


1. Occupational Skills Training – Training designed to meet the technical needs of the workplace and provide specific vocational skills leading to proficiency in the performance of actual tasks and technical functions required by specific occupational fields, including training in non-traditional employment. Providers of occupational skills training must be listed on the Eligible Training Provider List (ETPL) and the specific training program must be listed as WIOA approved. A participant may select a program of training services from the local Eligible Training Provider List (ETPL), and/or the state ETPL if a local ETPL does not exist. *For more information on occupational skills training, see 600.602 Training Services – Occupational Skills Training Policy.*
2. Registered Apprenticeship – Training based on an approved set of National Guidelines for Apprenticeship Standards and developed by a national committee or organization, which includes on-the-job training and related technical instruction in a classroom setting.

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3. On-the-Job Training (OJT) – Training provided through a contract with an employer who is reimbursed a percentage of the wage rate of the participant being trained while the participant is engaged in productive work. *For more information on On-the-Job training, see 600.605 Training Services – On-the-Job Training Policy.*
4. Entrepreneurial Training – Training on the responsibilities of organizing, managing, and operating a business or enterprise. *For more information on entrepreneurial training, see 600.603 Training Services – Entrepreneurial Training Policy.*
5. Customized Training – Training designed for specific requirements of an employer or group of employers, which is related to new production or service procedures, upgrading to new jobs that require new skills, workplace literacy, or other appropriate purposes as identified by the PWDB). Upon completion of the training, the employer must commit to employ or continue to employ the individual(s) who participated in the training. *For more information on customized training, see 600.606 Training Services – Customized Training Policy.*
6. Incumbent Worker Training – Training designed to help the employer’s existing workforce obtain skills necessary to retain employment and prevent job loss. Training activities are carried out by the PBWD Board in conjunction with an employer or a group of employers (which may include employers in partnership with other entities for delivering such training) for assisting such workers in obtaining the skills necessary to retain employment or avert layoffs. *For more information on incumbent worker training, see 600.604 Training Services – Incumbent Worker Training Policy.*
7. Work Experiences (WEX) - Planned, structured learning experiences for youth participants that take place in a workplace for a limited period of time. A WEX provides a youth participant an opportunity for career exploration and skill development. A WEX must align with the youth participant’s Individual Service Strategy (ISS). Priority consideration is given to programs that lead to postsecondary credentials that align with the targeted industry sectors of focus as determined annually by the PBWD Board. The WEX must meet all requirements listed in 300.301 Youth Program Policy.
8. Other factors to be considered:
  - a. Cooperative education programs;
  - b. Training programs operated by the private sector; and
  - c. Skill upgrading and retraining.

## B. ELIGIBILITY REQUIREMENTS

All adults, dislocated workers, and youth must be registered and enrolled in the Arizona Job Connection (AJC) labor exchange system and determined eligible prior to receiving training services. Training services are available to employed and unemployed adults, dislocated workers and youth if ARIZONA@WORK staff determines, after an interview, evaluation or assessment, and career planning, that the participant is:


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1. Unlikely or unable to attain or retain employment that leads to economic self-sufficiency, or wages comparable to or higher than wages from previous employment, through career services alone;
2. In need of training services to obtain or retain employment that leads to economic self-sufficiency, or wages comparable to or higher than wages from previous employment;
3. Determined to have the skills and qualifications to successfully participate in training services;
4. Selecting a program of training services directly linked to employment opportunities in the local area, the planning region, or another area to which the participant is willing to commute or relocate;
5. Outcome-oriented and focused on an occupational goal specified in the Individual Employment Plan (IEP) or the Individual Service Strategy (ISS).
6. Unable to obtain grant assistance from other sources to pay for the cost of training or requires WIOA Title I-B assistance in addition to sources of grant assistance; and
7. Determined eligible according to 200.205 Priority of Service or the 300.301 Youth Program Policy.

**C. COORDINATION OF TRAINING FUNDS WITH OTHER GRANT ASSISTANCE AND CO-ENROLLMENTS**

Funding for training is limited to participants who are unable to obtain other grant assistance to pay for the cost of training or who require assistance beyond available sources to pay for such training. Staff must coordinate funding arrangements and co-enrollments with ARIZONA@WORK partners and other entities.

1. Coordination of Training Funds - Staff must ensure that training funds are awarded only when no other sources of funding are available or when the amount available is insufficient in covering the participant’s training costs. Staff must document application of alternative sources of funding in AJC case notes. Alternative sources of funding that may be available include, but are not limited to:
  - a. State-funded training funds;
  - b. Trade Adjustment Assistance (TAA);
  - c. Rehabilitation Act funds;
  - d. Temporary Assistance for Needy Families;
  - e. Federal Pell Grant funds; and
  - f. Other federal grant funds.
    - i. In making the determination that funds are required, staff must consider the full cost of training, including the cost of supportive services and other appropriate costs, to ensure that the training is completed successfully.
    - ii. This provision does not apply to the GI Bill or for other forms of Veterans Administration (VA) education or training benefits. Veterans and spouses are not

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required to coordinate their entitlement to VA training benefits with WIOA Title I-B training funds.

iii. Student loans are excluded when determining the individual’s overall need for WIOA Title I-B funds for educational costs.

iv. Individuals may be attending school when they become a WIOA Title I-B participant; reimbursement of training costs is not allowed for payments made prior to program participation.


*For example,* an individual may have already completed a significant portion of an associate degree program in nursing, but expenses are not fully covered by Pell Grant and personal debt is being incurred. The remainder of the program’s uncovered expenses may be eligible for WIOA funding, dependent upon participant eligibility. However, already incurred account balances cannot be included.

2. Application for the Pell Grant - Pell Grant eligibility is established by completing the Free Application for Federal Student Aid (FAFSA). Staff must maintain documentation in the participant’s file to support the eligibility determination and award of the Pell Grant.

- a. All participants pursuing training at a Pell Grant eligible institution must apply for a Federal Pell Grant. A participant may enroll in WIOA Title I-B funded training while his/her application for a Federal Pell Grant is pending. Following the award of the Pell Grant, the training provider must reimburse the ARIZONA@WORK City of Phoenix the amount that the Pell Grant covers from the WIOA Title I-B funds used to underwrite the training.
- b. A completed agreement (proposal letter) must be on file with the educational institution and the participant before any funds are paid to the training provider. This agreement must detail the amount to be initially paid by the program and the agreement between the training provider and the participant to reimburse the WIOA Title I-B program through the Federal Pell Grant.
- c. Federal Pell Grants are awarded to cover tuition costs and education-related expenses. Reimbursement is not required from the portion of the Pell Grant assistance disbursed to the participant for education-related expenses.
- d. When a participant is awarded a Pell Grant, the Pell Grant amount and the beginning and ending date of the grant must be recorded in the AJC system on the WIOA Educational Grants page, and under AJC case notes.

**D. OCCUPATIONAL TRAINING ACCOUNT (OTA), ETPL & RECIPROCAL AGREEMENTS**

1. Training services that are provided through an Occupational Training Account (OTA) or a contract must be provided in a manner that maximizes consumer choice in selecting a training provider, as described in 20 CFR 680.340. An OTA may be issued with a specified dollar amount to provide training using WIOA funds based on the needs identified in the participant’s employment plan or

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service strategy. For more information on OTAs, please refer to 600.602 Training Services – Occupational Training Services.

2. The ARIZONA@WORK City of Phoenix Adult, Dislocated Worker and Youth programs, and contractors, must make available to customers the state’s Eligible Training Provider List (ETPL). The list contains descriptions of programs through which training providers may offer training services, as well as performance and cost information. Programs listed on the ETPL that lead to a recognized postsecondary credential, and which are aligned with targeted industry sector occupations, must be given priority consideration.
  - a. The ETPL is the primary list of eligible training providers and programs to be used by customers when selecting training. If a comparable program is not available on Arizona’s ETPL, Arizona has a reciprocal agreement with the ETPL in the states below where staff may refer customers to for additional programs.
    - i. Nevada;
    - ii. Utah;
    - iii. Missouri;
    - iv. New Mexico; and
    - v. Montana.
  - b. If utilizing a training program listed on the ETPL in the states above, the training provider and program information must be manually entered on the Service and Training (S & T) Plan page in AJC. Staff must enter “Reciprocal Agreement with the State abbreviation” into the Training Agent ID field, e.g., “Reciprocal Agreement with NM”.

## VI. POLICY MANAGEMENT REQUIREMENTS

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

## VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

[DES/WIOA Training Services Policy, Section 500](#)

[ARIZONA@WORK City of Phoenix, Section 300.301 Youth Program Policy](#)

[ARIZONA@WORK City of Phoenix, Section 200.205 Career Services Priority of Service Policy](#)