
 <p>Innovative Workforce Solutions</p> <p>A proud partner of the  network</p>	Subject Registration, Enrollment & Data Entry Policy Yuma County	
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Registration, Enrollment & Data Entry Policy

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.

Individualized career services must be made available to eligible Adults and Dislocated Workers accessing the one-stop delivery system in each LWDA, when a LWDA determines additional services beyond basic career services are required to obtain or retain employment; however, not all individuals will receive all services. Adults and Dislocated Workers must be enrolled in order to receive individualized career services, and LWDA's must collect documentation for priority of service for adults enrolled in the Title I-B Adult and Dislocated Worker program.

In order to receive Youth Program services, all applicants must be registered in AJC. The LWDA must dedicate at least 75 percent of Title I-B Youth Program funds to provide services for out of school youth. The LWDA must ensure that not more than 5% of in-school youth 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 LWDA must not serve more than 5% of youth who do not meet the income and barrier criteria.

Monitored by: EO & Compliance Manager and Compliance Staff

Reference:

WIOA Policy Manual: Section 100

https://des.az.gov/sites/default/files/media/adultdislocatedworkerpolicy2916_0.pdf

WIOA Policy Manual: Section 200

https://des.az.gov/sites/default/files/media/youthpolicy11_16_17.pdf

WIOA Policy Manual: Section 500

https://des.az.gov/sites/default/files/media/trainingservicespolicy_final.pdf

WIOA Policy Manual: Section 1000 **Proposed-** Priority of Service for Veterans

Policy Broadcast:

PB#18-019 https://des.az.gov/sites/default/files/media/pb18019_9_11_2018.pdf

Training and Employment Guidance Letter: (TEGL) 3-15; 10-16 Change 1; 19-16; 21-16

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_03-15.pdf

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1.pdf

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16.pdf

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf

LWDB Policy: Follow-up Service Policy-Yuma County

Definitions: For the purposes of this guidance, the following definitions will apply:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Displaced Homemaker- An individual who has been providing unpaid services to family members in the home and who has been dependent on the income of a another family member but is no longer supported by that income, and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Youth Requires Additional Assistance- An eligible youth who requires additional assistance to complete an educational program or to secure or hold employment. This individual has barriers to employment that make them at risk of being successful in the labor market.

Underemployed- An Adult, Dislocated Worker, or Youth who is considered underemployed if they meet the definition of low income may receive services. The individual is either employed full time or part time and who are seeking full-time employment. The individual is employed in a position that is inadequate with respect to their skills and training. The individuals who are employed, but who's current annualized wages does not exceed the highest of either 80% of their wages at the date dislocation; or the individual's earned wages are at or below the self-sufficiency threshold as identified in the most current LLSIL table.

POLICY:

Registration and Enrollment:

Title I-B Adults, Dislocated Workers, and Youth must update the demographic snapshot under "Universal" when it's more than 30 days old in order to approve the pending enrollment. Staff must update the demographic snapshot before creating the eligibility enrollment.

Adult/Dislocated Worker: As described in the WIOA Policy Manual, Section 100, program enrollment will depend on the participant's eligibility. It is not acceptable to delay registration or enrollment into AJC until individualized career services or training services are provided or determined necessary. The LWDA must verify income related documents for adults receiving individualized career or training services. This LWDA does not verify income for Dislocated Workers. However, Dislocated Workers must meet basic eligibility requirements.

Enrollment must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information, and Title I-B funds are used. In order to receive Adult and Dislocated Worker services, all applicants must be registered. The registration process includes creating an account, as well as completing data demographics and work history questions in AJC. Adherence to the policy requirements is essential in maintaining data integrity and ensuring compliance with the reporting requirements.

1. Registration in AJC must occur when an individual is seeking only information or self-services with minimal assistance from staff. A registration occurs when an individual creates an account that includes complete data demographics and work history. However, documentation

- or verification of income is not required.
- 2. Enrollments are pending in AJC until they are approved by a designated or authorized staff. Pending enrollments must be approved no later than 30 calendar days from the eligibility determination date.
- 3. Pending enrollments not approved within 30 calendar days will be considered not enrolled and the LWDA must re-determine eligibility. This includes collecting new/updated documentation.
- 4. Transactions relating to Adult and Dislocated Worker program provided activities and services must be entered or updated in AJC within 15 calendar days from the date an activity or service is provided.
- 5. Eligibility determinations must be completed prior to providing individualized career and training services to participants. When eligibility determination is provided, the service must be added to the S&T plan in AJC.
- 6. 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.
- 7. Enrollment requires answering all low income questions on the *Low Income* page. Use of the Lower Living Standard Income Levels (LLSIL) chart to assist in determining low income and completing the *Needs and Barriers* page. Answer all questions that apply to the applicant.

Youth: As described in the WIOA Policy Manual, Section 200, program enrollment must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information, and Title I-B funds are used. The program enrollment will depend on the participant's eligibility. Adherence to the policy requirements is essential in maintaining data integrity and ensuring compliance with the reporting requirements.

The Youth must be at the time of eligibility determination an out-of-school-youth or an in-school youth. In order to receive Youth Program services, all applicants must be registered in AJC.

- 1. Registration in AJC occurs when an individual and/or staff creates an account that includes complete data demographics and work history.
- 2. Enrollment in the Youth program includes:
 - A. The collection of documentation to support eligibility determination and;
 - B. The provisions of an objective assessment;
 - C. Development of an individual service strategy; and
 - D. Participation in any of the 14 Youth program elements.
- 3. 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.
- 4. Pending enrollments not approved within 30 calendar days are considered not enrolled and the LWDA must re-determine eligibility. This includes collecting new/updated documentation.
- 5. When enrolling a 24-year old in the Youth program, staff must ensure that all of services have been added to the S&T Plan in AJC prior to the youth's 25th birthday, or the AJC system will prevent his or her enrollment in the program.
- 6. Transactions relating to Youth program provided activities and services must be entered or updated in AJC within 15 calendar days from the date an activity or service is provided.
- 7. All youth must receive career planning. The Career Planning Service must be added to the S&T Plan in AJC.

7. Youth Requires Additional Assistance. The In-School or Out of School youth must fall within one or more of the following criteria(s):
- A. Out of School (OSY):
 - 1. Has poor, limited or no work history and/or sporadic employment and no longer employed or seeking employment for the last 2 months, but remain unemployed or underemployed.
 - 2. Has one or both parents incarcerated.
 - 3. Lacking educational, occupational and/or technical training that reduces opportunities for gainful employment and causes income poverty; poor access to quality education and job opportunities.
 - 4. Received or is receiving services through licensed Counseling or Rehabilitation Agency for a substance abuse related problem.
 - B. In School (ISY):
 - 1. Displays chronic poor attendance within the last school quarter and/or has an attendance rate of less than 85%.
 - 2. Currently attending an alternative school/education program that leads to a High School Diploma or High School Equivalency.
 - 3. 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 possess unsatisfactory grades, GPA, and/or amount of credits.
 - 4. Received or is receiving continuous disciplinary actions and/or is under a type of academic probation.
 - 5. Received or is receiving services through a licensed Counseling or Rehabilitation Agency for a substance abuse related problem.

Co-enrollment:

Co-enrollment for an adult or dislocated worker occurs when a participant is simultaneously enrolled in more than one training program. Co-enrolled Youth must be 18 years and older. Title I-B Programs that may have co-enrollments with include:

- 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

Program Exits:

The date of exit is the last date a service that was provided to an Adult, Dislocated Worker or Youth participant. An exit may occur sooner than 90 consecutive days if the service provider knows the participant will not be receiving any additional services funded by the program or partner program. Program notes in AJC must include the reason for exit and must collect and scan the back-up documentation. The service provider may 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. Follow-up services provided to clients do not extend the exit date.

Contracted Service providers may manually exit the individual for the following reasons:

1. Deceased. Participant is deceased during participation or exit;
2. Institutionalized/Incarceration- participant exits the program because he/she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support, such as a hospital or treatment center during the course of receiving services as a participant.
Note: Institutionalized/Incarceration exclusions do not require a 90-day requirement. However, documentation is required;
3. Health/Medical- participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in the program. This does not include temporary conditions expected to last for less than 90 days;
4. Called to Active Military Duty- participant who 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 more than 90 days (documentation required);
5. Employed-participant is placed in employment after participation.
6. Found Ineligible after Registration-participant is determined ineligible to participate in either Adult, Dislocated Worker, or Youth program.
7. Foster Care - Youth only, the participant is in the foster care system, and exits the program because the participant has moved from the local area as part of such a program or system; and
8. Retirement- If an individual retires, retirement must be recorded in AJC as other reason for the exit for reporting purposes. However, individual is not excluded from the performance measures.

Gaps in Service: No longer an option under the Title I-B program

Follow-up:

Follow-up services must be recorded within 15 calendar 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 chose to do so. Requests for cessation of follow-up services will be documented in AJC (Follow-up Service Policy-Yuma County).

Re-Enrollment:

The LWDB allows for re-enrollment into Title I-B programs when it becomes necessary during follow-up period (Follow-Up Services Policy-Yuma County).