

<h1>Adult and Dislocated Worker Policy</h1> <h2>Coconino County, AZ</h2>	 <small>Innovative Workforce Solutions</small> <small>A proud partner of the americanJobcenter network</small>	
	Issue Date	Revision Date July 29, 2016
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development area (LWDA) to use in determining eligibility and providing services governed by the Workforce Innovation and Opportunity Act (WIOA) for both Adult and Dislocated Worker clients.

Definitions:

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.

Policy

Individualized career service must be made available to eligible Adults and Dislocated Workers when Coconino County 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 (DW) must be enrolled in order to receive individualized career services, and documentation must be collected for eligibility and for priority of service.

Adult/DW

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. Income related documents for adults receiving individualized career or training services must be verified. Enrollment must occur when an individual requires services beyond self-service, or services beyond simply providing the individual information, and WIOA 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 supervisor. 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 are considered not enrolled and the LWDA must re-determine eligibility. This includes collecting from the date an activity or service is provided.
4. Transactions relating to WIOA 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.

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. Youth may be co-enrolled in the Dislocated Worker program without age limitations. Priority of Service is in effect when a youth is co-enrolled into the Adult program.

Timely Entry of Staff Assisted Services

All staff-assisted services and activities must be recorded in case notes within 15 calendar days. Staff-assisted program services include basic career services, individualized career services and training services.

Program Exits

The date of exit is the last date a service was provided to an Adult, Dislocated Worker, or Youth participant. Follow-up services provided to clients do not extend the exit date. Staff may manually exit the individual for the following reasons:

1. Deceased – participant died during participation in the Adult or Dislocated Worker program.
2. Institutionalized – participant is residing in an institution or facility providing 24-hour support, such as a prison or hospital, and is expected to remain institutionalized for at least 90 days.
3. Health/medical – participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in a WIOA program. This does not include temporary conditions expected to last for less than 90 days.
4. Family Care – participant is responsible for the care of a family member that is expected to last for more than 90 days.
5. Reservists Called to Active Duty – participant who is in the military reserves and has been called to active duty, which prevents continued participation in either the WIOA Adult, Dislocated Worker, or Youth program.

6. Employed – participant is placed in employment after participation in either the WIOA Adult or Dislocated Worker program including entry into Peace Corps, Volunteers in Service to America (Vista), AmeriCorps, and other national service programs funded by the Federal Corporation for National and Community Service under the National and Community Service Trust Act of 1993.
7. Self-Employed – participant becomes self-employed in a full-time, permanent job that pays a wage defined by the LWDA as self-sufficient.
8. Voluntary Exit – participant elects to no longer continue participation in either the WIOA Adult or Dislocated Worker program.
9. Involuntary Exit – participant refuses to comply with WIOA program requirements, per LWDA policy.
10. Found Ineligible After Registration – participant is determined ineligible to participate in either WIOA Adult or Dislocated Worker program.
11. Apprenticeship – participant enters a qualified apprenticeship program while enrolled in either the WIOA Adult or Dislocated Worker program.
12. Military – participant enlists and reports for active duty while enrolled in either the WIOA Adult or Dislocated Worker program.
13. Relocated to Mandated Residential Program – Youth participant only, the participant is in the foster care system or any other mandated residential program and has moved from the area as part of such a program.

Gaps in Service

A participant in the WIOA Adult, Dislocated Worker, or Youth program may be placed in a “gap in service” when a situation arises that will temporarily prevent program participation. The gap extends a participant’s exit date for 90 calendar days from the time he or she is placed in the gap. Gaps must be related to:

1. A delay before the beginning of training;
2. A health/medical condition, or providing family care for a family member with a health/medical condition; or
3. A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.

Gaps may be extended for an additional 90 consecutive days and must be related to:

1. A health/medical condition, or providing family care for a family member with a health/medical condition; or
2. A temporary move from the area that prevents the individual from participation in services, including the National Guard or other related military service.

All gaps in service must be referenced on the IEP/ISS and in case notes detailing the reason for the gap in service.

Follow-up

Follow-up is provided to Adults and Dislocated Workers who have obtained unsubsidized employment and exit the WIOA program to promote job retention, wage gains, and career

progress, and will vary on a case-by-case basis. Adult and Dislocated workers may decline follow-up services, however, the case file should contain information that follow-up services were offered. A minimum of three attempts should be made to contact the participant.

All Youth must be provided a minimum of 12 months of follow-up services after the completion of participation.

1. Follow-up services must be recorded in case notes within 15 calendar days from the date of services are provided.
2. The type and duration of follow-up services must be determined based on the needs of the youth participant and may vary amount participants.

<h1>Youth Program Policy</h1> <h2>Coconino County, AZ</h2>	 <small>Innovative Workforce Solutions</small> <small>A proud partner of the American Job Center network</small>	
	Issue Date	Revision Date July 29, 2016
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development Area (LWDA) regarding policy and procedures to use in providing services to Workforce Innovation and Opportunity Act (WIOA) Title I Youth Program participants, including in-school and out-of-school youth. The WIOA Title I Youth Program provides a comprehensive array of high quality 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 the youth to obtain a good job along a career pathway, enrollment in post-secondary education or a Registered Apprenticeship prior to the end of participation. The youth program provides services to In-School-Youth and Out-of-School Youth with barriers, with a special focus on supporting the educational and career success of Out-of-School Youth.

Definitions:

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

Policy:

The WIOA Youth Program is targeted at young people between the ages of 16-24 to assist them in career guidance/exploration and educational attainment. Under WIOA, youth will be determined as either an Out-of-School Youth (OSY) or an In-School Youth (ISY) at the time eligibility is determined and will remain as such throughout their enrollment. The age for the OSY Youth program has been expanded to 24 with the required OSY expenditure amount increased from 30% to 75%. There is also an increased focus on work experience and an increase in the number of program elements bringing the total number of program elements to 14.

Expenditure Requirements

- WIOA increased the minimum out-of-school youth expenditure from 30% to 75%.
- A minimum of 20% of youth formula funds must be spent on work experience activities that include an academic and an occupational education component. Work experience activities may include paid and unpaid work experience, summer employment opportunities, job shadowing, on-the-job training, internships and pre-apprenticeships. Funds spent on work experience must be tracked and reported on

a monthly basis beginning with PY15.

In-School Youth

Must be attending school, not younger than 14 or older than 21, low income and fall into one or more of the following categories:

1. Basic Skills deficient
2. An English language learner
3. An offender (juvenile who is or has been subject to any stage of the criminal justice process)
4. A homeless youth or a runaway youth
5. In foster care or has aged out of foster care
6. Pregnant or parenting
7. Disabled
8. An individual who requires additional assistance to complete an educational program or to secure and hold employment

*Low income now includes an individual that receives or is eligible to receive a free or reduced prior lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq).

Out-of School Youth

Must be age 16 to 24 and not attending any school (as defined by state law) and fall into one or more of the following categories:

1. Individual with a disability
2. School dropout
3. Not attended school for at least the most recent complete school year calendar quarter.
4. A high school graduate who is basic skills deficient
5. A high school graduate who is low income* and either an English language learner or basic skills deficient
6. An offender (juvenile who is or has been subject to any stage of the criminal justice process)
7. A homeless youth or a runaway youth
8. In foster care or has aged out of foster care
9. Pregnant or parenting
10. Disabled
11. A low-income* individual who requires additional assistance to complete an educational program or to secure and hold employment

*The low income requirement for OSY only applies to the 5th and 11th categories.

In order to meet the basic skills and training needs of youth who do not meet the eligibility requirements of a program or can't be served, the youth will be referred to the appropriate programs to meet the basic skills and training needs of the youth.

Program Design

WIOA includes 14 program elements that must be included in WIOA Youth program design. Coconino County programs may leverage partner resources to provide program elements as long as the activity is closely connected and coordinated with the WIOA youth program to ensure the activity is of high quality and beneficial to the youth participant. These elements consist of:

1. Tutoring, study skills training, instruction and evidence based dropout prevention and recovery strategies that lead to the completion of a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential. This includes a recognized certificate of attendance or similar document for individuals with disabilities.
2. Alternative secondary school services or dropout recovery services, as appropriate.
3. Paid and unpaid work experience that include academic and occupational education as a component of the work experience. Types of work experience include the following:
 - a. Summer employment opportunities and other employment opportunities available throughout the school year
 - b. Pre-apprenticeship programs
 - c. Internships and job-shadowing
 - d. On-the-job training opportunities
4. Occupational skill training, which includes priority consideration for training programs that align with industry sectors or occupations in the local area,
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
7. Supportive Service.
8. Adult mentoring for a duration of a least 12 months that may occur both during and after program participation.
9. Follow-up services for not less than 12 months after the completion of participation as appropriate.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referral to counseling, as appropriate to the needs of the participant.
11. Financial literacy education.
12. Entrepreneurial skills training.
13. Services that provide labor market and employment information about in-demand industry sector or occupations available in the local area, such as career awareness, career counseling and career exploration services.
14. Activities that help youth prepare for transition to post-secondary education and training.

The WIOA youth program also includes:

1. An objective assessment of the academic levels, skill levels and service needs of each participant. The assessment must include a review of the following: a. Basic Skills b. Occupational Skills c. Prior Work Experience d. Employability e. Interests and aptitudes f. Supportive service and developmental needs
2. An individual service strategy (ISS) that is directly linked to one or more of the performance indicators and identifies career pathways that include education and employment, and also includes appropriate achievement objectives and services based on the assessment. The ISS should also include:
 - a. Activities leading to the attainment of a secondary diploma or equivalent or a recognized post-secondary credential.
 - b. Preparation for post-secondary educational and training opportunities.
 - c. Strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials.
 - d. Preparation for unsubsidized employment opportunities if appropriate, and
 - e. Effective connections to employers, including small employers, that are in in-demand industry sectors and occupations of local and regional labor markets.

Indicators of Performance

1. Placement in Employment, Education or Training: The percentage of program participants who are in education, training activities or in unsubsidized employment during the second quarter after exit from the program
2. Retention in Employment, Education or Training: The percentage of program participants who are in education, training activities or unsubsidized employment during the fourth quarter after exit from the program
3. Earnings after entry into Employment Median earnings in the second quarter after exit
4. Credential Rate: Attainment of a secondary diploma or equivalent a recognized post-secondary credential during participation or within one year after exit from the program.
5. Skills Gain: Percentage of participants in education leading to credential or employment during the program year and achieving measurable gains towards the credential or employment.

<h1>Supportive Services Policy</h1> <h2>Coconino County, AZ</h2>	 Innovative Workforce Solutions <small>A proud partner of the americanjobcenter network</small>	
	Issue Date July 1, 2014	Revision Date June 30, 2016
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development Area (LWDA) in the provision of Title I-B Workforce Innovation Opportunity Act (WIOA) Supportive Services. Supportive services, such as transportation, child care, dependent care, housing, and needs-related payments are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment. Supportive services are provided based on need as determined by the LWDA or Title I-B program contractor. WIOA requires the LWDA to provide accurate information about the availability of supportive services in the local area, as well as referrals to such activities as one of the career services for the WIOA Adult and Dislocated Worker programs.

Likewise, the WIOA Youth Program includes Supportive Services as one of the 14-program elements. LWDA may fund supportive services for participants of the WIOA Adult, Dislocated Worker, and Youth programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA authorized activities and they are not available from other sources.

The LWDA Supportive Services funding caps can be found on the Funding Matrix.

Definitions:

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.

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

Policy:

The provision of supportive services must be necessary and reasonable, per general cost principals, both in cost and in the item being purchased and be necessary for participation in career or training services or the success of the training plan. Supportive services must only be provided when the individual is unable to obtain supportive services through another program that provides such services. Services available through other agencies will be researched, explored and utilized prior to using WIOA funds to prevent duplication of resources and services in the local area. The provider will first access services available in the community and make all efforts to access those services at no, or low cost to the participant. Any supportive services provided to the participant must be documented in the participant's Employment Plan (IEP) or Individual Service Strategy (ISS) and the service must be entered appropriately into AJC. All attempts to secure other funding must be case noted. Supportive Services may be provided to:

1. Adults and dislocated workers who are participating in career or training services; and
2. Youth who have been determined in need of such services as determined through comprehensive assessments.

Work and Training Related Expenses:

A participant may receive work and training related assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items in order to complete the course. Licenses and certification and testing fees may be paid when the license, certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential.

- A. Types of work and training related expenses include, but are not limited to:
1. Clothing/Uniforms; and
 2. Personal Hygiene; and
 3. Licensing Fees; and
 4. Boots, Helmet, Gloves; and
 5. Eyeglasses, including protective eye wear; and
 - (a) Glasses: \$150.00 (not to exceed without director approval)
 - (b) Vision Exam: \$75.00 (not to exceed without director approval)
 6. Tools; and
 7. Childcare; and (refer to the specific guidelines on page 5)
 8. Certification, background and fingerprinting, drug testing and other work related testing fees.

Documented need of the items purchased needs to be placed into participant file. (i.e. letter, e-mail from employer, case notes)

- B. LWDA's are not prohibited from purchasing electronic devices such as tablets, computers, and laptops as a supportive service for training participants.
1. The LWDA (Coconino County) will provide participant's with the resources to utilize computers in the ARIZONA@WORK One Stop centers and other partner locations to conduct job search, attend workshops, complete and submit applications and/or complete educational paperwork or homework. Purchasing electronic devices for participants will be made on a case-by-case review with the approval of the Director.

Emergency Expenses:

Emergency services are allowable on a case-by-case basis and may include, but are not limited to, payments for:

1. Overdue electric and/or heating bills;
2. Overdue water bills
3. Food; *(documented attempt to get food from food bank as first option)*
4. Rent/mortgage payments when the participant is at risk of eviction
5. Temporary shelter in the event of an emergency;
6. Emergency assistance for medical, vision or dental services may be provided if it is considered a barrier to the successful completion of WIOA funded activities or may impact continued employment; and has been determined that the individual has no other resource in which to pay for this service.
7. Vehicle Registration *(vehicle should be registered under the participant's name verified and documented)*
8. Automobile repairs/maintenance for vehicles used as the primary source of transportation to training or work. The participant must be the registered owner of the vehicle.

Transportation Assistance:

- (a) may be provided a bus card to aid in job search activities.
- (b) may be assisted with transportation during class attendance.
- (c) may be assisted with a gasoline purchase as approved.

Supportive Services may be provided at inception of OJT or WEX activity (until 1st paycheck) to assist the participant with vehicle gas purchase based on assessed need.

Incentive Payments:

Incentive payments are allowable under WIOA and must be in compliance with requirements. Incentive payments may not include entertainment activities or gift cards, or gift cards to movie theaters or other venues whose sole purpose is entertainment. Incentive based activities that include summer youth programs and work experiences as acceptable under the provision of incentive payments.

Needs Related Payments:

Needs-related payments provide financial assistance to adults, dislocated workers, and

youth for the purpose of enabling individuals to participate in training activities. Needs-related payments may be provided to eligible participants accepted into training programs. To receive needs related payments:

A. Adult Program participants must:

1. Be unemployed
2. Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
3. Be enrolled in training services.

B. Dislocated Workers must:

1. Be unemployed and
2. Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
3. Be enrolled in a training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months; or
4. Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.

C. Youth must be enrolled in the Youth Program. Youth concurrently co-enrolled in the Adult Program and the Youth Program must be eligible under Adult or Youth eligibility criteria applicable to the services received.

1. Support services may only be provided to individuals who are
 - a. Participating in programs with activities authorized under WIOA; and
 - b. Unable to obtain support services through other programs providing such services.

D. For eligible dislocated workers, established levels of needs-related payments must not exceed the greater of either the following levels:

1. For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment insurance compensation benefit; or
2. For participants who did not qualify for unemployment insurance compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. Unemployment Insurance is notified of the weekly payment.

Supportive Service Prohibitions:

Expenditures that are not considered allowable and do not meet the conditions of supportive services include, but are not limited to:

1. Payment toward goods or services incurred or received prior to the

- participant's enrollment;
- 2. Fines and penalties, such as parking or moving violations, but excluding fines such as for late utility payments, if specified by LWDA policy;
- 3. Taxes;
- 4. Child support;
- 5. Legal fees, such as bail and restitution but excluding fees for legal aid as specified in LWIA policy;
- 6. Debts that have been turned over to a collection agency;
- 7. The purchase of goods or services that is illegal under any federal, state, local, or municipal law or statute;
- 8. The purchase of cigarettes, alcoholic beverages or firearms; and
- 9. Union dues.

Special Guidelines:

Child care payments using WIOA funds must be aligned with current State Childcare Allowances.

- 1. Payment and eligibility for Child Care services will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Services program. Income eligibility and Maximum Reimbursement Rates can be found at www.azdes.gov/az_child_care/.
- 2. The childcare provider must be an approved DES contractor. A list of child care providers that contract with DES can be found in the Child Care Resources & Referral Service, located at <http://azchildcare.org/countylist.html>.
- 3. The Child Care Agreement form and timesheet must be utilized when providing child care assistance to a participant.
 - 1. The forms are located under; Y: Everyone; Case Manager folder.
 - (a) Child Care Agreement- English and Spanish
 - (b) Family Care monthly invoice
- 4. Client must maintain appropriate attendance while enrolled in career service or training activity.
- 5. Client having 3 unexcused absences will have childcare discontinued.
- 6. Clients are informed that if child/children have two (2) unexcused absences from childcare center will have their childcare discontinued.

General requirements for Support Service Assistance:

Support services may be provided to participants who are participating in career and/or training services.

- 1. The participant must be active, enrolled, or have been exited from the program and meet follow-up criteria.
- 2. Participants exited from program and in follow-up need to meet the criteria as cited in 20 CFR 681.580 to be eligible for follow-up assistance that results in use of supportive services funds.
- 3. The client should not exceed the LWDA's set limits of assistance without

Director pre-approval on a case by case basis.

4. The support service need must be documented on the IEP/ ISS and recorded in case notes. Request for support services form and the AJC activity record will also need to be completed. When using *Supportive Service- Other* document in the note section of the activity record the type of support service provided.
 - (A) Individual Employment Plan (Adult & Dislocated Worker)
 - (B) Individual Service Strategy (Youth)
 - (C) AJC Case Note
5. Support Service Assessment Form (SSAF) must be completed for participants and identification of transportation and/or needs related assistance required. SSAF should identify the type of service/activity client is enrolled in. Invoice and/or timesheet will be completed as required for classroom or training attendance verification. If the participant becomes ineligible for assistance, a SSAF is required to identify the reason for denial in the explanation area.
 - (1) SSAF
 - (2) Timesheet
6. Any additional support documentation will be collected, verified and submitted with the request and case noted in participant file. The participant should always be informed that attempts to solicit assistance from other partner agencies is an option that needs to be considered “as appropriate” and based on need.

7. Follow-up services may include supportive services (with the exception to cash payment/incentives) to ensure job retention, wage gains and career progress for those that obtain unsubsidized employment. For information on follow-up services, see the Adult and Dislocated Worker Program Policy Section 104 (c) and Youth Program Policy Section 311.

(1a) Request for supportive services form

(1b) Support documents

<h1>Rapid Response Policy</h1> <h2>Coconino County, AZ</h2>	 <small>Innovative Workforce Solutions</small> <small>A proud partner of the armed@recenter network</small>	
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	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development Area (LWDA) in the provision of Title I-B Workforce Innovation and Opportunity Act (WIOA) Rapid Response. Rapid Response is the cooperative effort of staff in Coconino County’s employment and training programs and partner programs to offer assistance and services to workers affected by layoffs, plant closures, or natural or other disaster resulting in a mass job dislocation. The intent of Rapid Response activities is to aid workers during a difficult time in their lives and help them transition to new employment as quickly as possible.

Definitions:

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.

WARN Notice: Requires certain employers (covered employees) to provide 60 days advance notice of certain events such as plant closures or mass layoffs to affected workers, employee representatives, the Rapid Response Team, and appropriate units of local government.

Local Area Rapid Response Coordinator and Team:

The LWDA Rapid Response Coordinator position is designated to the leadership position held by the Deputy Director of the Coconino Career Center who will facilitate Rapid Response Task Force Team meetings on a regular basis every year, not less than once per calendar quarter.

Rapid Response Team Vision Statement: *A dynamic, prosperous workforce community in Coconino County.*

Rapid Response Team Mission Statement: *The Rapid Response team proactively serves employers and employees to prevent or respond to layoffs or closures by connecting them with customized resources in a timely, professional manner.*

The vision and mission guide the actions and activities through proactive contacts with employers before a layoff or downsizing occurs whenever possible. Team members meet to share employer information about potential downsizing or layoff so the team may offer services which could avert or lessen the impact of a layoff.

If notified of a company closure or down-sizing, team members are activated to provide a Rapid Response event according to the desires of the affected employer. The Coconino County LWDA will use the State waiver to provide incumbent worker training when applicable to increase worker skills, which may avert a layoff. When working with a small employer, the opportunity for re-training to move to another position within the company may not be an option. If a layoff date has been set, the team will offer Rapid Response activities and information to assist both employer and employees facing layoff. Sharing registration for UI benefits and enrollment into the WIOA Dislocated Worker through the Arizona Job Connection (AJC) database are main goals of these activities.

A company that closes their doors without notice is contacted by the Coconino Career Center staff as soon after the event as possible to elicit cooperation in reaching laid off workers to offer services and ascertain how to assist managers until the closure is complete.

The Rapid Response Team (RR Team) members are invited to join the team because of an interest in serving employers and employees experiencing a layoff. The Team includes many of the One Stop Partners who bring a wide range of services to employees and employers experiencing layoff, downsizing, or closure.

The Team includes key members of the One Stop Partners including: Department of Economic Security Employment Services, Goodwill Industries of Northern Arizona, Coconino Community College, Northern Arizona University, Economic Collaborative of Northern Arizona, Educational Opportunity Centers and Native Americans for Community Action WIOA programs.

Other members may include local large employers such as: City of Flagstaff, Coconino County, Greater Flagstaff Chamber of Commerce, The United Way of Northern Arizona, Consumer Credit Counseling Services, and the Sunnyside Neighborhood Association. These additional members broaden the services made available as requested by the designated Rapid Response Team of the Rapid Response event. Other partners may be invited to join a Rapid Response event when appropriate to present services based on the specific needs of an industry or employer. These other resources may include providers of mental and emotional support, educational training providers, non-profit financial training and planning groups, or social service agencies who may offer additional needed support services.

Each Rapid Response is customized to the desires and needs of the affected employer and employees. The Coconino Career Center facilitates the event on behalf of themselves and other partners to share information, resources, and to encourage participation in WIOA Dislocated Worker Program through enrollment into the AJC system.

Policy:

The local policy determines the composition of the Rapid Response Team (RR Team) which responds to a particular layoff, downsizing or closure. The RR Team for each event will vary according to the needs of those affected. Customizing services offered expands the range and quality of services by providing for the specific needs of the company and their workers affected through specified community resources. If individualized services are called for, partners or stakeholders best suited to offer these services are engaged to

meet specific needs.

Threshold: The threshold for a Rapid Response in Coconino County is set at 10 employees due to the number of smaller businesses in the local labor market. The local area has a Rapid Response Team

Stages: The Rapid Response Coordinator will make contact with the employer within 48-hours of the Worker Adjustment and Retraining Notification (WARN) or notification from local source regarding a layoff. The initial contact will verify this layoff or plant closure, provide information about the RR Team, and invite the employer to meet with the RR Team to establish a plan to carry out Rapid Response services to the affected workers. This initial contact will provide a quick and positive response providing information, supportive services and/or services on employment and training opportunities.

Services offered to every employer and their employees identified through the Rapid Response program will include information and access to Unemployment Insurance benefits and if appropriate, TAA programs, Pell Grants, and the GI Bill. Delivery of services and resources including workshops and classes, use of ARIZONA@WORK Job Center, job fairs, will be made available to support reemployment efforts for affected workers.

Layoff aversion through proactive services may also be offered taking advantage of several potential forms of assistance or strategies to avert employee layoff. Incumbent worker training may be offered if this action will avert a potential layoff with the State waiver utilized for this purpose whenever possible. Other options for layoff aversion will be explored if it appears the downturn in business will be brief enough to move employees back into full-time positions within a reasonable length of time.

<h1>Training Services Policy</h1> <h2>Coconino County, AZ</h2>		
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	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development Area (LWDA) in the provision of Title I-B Workforce Innovation and Opportunity Act (WIOA) Training Services. Training prepares individuals with the in-demand skills that meet employers’ needs based on labor market information, LWDA and tribal entity sector strategies, career pathways, and business outreach. Through job driven training, individuals acquire the skills needed to obtain and/or retain employment and increase earnings which lead to self-sufficiency.

The Coconino LWDA Training Services funding caps can be found on the Funding Matrix.

Definitions:

Adult – An individual who is age 18 or older.

Dislocated Worker – An individual who has been laid off or has received a notice of termination from employment, were 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 is a displaced homemaker.

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

Policy:

There is no sequence of service requirement for “career services” and training. One-stop WIOA staff may determine training is appropriate regardless of whether the individual has received basic or individualized career services first. Under WIOA, training services may be provided if staff determine, after an interview, evaluation or assessment and career planning that the individual is:

1. Unlikely or unable to obtain 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. Is 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 through career services alone; and
3. Has the skills and qualifications to successfully participate in the selected

program of training services.

Training Services Eligibility: All adults and dislocated workers must be registered and enrolled in the Arizona Job Connection (AJC) and determined eligible prior to receiving training services. Training services are available to employed and unemployed adults and dislocated workers:

1. The LWDA determines, after an interview, evaluation or assessment that the participant is:
 - (i) Unlikely or unable to attain or retain employment that leads to economic self-sufficiency or wages comparable to or higher from previous employment through career services;
 - (ii) In need of training to obtain or retain employment that leads to economic self-sufficiency, or wages comparable or higher to wages from previous employment.
 - (iii) Determined to have the skills and qualifications to successfully participate in training services;
 - (iv) Selecting a program of training services that is directly linked to employment opportunities in the local area or the planning region, or in another area to which the individual are willing to commute or relocate;
 - (v) Unable to obtain grant assistance from other sources to pay for the cost of training or require WIOA assistance in addition to other sources of grant assistance (WIOA Training Policy section 503)
 - (vi) Determined eligible according to the state and local priority of service system for the WIOA Adult Program.

Total combined expenditures for education or training costs, books, OJT, and WEX may not exceed amounts listed on the Funding Matrix in a fiscal year. If there is a need to exceed expense limits, a request must be pre-approved by the Director.

1. Training/Tuition: Limits per client after PELL and other scholarship funds for tuition and books have been exhausted. Tuition/fees for out-of-state training, training from providers not on the Eligible Training Provider List, or training for occupations not in demand will not be provided unless approved by the Director.
2. On-the-Job Training (OJT) Costs: See matrix for limits. Length of training is based on acquiring entry level skills, not maximum funding available.
3. WEX Internship Costs: See matrix for limits. Maximum expenditure does not include employee related expenses. Length of internship is based on acquiring entry level skills, not maximum funding available.

Other Types of Approved Training under WIOA: Contracts for services may be used when the following applies;

1. On-the-Job training, customized training, incumbent worker training or transitional jobs. Training provided under a contract with an employer.

Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the individual is willing to relocate or to commute to. Training services must be documented in the IEP/ISS.

Examples of Training Services may include:

1. **Occupational Skills Training** - Organized program of study that provides specific vocational skills that lead to proficiency in performing tasks and technical functions required by a certain occupation fields at entry, intermediate or advanced levels of employment. This training includes training for nontraditional 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.
2. **On-The-Job training (OJT)** - Training 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 to help them prepare for long term unsubsidized employment. Coconino County's policy is to provide up to 50% of the wage rate of an OJT. OJT duration is based on academic skill, identified training need, prior work experience, position training required and the wage amount to be reimbursed. OJT can be provided to eligible existing workers if; the employee is not earning a self-sufficient wage, the employee needs to learn new technologies, production and/or service procedures, upgrading to new job duties that include the need to increase workplace literacy. OJT may be written for Registered Apprenticeship programs or participating employers in a Registered Apprenticeship program to cover the on-the-job training portion. Occupation must be in demand.
3. **Work Experience (Youth)/Internships** - A structured Work Experience activity/contract, paid or unpaid, that promotes a youth with opportunities for work and career exploration. WEX/Internship is not considered training, but is allowable as an individualized career service for adults and dislocated workers. This activity provides the youth with the opportunity to develop basic occupational related skills.
 - Work experience is not designed to replace an employee. Work experience is usually between 6 to 12 weeks in duration.
 - Work experience does not need to result in permanent employment or an occupational credential.
 - Work experience activity must be documented in the Youth Individual Service Strategy.
 - The duties listed on the contract should expose the Youth to and/or prepare them for postsecondary education and/or entry into a demand occupation in Coconino County, or target industry.
 - WEX/Internship is not a credential activity. It is recommended that the employer provide a certificate of completion to acknowledge the successful completion of the WEX/Internship.
4. **Customized Training** - Training designed for the specific requirement 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 local board, upon completion of the training the employer must commit to employ or continue to employ the individual(s) who participated in the training (see section 510 .01, .02 of the WIOA Training Policy for customized training requirements).
5. **Incumbent Worker Training** - Training designed to help the local areas employer's workforce obtain the skills necessary to retrain employment and

prevent job loss.

6. **Registered Apprenticeship** - Training provided on an approved set of National Guidelines for Apprenticeship Standards developed by a national committee or organization which includes on-the-job-training and related technical instruction in a classroom instruction setting.
7. **Job Readiness Training** - (if offered in conjunction with) 1. Occupational skill training; 2. On-the-job Training; 3. Incumbent worker training; 4. Programs that combine workplace training with related instruction; 5. Skill upgrading and retraining; or 6. Entrepreneurial Training
8. **Adult Education and Literacy** - Adult Education and Literacy activities include English Language Acquisition and integrated education training programs, provided concurrently or in combination with: 1. Occupational skills training; 2. On-the-job training; 3. Incumbent worker training; 4. Programs that combine workplace training with related instruction; or 5. Skill upgrading and retraining
9. **Skill Upgrading and Retraining** - Short term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills. Skill upgrading and training programs must be listed on the ETPL.
10. **Entrepreneurial Training** - Training on the responsibilities of organizing, managing and operating a business. 1.) Work-Based Training- Includes on-the-job training, registered apprenticeship, incumbent worker training and customized training.

<h1 style="margin: 0;">EPTL Program Approval Policy</h1> <h2 style="margin: 0;">Coconino County, AZ</h2>	 <small>Innovative Workforce Solutions</small> <small>A proud partner of the Arizona Job Connection</small>	
	Issue Date	Revision Date July 29, 2016
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development Area (LWDA) in the provision of Title I-B Workforce Innovation and Opportunity Act (WIOA) Eligible Training Provider List (ETPL) and is intended to assist LWDA when determining approval of programs for inclusion on ETPL.

The ETPL includes training providers who are eligible to receive WIOA Title I-B funds to train eligible adults and dislocated workers, as well as training program cost, credential information, and performance information. Arizona’s ETPL is available on the Arizona Job Connection (AJC) website, www.azjobconnection.gov.

Definitions:

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.

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

Eligible Training Provider List- (ETPL) An approved training provider list identifying eligible training providers eligible to receive WIOA Title 1-B funds to train adults and dislocated workers, including those with disabilities.

Policy:

LWDA Responsibilities

The Coconino Career Center will assist in determining the initial eligibility of training providers, coordinate with Department of Economic Security (DES) to ensure that the training provider programs that are approved are placed on the ETPL in a timely manner, monitor and review training programs for eligibility, compliance and performance, and consult with the State ETPL Coordinator to ensure the list of trainings offered are applicable and there are sufficient number and range of trainings for the local area.

Applications:

For inclusion on Arizona's ETPL training providers must complete an application online on the AJC website at www.azjobconnection.gov. Applications will be accepted by the State ETPL Coordinator who will then forward them to the local LWDA based on the training provider's geographical location who will then review the program for inclusion on the ETPL.

Information and guidance to complete the ETPL application process will be provided by the Coconino Career Center or can be accessed at <https://des.az.gov/wioa-qa-2015-etpl>. The Coconino Career Center ETPL Coordinator receives notice of the application, reviews and approves or denies initial program by local criteria.

Approval: The Training Program Credential Checklist is completed to ascertain approval for WIOA Training programs. Those approved are reviewed by the State ETPL Coordinator for final approval. Initial eligibility of programs include credential attainment rate, training provider's partnership with business, program's alignment with Coconino County Workforce Business Plan, credential attainment and local in-demand for training programs proposed.

Denial: When a training provider or program is denied for any reason other than lack of documentation or information, the training provider must wait six months to reapply. Training programs may be denied for the following reasons: program does not meet the WIOA definition of training services, program does not result in a federally or locally recognized credential, provider is not in compliance with WIOA regulations, performance data is not included with the application, or the program does not support the occupations in demand within LWDA.

Removal: The Coconino ETPL Coordinator will work closely with the DES ETPL Coordinator to receive guidance whenever removing an eligible provider from the list is contemplated. Removal may be considered for inaccuracy of information, non-compliance with provisions of WIOA, failure to meet goals or enter performance data, lack of demand for a training program, or training provider business closure.

Apprenticeship:

Coconino County apprenticeship programs are offered through the State Apprenticeship program that supports all local areas in Coconino County. Per State regulations, the State ETPL Coordinator will verify that the apprenticeship is registered, and will authorize the Registered Apprenticeship as an eligible training provider.

Continuous communication between the State, the Coconino County ETPL Coordinator, and local training providers will be maintained to ensure the Coconino County ETPL continues to provide relevant, accurate, and robust training information.

<h1>Priority of Service Policy</h1> <h2>Coconino County, AZ</h2>	 Innovative Workforce Solutions <small>A proud partner of the American Job Center network</small>	
	Issue Date January 27, 2016	Revision Date May 25, 2016
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development Area (LWDA) in the provision of Title I-B Workforce Innovation and Opportunity Act (WIOA) Priority of Service. Priority of Service is intended to assist LWDA when determining eligibility and providing services for Adult clients.

Individuals meeting the eligibility criteria outlined will be afforded priority over individuals who are not Veterans. Additionally, the guidance will ensure that all Veterans are made aware of their entitlement to priority of service, the full array of employment, training and placement services available under priority of services, and any applicable eligibility requirements for those program and/or services.

Definitions:

Adult – An individual who is age 18 or older.

Covered Entrant: A Veteran or an Eligible Spouse who is at the point of entry to the workforce system or a qualified job training programs (i.e.: at the initial point of contact, prior to receipt of any services; e.g.: an applicant, not a participant.)

Covered Person: A Veteran or Eligible Spouse of a veteran, as defined in section 2(a) of the Jobs for Veterans Act {38 US.C. 4215 (a)}.

Veteran- an individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve personnel;

Military Spouse – an individual who is married to an active duty service member including a National Guard or Reserve personnel on active duty. The surviving spouse of an active duty services member who lost his/her life while on active duty services in Afghanistan, Iraq or other combat-related areas is considered to be a military spouse.

Policy:

The list below describes the priority of service for individuals served in the WIOA Program based on the requirements in WIOA Section 134(c)(3)(E).

- 1st Priority – Covered persons (veterans and eligible spouses) who are:
- Low income [as defined by WIOA Section 3 (36)] or
 - Recipients of public assistance or

- Basic skills deficient.

Military Service Members: It is a Department of Labor policy that being discharged (under honorable circumstances) either voluntarily or involuntarily terminates an employment relationship between an individual and the military and thus falls within the scope of the termination component of the WIOA definition of a dislocated worker. Additionally, under the priority of service provisions of the Jobs for Veterans Act, separating service members who, upon discharge, meet the eligibility criteria for dislocated workers would be afforded priority over individuals who are not veterans.

Military Spouses: A military spouse who leaves his/her job to follow his/her spouse can be served with dislocated worker formula grant funds in certain circumstances. When the spouse is unable to continue an employment relationship because of the Service member's permanent change of military station, or the military spouse loses employment as a result of the spouse's discharge from the military, then the cessation of employment can be considered to meet the termination component of the WIOA definition of the dislocated worker, as discussed above. Additionally, a military spouse may also qualify to be served as a dislocated worker if he/she meets the definitional requirements for a displaced homemaker. Surviving spouses of veterans and military service members may also be served with WIOA funds.

2nd Priority – Individuals (non-covered persons) who are:

- Low income [as defined by WIOA Section 3 (36)] or
- Recipients of public assistance or
- Basic skills deficient.

3rd Priority – Veterans and eligible spouses who are

- Not low income and
- Not recipients of public assistance, and
- Not basic skills deficient.

4th Priority – Individuals (non-covered persons) who do not meet the above priorities

- May be enrolled on a case by case basis with documented managerial approval.
- Local policy limits the number of adults enrolled in WIOA who are not low income, public assistance recipients, or basic skills deficient to those in need of additional assistance. Coconino County has limited this number of 4th Priority enrollments to every fifth adult enrolled.
- Additional assistance will focus on needs that cannot be met with other local resources, training for jobs in local demand, and workforce needs that align with the Governor's Sector Strategies.

<h1>Follow-Up Services Policy</h1> <h2>Coconino County, AZ</h2>	 <small>Innovative Workforce Solutions</small> <small>A proud partner of the americanJobcenter network</small>	
	Issue Date	Revision Date July 29, 2016
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide guidance to the Coconino County Local Workforce Development area (LWDA). Follow-up Services are provided to clients who have obtained unsubsidized employment and exit the WIOA Adult, Dislocated Worker and Youth program to promote job retention, wage gains, and career progress. The goal of follow-up services is to provide services beyond a monthly contact but rather services that keep participants’ engaged and ensure that a participant’s employment gains, job retention and credential attainments are identified and documented accurately. Additionally, job search services are offered for those individuals exited not employed.

Definitions:

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.

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

Policy

Individuals that have obtained un-subsidized employment and exit the WIOA Adult and Dislocated Worker program are eligible to begin receiving follow-up services for a minimum of 12 months following the first day of exit. A minimum of three attempts to offer the individual follow-up services should be documented in the participant file.

Additionally, the LWDA will provide a minimum of 12 months of follow-up services to individuals who exit the program unemployed. Adults and Dislocated Workers may decline follow-up services if they chose to do so. Requests for cessation to follow-up services will be documented in case notes. Follow-up services should not extend the date of exit in performance reporting. Follow-up services are utilized to promote job retention wage gains and to monitor career goals and may include the following;

1. Additional career planning and counseling;
2. Contact with the participant’s employer, including assistance with work related problems that may arise:

3. Peer support groups;
4. Information pertaining to additional educational opportunities;
5. Job referrals;
6. Referral to supportive services available in through the community; and
7. Financial assistance such as needs related payment is not allowable in follow-up.

Attempts to contact the individual may include; but are not limited to sending a letter, an e-mail, a social media post; a self-attestation form submission via the website and/or a case note based on a phone or face to face conversation. The Follow-up services activity must be recorded in case notes within 15 calendar days from the date services are provided to ensure timely follow-ups and accurate data recording.

All youth participants must be provided a minimum of 12 months of follow-up services after the completion of participation. Follow-up services may be provided beyond the 12 months at the discretion of the LWDA.

1. The type of and duration of follow-up services must be determined based on the needs of the youth participant and may vary among participants.
2. Follow-up Services may include:
 - Leadership development and supportive service activities;
 - Regular contact with a youth's employer, including assistance with work related problems that may arise;
 - Assistance in securing better paying jobs, career development and further education;
 - Work related peer support groups;
 - Adult mentoring; and
 - Tracking of process of youth in employment after training.
3. The scope of the follow-up services may be less intensive for youth who have only participated in summer youth employment opportunities.
4. The Follow-up services activity/code must be recorded in case notes within 15 calendar days from the date services are provided to ensure timely follow-ups and accurate data recording.
5. Re-enrollment may become necessary during follow-up if WIOA services beyond those available in follow-up are required.
6. Financial assistance such are not allowable in follow-up.
7. The youth participant's file must contain case notes and documentation substantiating follow-up contact with the youth including follow-up attempts on a monthly basis for a 12 month period.
8. Attempts to contact the youth may include; but are not limited to sending a letter, an e-mail, a social media post, a self-attestation form submission via the website and/or a case note based on a phone or face to face conversation.
9. Referral for support service assistance;
10. Job referrals;

11. Assistance in securing better paying jobs, career development and further education;
12. Work-related peer Support groups
13. Adult Mentoring
14. Tracking of process of youth in employment after training
15. Services necessary to ensure the success of youth participants in employment and/or post-secondary education.

Process Description

Participants becoming employed and/or exited from the program will be transferred to follow-up services. Follow-up contact is made for the 1st, 2nd, 3rd and 4th quarter after exit and documented into case notes. Follow-up ensures that the participant is offered any variation of the follow-up services listed in this policy. Supplemental data is collected and filed to substantiate employment retention. The Follow-up services activity must be recorded in case notes within 15 calendar days from the date services are provided to ensure timely follow-ups and accurate data recording. Each contact must be documented into the case notes and filed in the participant file.

Exclusions to the Follow-Up Process – Participants exited from the program for the following reasons;

- Medical/Health
- Family Care
- Incarceration/Institutionalized
- Deceased
- Reservist
- Relocated to Mandated Residential Program (youth)

No contact will be performed for the aforementioned exits as they are considered exclusions to performance. These types of exits will be verified and documented accordingly in case notes.

Customer Choice - Clients may decline follow-up services if they choose to.

<h1>Training & Support Service Matrix</h1> <h2>Coconino County, AZ</h2>	 <small>Innovative Workforce Solutions</small> <small>A proud partner of the americanjobcenter network</small>	
	Issue Date	Revision Date January 3, 2017
	Authorized by: Carol Curtis, Director Coconino County Career Center	

Purpose:

To provide expenditure guidance, per fiscal year, to the Coconino County Local Workforce Development area (LWDA).

Definitions:

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.

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

PROGRAM	TRAINING SERVICES AND INTERNSHIPS	SUPPORTIVE SERVICES	FOLLOW UP SERVICES	RELOCATION ASSISTANCE
ADULT	\$4,000 combined	\$1,000	Not Available	Not Available
DW	\$6,000 combined	\$1,000	Not Available	\$800
YOUTH In-School	\$4,000 combined	\$1,000	\$500	Not Available
YOUTH Out-of-School	\$8,000 combined	\$2,000	\$500	Not Available