

Phoenix Workforce Connection Youth Program

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BACKGROUND

The youth program service providers conduct Workforce Investment Act (WIA) eligibility determinations on applicants (14-21), and enter the data into the Arizona Job Connection (AJC) computer data base. The AJC tracks eligibility determination, registration, service and training components that are provided to eligible participants.

POLICY

The following guidelines for entry of information into the AJC System establish uniformity and consistency in reporting requirements, and data entry time frames to ensure PWC Youth Program data accurately reflects operations, activities, services and performance outcomes.

Common Intake

The purpose of common intake is to glean basic information from the youth during the registration process. The information inputted during common intake automatically fills the information in the youth applications. Information gathered during common intake does not need to be verified. Verification only occurs during the youth application/eligibility process.

Eligibility

The youth program service provider shall complete the information required and verify eligibility documents on the AJC Youth Application for Registration screen. AJC does not track the ratio of economically disadvantaged youth compared to the total number of youth enrolled. All non-low income youth participants shall be counted in the 5% window category at the end of each month utilizing the attached form.

Youth Application

The youth application process determines and verifies the eligibility on individuals for the WIA Youth Program. Youth providers must verify all necessary information using the latest DES Bulletin. A signed application and all necessary documentation for eligibility must be in the Hard Copy Case File prior to entering the youth in program activities.

The application date is the date that the eligibility process begins. If an application is not completed and saved within 45 days of the application—the system will lock the application and a new application has to be completed. If an application cannot be completed, the application can be “partially saved” until a later date; the 45-day limit would be still in effect.

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The Date of Eligibility Certification is entered when the application is completed and all eligibility documentations are collected and verified.

The “alternate contact” is an individual who can assist staff in locating and contacting the Client if contact is lost. A Youth must have at LEAST one alternate contact in order for the application to be completed. PWC requires two alternative contacts in the Hard Case File and AJC.

Case Notes

The purpose of AJC case notes is to tell the story of the client’s participation in the program, which starts with the enrollment process. The first case notes should describe the client’s situation/suitability, and why they are enrolling into the program.

Personal Information: The Ethnicity & Race field is a required field; but if the Youth does not want to disclose their Ethnicity or Race they have an option not to provide the information.

If the Disability Field is marked “yes”, and proper verification is provided, the Client would be eligible to be considered a “family of one” for income eligibility purposes. A disabled youth, whose family does not meet income criteria, is considered low income, if the individual’s own income, separated from the household’s, meets the income eligibility guidelines. Documentation for all household members & their income must be documented in the case file (to show youth does not meet income criteria). Medical or behavioral health records must be kept in a sealed envelope separate from the participant file, in a locked cabinet. Medical or behavioral health records must be sealed in a new envelope each time it is opened.

Selective Service Registration Information: Verification must be obtained if the gender is male and age is greater than 17. The “Exempted” may NOT be selected for the males over the age of 17.

Veteran Information: A person who (a) served on active duty for a period of more than 180 days and was discharged/released with other than a dishonorable discharge, (b) was discharged/released from active duty because of a service-connected disability, (c) as a member of a reserve component or national guard unit under an order to active duty, served on active duty for any length of time during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged/released from such duty with other than dishonorable discharge.

Eligible Person (for Veterans Priority): a person who is the spouse of (a) any person who died of a service-connected disability, (b) any member of the Armed Forces serving

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on active duty who, at the time of application, is listed by the Secretary concerned in one or more of the categories and has been so listed for a title of more than 90 days: Missing in action, captured in line of duty by a hostile force or forcible detained or interned in line of duty by a foreign government or power, (c) any person who has a total disability permanent in nature resulting from a service-connected disability or who died while a disability was so in existence.

The Jobs for Veterans Act (Public Law 107-288), and the U.S. Department of Labor Training and Employment Guidance Letter #05-03, require the implementation of priority of services for veterans who are being served in U.S. Department of Labor job training programs. It is the policy of the Phoenix Workforce Connection (PWC) that all covered persons described in Section E (under Background) of Guidance Letter #05-03 receive priority of service when program requirements are met. This applies to all PWC sites, including contractors and sub-contractors. This policy is accomplished by giving veterans and eligible persons priority in the provision of employment and training services.

Furthermore, it is also policy of PWC to refer qualified veteran applicants and other covered persons to job openings and training opportunities in the following order of priority:

1. Special Disabled Veterans;
2. Veterans of the Vietnam Era;
3. Disabled Veterans; and
4. All Other Veterans and Eligible Persons.

Employment Information: If the youth discloses that he or she is currently working, the current or most recent hourly rate must be entered.

Education information: The Highest Grade completed is the last completed grade, i.e. the entire grade is completed. It is not the grade the participant dropped out of or currently attending. The School Status is determined at the time of enrollment and prior to the first WIA funded service and training plan. Youth on summer break who are still enrolled in a school are considered to be In-School.

Barrier Information: In order for a youth to be eligible for WIA youth services, he or she must be low-income and have a barrier noted and verified. If the *limited reading, speaking, writing or understanding of English and is English a second language* is checked yes, the system will automatically set Basic Skills Deficiency to "yes". Basic Skills Deficient is defined as English, reading, writing or computing skills are at or below the 8.9 level from an accepted standardized test. If youth is basic skills deficient, basic skills must be the barrier.

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Public Assistance Information/Income Information: If the youth is living in a household that receives public assistance, and the youth is listed on the grant, the youth is considered low-income. Public assistance is excluded income and should not be counted in AJC as family income.

Special Youth Barriers: Special Youth Barriers should be used in moderation. This barrier should only be used if a Youth does not have a “Barrier” selected under Barrier Information in the AJC Application. Special Youth Barriers must be documented in the Hard Case File.

Youth facing serious barriers to employment are:

- Occupational Skills Deficient
- Defined as “at-risk” by the Local Education Agency
- Overage and under-credited
- Requires reasonable accommodations for special needs as addressed in Section 504 of School Law
- Deficient in at least 5 of 12 work readiness skills

Youth requires additional assistance are:

- Occupational Skills Deficient
- Defined as “at-risk” by the Local Education Agency
- Limited English speaking
- Youth considered disabled

Please remember that only one barrier is needed for eligibility. If more than one barrier is checked in AJC, proper documentation is needed for each barrier.

WIA Participation

The Participation Date is the date of the first WIA funded service and training plan. The first service and training plan for youth must be Objective Assessment. Creating a WIA Participation enters an individual into an Agency’s Case Load and into WIA Performance and/or Common Measures

Employment & Education Status may be different than at the time of application; therefore, please ensure this information reflects the status at the PARTICIPATION DATE. This Education Status field will determine In or Out of School Status for Contract and Performance purposes.

Service and Training Plans (Participation)

The first WIA funded service and training plan is *Objective Assessment*. The second service and training plan should be the Individual Service Strategy (ISS) using the results of the assessments from Objective Assessment. Youth Providers can then start

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Service and Training Plans as they occur in real time. The ISS cannot be the only service and training plan open for more than 60 consecutive days.

Please note that Service and Training Plan start dates cannot occur prior to the eligibility date. Service and Training Plan start date should be the same as or after the original participation date. Projected begin and end dates can be changed throughout participation in a service and training plan. Actual begin and end dates cannot be changed without administrator assistance. Be careful to reflect accurate information when opening and closing service and training plans.

Program Outcomes

The Program Outcome screen is to be used only in a situation where an intentional exit occurs, and outcome information is known. A program outcome must be created within 45 days of the exit date (last date of activity). If not known, program outcomes can still be added.

Program Exit

An exit, which is system generated (closures of all AJC Service and Training Plans, occurs when a participant does not receive a WIA funded services or by a partner program for 90 consecutive calendar days, which is based on the program activity. Date of exit is applied retroactively to the last day of service.

Follow Up

Follow up must be entered into the system within 45 days of the system exit. Hard copy documentation MUST be in the file to support and explain the exit. Please refer to the Follow-Up Section of this manual.

AJC Help Desk Process

To protect the integrity of the data entered into Arizona Job Connection (AJC), the ability for staff to make changes and revisions to previously saved and validated data is controlled through secured access privileges. The Department of Economic Security/Employment Administration (DES/EA) has approved and grants secured privileges for one local regional administrator in each local workforce investment area in order to make minor revisions and changes. Other changes that may impact federal reporting requirements, including performance and data validation, are managed through the regional administrator submitting a request to the EA-WIA Help Des and the appropriate EA-WIA policy staff.

The Phoenix Workforce Connection (PWC) has a AJC Help Desk Staff for the adult, dislocated worker and youth programs to assist with modifying previously entered data into AJC, as well as to assist with other issues in the use of the system such as access and user privileges.

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Requests for modification to any AJC data or services require the submission of a completed City of Phoenix Help Desk Request form, which is an addendum to this document. Please follow the directions listed on these documents.

This guidance is effective as of July 14, 2014, for all requests for modifications to any AJC data or services. If there are any questions regarding these guidelines, please contact Kimberly Faust at (602) 534-9672, Kimberly.faust@phoenix.gov

ADDENDUM

Arizona Job Connection Review

Reports Available from AJC

Policy Guidance: #13-007, Change 1, Help Desk Process and Policy for Arizona Job Connection effective July 14, 2014 with attachments

City of Phoenix Help Desk Request Form