

## North Central Arkansas Workforce Development Area

### Follow-up Procedure

Updated 2/14/2022

Exited participants must be contacted at a minimum one time each quarter for one year after the date listed in AJL. (In AJL, choose "Wages," and "After Exit". This will be the quarters you use. However, this option is only available after the 90 days exit period is over.)

**Begin follow-up when you have determined their EXPECTED exit date.** The expected exit date is the last day any services are offered other than follow-up services.

**Contact participant** during follow-up, no less than every 90 days. The purpose of follow-up contacts is to gather performance-related information and to determine if additional services are needed in order for the participant to succeed.

#### **If you cannot contact participant:**

Case note the attempts to contact if you have not reached them after several attempts in a follow-up quarter.

Continue to try to reach the participant again in the next quarter, if it is within the four quarters after exit. However, the subsequent quarters do not require the multiple attempts at contact. Case note each attempt and mention that there were previous failed attempts.

If the participant declines Follow-Up Services, enter a detailed case note, continue to watch for performance-related updates, and add a new note each quarter on any information obtained.

**Use Follow Up Questions sheet to make sure you get all information you will need for AJL. This is located in the "Follow Up" folder on SharePoint.**

**Open their file in AJL, Click on "Program Notes", "Add a Note", Select "Type of Contact"** (this is how you made contact with participant)

**Reference Date-** put in date you actually talked with participant or received the required information

**Description-** Put in "1<sup>st</sup> Quarter Follow Up" or whatever quarter follow up your doing, or another appropriate reference. (Refer to *Case Note Descriptors for Performance Procedure* for more info on notes referring to performance tracking)

**Notes-** Give a brief summary of what was learned from contacting the participant and what, if any, help you gave to them. Remember, we cannot do any monetary supportive services after they have left the program if they are an Adult or DLW.

**You do not have to enter separate program note for co-enrollment.** However, if the participant has exited and is reenrolled within the follow up period, both enrollment and follow up must have case notes entered. Outcomes, exit questions and wages should be done on both follow up enrollments.

**Complete “Exit Questions”**

- **“Other Reasons for Exit”** Must have documented proof to put in folder
  - **Institutionalized** - incarcerated or institutionalized during exit- expected to last 90 days or longer
  - **Health/ Medical** - medical treatment or related issues- expected to last 90 days or longer
  - **Active Duty**- Guard or reserve only, called to active duty for at least 90 days
  - **Deceased** - during performance period
  - **Foster care** - for youth only; youth has moved from the area as part of the foster program
  - **Retirement** - never use this one
  
- **Recalled by layoff employer**
- **In School Status**

**“Upon Exit and Job Placement”**

If they have a job, find a related O\*Net code, placement date (date they began job)

- **Enter Training related employment-** only answer yes if they are in employment we help trained for or provided supportive services for.
- **Methods used to determine related employment**
- **Entered non-traditional employment-** example-woman who entered a male dominated occupation or a male who entered female dominated occupation
- **Employment type:**
  - Unsubsidized employment- payroll is not paid by government program
  - Subsidized employment- government funded program is paying part or all of wages

\* Starting hourly wage and hours worked in last week are **not** required at this time

Update Exit Questions throughout follow-up anytime outcome is better than the previous quarters. For example if participant was unemployed and got a job that was related to their training, was recalled to work, started college, etc.

**Complete “Outcomes”**

Choose the quarter you are working on

Examples (these are for Youth):

**First Quarter after Exit:** update only if the individual is in the military or in a registered apprenticeship AFTER EXIT.

## workforce innovation and Opportunity Act First Quarter Outcomes

1st Quarter after Exit 2nd Quarter after Exit 4th Quarter after Exit

Program Registration Date May 14, 2021

Program Exit Date Not Entered

If in employment, is it one of the following?

In a Registered Apprenticeship

In the Military

[Save](#) [To Program Details](#)

### Second Quarter after Exit

- **“Youth Placement Rate information” Placement rate is for the current quarter AFTER EXIT. Is the student in school during the follow-up quarter?** Select the correct option for participant if in training. If they are not in school or training after exit, choose “No Placement.” **“Placement Attained On”** will remain blank until they receive credential post-exit.
- **Complete the “Training related employment” and “Methods to determine” as appropriate.**
- Only answer “If in employment, is it one of the following?” if the individual is in the military or in a registered apprenticeship during that follow-up quarter.

1st Quarter after Exit 2nd Quarter after Exit 4th Quarter after Exit

Program Registration Date May 14, 2021

Program Exit Date Not Entered

**Youth Placement Rate Information**


Occupational Skills Training

Post-secondary Education

Secondary Education

No Placement

**Placement attained on**



**Entered training related employment**

**Methods used to determine training related employment**

**Entered non-traditional employment**

Yes

No

If in employment, is it one of the following?

In a Registered Apprenticeship

### Fourth Quarter after Exit

- **“Youth Placement Rate information” Placement rate is for the current quarter AFTER EXIT. Is the student in school during the follow-up quarter?** Select the correct option for participant if in training. If they are not in school or training after exit, choose “No Placement.” **“Placement Attained On”** will remain blank until they receive credential post-exit.

- Record any credentials participant received from the beginning of enrollment to the end of the fourth quarter after exit in the “Credential Rate Information” dropdown. If they have not earned any **or** did not go to training, select, “**No Recognized Credential**”.
- Only answer “If in employment, is it one of the following?” if the individual is in the military or in a registered apprenticeship during that follow-up quarter.

1st Quarter after Exit   2nd Quarter after Exit   **4th Quarter after Exit**

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Program Registration Date May 14, 2021

Program Exit Date Not Entered

**Youth Placement Rate Information**


Occupational Skills Training

Post-secondary Education

Secondary Education


No Placement

**Placement attained on**




**1st Credential Rate Information**

**Date of Attainment**



**2nd Credential Rate Information**

**Date of Attainment**



**3rd Credential Rate Information**

## Update “Wages”

Click on “After Exit” at the top of screen.

If you see a quarter where it shows no wages but participant has told you they had income, it may have to be manually added. Choose “Add” to update their wages. **Be sure you are not adding wages in the “prior to participation” section.**

- **Supplemental Wage information-** add wages that are not entered automatically by the system from info collected from participant
  - **Employed in quarter-**choose the correct quarter
  - **O\*NET** is not a required field, but add it if it matched their training.
  - **NAICS** (North American Industry Classification System) – industry code
  - **FEIN field-** Some employers FEIN numbers can be obtained from AJL. (On the Home screen, click “User Search” in the “Who” field and enter employer’s name. If the employer is not in AJL, then call employer and ask for FEIN number. If the person was self-employed use their SS#. If FEIN or SS# is not available, then use all 9’s. (This field was added to determine retention rate with same employer)
  - **Supplemental Source Data-** choose the appropriate option



- **Total Earning for the Quarter-** Capture how much they will make for the whole quarter
- **If you are adding more than one entry, be aware that when you save or cancel the entry, it takes you back to the Prior to Participation screen by default.**

**Youth should always be provided a service when you speak to them such as guidance and counseling. Supportive Services in follow-up can be given to youth only. The list below includes Follow-up services allowed by DOL.**

The start date of Follow-Up will be the day one of these Follow-Up services is first provided, and the service must be entered in the S&T. Follow-Up can start as soon as the next day after you anticipate a participant no longer has need for WIOA services. An email to the participant is not considered a Follow-Up service unless a meaningful response is received from the participant. Record all participant contacts in case notes.

**Youth FollowUp Services**

FollowUp Adult Mentoring

FollowUp Labor Market Information

Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

FollowUp Contact with Employer

Including assistance in addressing work-related problems that may arise.

FollowUp Financial Literacy Education

FollowUp Postsecondary Preparation

Activities that help youth prepare for and transition to postsecondary education and training.

**Youth FollowUp Supportive Services**

Supportive services during follow-up may be offered to youth when there is a documented need AND it is in order for them to complete a WIOA approved activity. Supportive services during follow-up are included in the maximum supportive services allowed per program year.

FollowUp SS Accommodations for Disabilities

Reasonable accommodations for youth with disabilities.

FollowUp SS Child Care Assistance

FollowUp SS Dependent Care

FollowUp SS Educational Testing

Payments and fees for employment and training-related applications, tests, and certifications.

FollowUp SS Fees/Tests/Certifications

Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes

FollowUp SS Housing Assistance

FollowUp SS Legal Aid

FollowUp SS Linkages to Community Services

FollowUp SS Referrals to Health Care

FollowUp SS Transportation

FollowUp SS Work Clothing, Equipment, Tools

Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear

FollowUp SS Supportive Services

This is for supportive services that are not listed above

**Adult Follow-Up Services**

FollowUp Services

For support and guidance including counseling regarding the workplace.

Acceptable for Follow-up SERVICES

Note #1

“I spoke with Sam on the phone. He has registered for classes for the fall semester. He has not found a job yet, but continues looking for one. I told him to ask if the college has a work study program that he can participate in. He will let me know if he finds a job before beginning college.”

Note #2

“I spoke with Jennifer to see how she is doing. She is now working as a CNA at the nursing home. She said that sometimes she had trouble getting to work on time because her car was not reliable and she was trying to save money to get it repaired. She is currently working 30 hours per week. Her supervisor’s name is Joan. Jennifer enjoys her job and is hoping that her hours and pay increase as she gains more experience.”

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## Enrollment Procedure Updated 6/02/2020

### Step 1:

After speaking with the applicant and you believe they may be eligible for WIOA services, have them fill out the Application (Adult & Dislocated Worker OR Youth).

### Re-Enrollment:

If the applicant was unsuccessful in their previous participation, but shows active interest in re-enrollment, it is up to the provider to screen the individual's level of commitment to the new program. NCA WIOA reserves the right to disallow a re-enrollment of an individual who has previously been enrolled due to lack of active participation.

The Re-Enrollment Form will be used for an applicant who has been previously enrolled in the Workforce Innovation and Opportunity Act. The completed Re-Enrollment Form, previous Enrollment Notes, and Follow-Up Notes will be presented to the Executive Director for evaluation. Approval must be obtained prior to the participation date.

Approval will be on a case-by-case basis; however, the re-enrollment should meet the following criteria:

- The applicant did not successfully complete post-secondary education in their previous participation in the program; OR
- The applicant did not have a successful attainment AND placement in their previous participation in the program; AND
- Their needs cannot be met through a non-WIOA source.

In the case of a re-enrollment, a new folder will be used for the active participation.

### Step 2:

Complete the Common Eligibility, Program Eligibility (Adult, Dislocated Worker, Youth), Low Income Documentation, Barriers to Employment Checklist with all required backup, and Request for Services. Proof of income must include exactly 6 months of check stubs (if applicable) for each family member, or other approved proof of low income. Career Specialists will verify gross amount and all check stubs are present or provide an applicant statement for any gaps in employment during the 6 month period. Must include proof for Basic Skills and Interest Tests. (Students with a college transcript showing 2.5 or higher GPA in the last 6 months do not have to test for basic skills deficient.) Approved tests for basic skills deficient include TABE 11-12, TABE CLAS-E, TABE 9-10, CASAS, BEST LITERACY, BEST Plus 2.0, MAPT, GAIN, and CASAS Reading GOALS. In accordance with 20 CFR § 681.420, TEGL 21-16 Section 5, and State Policy 3.2(2)(a), all youth must receive an assessment of basic skills within the last 6 months of enrollment prior to participation in the WIOA program.

In AJL, update contacts and demographics to match the application and other supporting paperwork. (See Contacts and Demographic Procedure) **Eligibility date is application date.**

Upload application (Step 1) and Enrollment (Step 2) to SharePoint and contact Program Manager AND Records Manager to make them aware Eligibility forms have been uploaded. Program Manager or Records Manager will make Eligibility determination. Program Manager or Records Manager will move the file to the "Reviewed Folder" on SharePoint and make Career Specialist aware the file has been reviewed.

DO NOT PROCEED TO STEP 3 (ENROLLMENT) UNTIL ELIGIBILITY HAS BEEN ESTABLISHED.

**Step 3:**

Pending:

If there are mistakes that need corrected, Program Manager or Records Manager will let the Career Specialist know what needs to be corrected. The corrections must be done ASAP to fulfill the time restriction requirements. The Career Specialist will let the Program Manager and Records Manager know when all corrections have been made.

Approved to continue:

If participant is eligible and all paperwork is submitted correctly, Program Manager or Records Manager will let you know you can continue to step 3.

After receiving Eligibility approval, complete the program checklist, Data Validation forms, S&T form, Participant Agreement, Grievance Procedure, Hatch Act, Personnel Policies, Equal Opportunity, IEP or ISS, Photo and Story Release.

Upload Step 3 documentation to SharePoint. Program Manager or Records Manager will review file and approve or note any changes needed.

Once approved, add to AJL. In AJL, be sure that you are adding the participant to the correct program. For instance, if the participant is a Youth, do not enter their enrollment into Adult. Also, if they are a DLW, be sure you have chosen that option before adding all the remaining information.

**Enrollment Date** will be the day Step 3 (Enrollment) is completed by Career Specialists and participant. Career Specialist will add the Service & Training, Measurable Skills Gains, Testing, Educational Grants, and Enrollment Note. Upload all required documents to AJL, be sure to use enrollment not universal. Everything must be put into AJL within 3 days of step 3 being completed.

**Service & Training:** Add each service that participant is receiving, as outlined in the IEP/ISS. This should match the S&T form in the packet. Choose "yes" to the question "Does this service lead to a credential, employment, or measurable skills gain?" when they are participating in one of the services below during the program year.

<ul style="list-style-type: none"> <li>• Occupational Skills Training</li> <li>• Postsecondary Education</li> <li>• Secondary Education</li> <li>• Adult Education</li> <li>• YouthBuild</li> <li>• Job Corps</li> </ul>	<ul style="list-style-type: none"> <li>• Attending high school, junior high or elementary</li> <li>• Attending Alternative School</li> <li>• Public school</li> <li>• Private school</li> <li>• Parochial secondary school</li> <li>• Home school</li> </ul>
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Otherwise, the answer should remain N/A.

The service will lead to employment if it is educational or OJT. Work Experience does NOT lead to employment.

Only choose selections from “Select the result(s) the service may lead to:” if in educational or OJT.

If the service is provided by the staff, Training Agent ID 100 should be used. This SHOULD auto-populate the provider information when you save it. The colleges and work experience sites have their own codes. However, the only code that will auto-populate is the case management code. All provider information other than case management-provide services must be manually entered, such as school, work experience, OJT, supportive services, ect. The code 100 will also be used for other services such as supportive services, and the provider information must be added to indicate who provided the housing, fuel, books, etc.

“Days” is not a required field.

Est Start Date for Training is the first day of training while being an active participant. For instance, if the person was already in school at enrollment, it will be the first day they are a participant. If they have not started or are between semesters at program enrollment, it will be the first day of class.

Est End Date is the last day of class expected for the particular program the participant is currently in. for instance, if they are in technical certificate program and plan to go on to associates, you will use the last day of class for the tech program, and then create a NEW service when they move on to the associates program.

“Office” is not required. This number auto populates.

Add notes to the notes box when appropriate. All the service notes will show in Follow-Up Notes, even though the participant’s enrollment is still active.

Measurable Skills Gains: refer to the Measurable Skills Gains Procedure

Testing: enter all testing information, pre- and post- tests for TABE or other recognized Adult Basic Education/English as a Second Language test.

Educational Grants: Enter all grants received by participant. If more than 3 grants are received over the life of the enrollment, then continue to add to the 3rd one each semester.

Enrollment Note: The first case note (Enrollment Note) should state what barriers they have, what other programs they are receiving assistance from, their long-term employment goals, what services we plan to



provide them, and why they need our services to succeed. Refer to the Enrollment Note & Case Notes Procedure for more information.

Program Manager or Records Manager will review file and approve or note any additional changes needed.

Denied:

The participant cannot be served under the current conditions. Some common reasons for denial are that the participant already has a degree that is in high demand that can lead to a self-sufficiency wage, the participant's household is already making over self-sufficiency, or the training they are seeking assistance for is not in high-demand.

**Step 4:**

Program Manager or Records Manager will approve AJL enrollment. Career Specialists will be notified by email from AJL that a new participant has been approved.

Program Manager or Records Manager will inform the Career Specialists what services have been approved and the Career Specialist will then inform participant they have been accepted and what services they were approved for.

**NOTE:** If it is discovered that the original demographics were incorrect, such as "Is it hard for you to speak, read, write, or understand English and: (a) English is not your native language, or (b) You live in a family or community where English is not the main language", "Are you a homeless youth or adult", or "Education Status", let Bree or Tamika know why this is different than what was entered. If they agree that you have justified the change, request one of them to have the Demographic Snapshot updated, case note the change, and reflect the change in the folder.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## Enrollment Notes and Case Notes Procedure

Updated 5/12/2021

An initial enrollment note is required as soon as the participant is enrolled into the WIOA program in AJL. The notes must contain the information outlined below.

### Descriptor Box:

If you are not documenting a PIRL performance element, there is no guidance that specifies the case note descriptor. It should be something that describes what the note is about so a person skimming through the notes could glance and see what the notes are referring to.

This would be for information that is not on the *Case Note Descriptors For Performance Procedure* when you are adding your case note descriptions.

Examples:

Enrollment Note	Approved for _____ (Supportive Services, ITA, OJT, etc.)	School Update
Completed Training	Completed High School	Started Work Experience
End Services	Looking for Employment	Work Experience Ended

### First Enrollment Note:

- What are the barriers?
- What is the household size?
- Why does the individual need WIOA assistance?
- What will WIOA do to help the individual?
- What are the individual's short and long-term goals, as lined out in the IEP/ISS?
- What testing has the individual completed? How well did they score?
- Are supportive services needed? Are they available through other resources?
- Is the individual currently enrolled in another partner program? Did you refer the individual to other agencies for assistance?
- List ALL services, including basic services, that the individual receives

### Training:

- What training is the individual seeking? What job do they hope to obtain?
- What school will they attend?
- Are there other grants or scholarships the individual will be receiving?

### Work Experience/OJT/Apprenticeship

- Where will the participant attend work experience? How will it benefit the individual?
- What job will the individual be performing?

- For youth, what are the academic and occupational components?

**Case notes are due every 30 days from the last time you spoke with the participant.**

- Is the participant still in school/working?
- What are they learning about?
- Is the participant having any issues?
- List any advice given
- Did you refer participant to any other agencies for assistance?
- If the participant is basic skills deficient, is it time to re-TABE?
- Do any educational workshops need to be set up?
- Does the participant have need of any supportive services? If so, justify the need and document why it could not be obtained by another resources/agency

**Make sure all services are documented in case notes.**

- Does the IEP/ISS need to be changed or updated?
- Have you updated the file and S&T?

Do not put any detailed medical information or derogatory information about the participant in AJL.

**If Participant has completed training, but is waiting to take a licensure exam:**

When a participant enrolls in training that requires testing after the classroom training, the career specialist will include the expected study/tutoring time for the occupational exam when estimating the end of the period training. The study/tutoring time needed to complete the occupational license exam is considered part of the occupational skills training.

**Extend the Occupational Skills Training service to include the anticipated test date.**

The open training service, along with any support given, may not extend beyond two failed attempts unless approved by management.

If supportive services are provided between the time the individual completes training and passes a licensure exam required for employment:

- Contact with the participant reflected in case notes must occur at least once every two weeks after the completion of classroom training, with updates concerning the participant's progress toward completion of licensure exam.
- Document the progress in enrollment notes.

If supportive services are not provided after formal classroom training:

- Contact the participant at least once every two weeks, record in case notes any progress toward completion of licensure exam. Contact at least monthly after a failed contact attempt.
- Document all attempts in case notes.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## North Central Arkansas Workforce Development Area

### Participant End Services Procedure

Updated on: 1/27/2020

When services are completed, close the service ON the last day the service was offered. This will be the last day of work experience, the last day of class, etc.

Completed	Service is complete
Failed to Report Cancelled	Participant was expected to start but did not show up Service was
Unsuccessful Completion	expected but never provided
	Participant started training but did not complete the program

**DO NOT close the IEP or ISS in AJL.** After you feel you have done everything you can to help participant and/or they are not responding, submit a **Request to End Services** form (located in "End Services" folder on SharePoint) to Program Manager or Records Manager. Any credentials should be attached and entered into 4<sup>th</sup> Qtr. Outcomes on AJL.

### Adult/DLW/OSY

You can request to end all services when:

- **Participant is done with WIOA program, is not planning to attend school, and has started a job.** If participant is not employed when training is complete, offer other services that will help them and record that service on the S&T both in the folder and AJL with case notes explaining the service that was offered. Continue this no less than quarterly until the participant has a positive placement.
- **Has not responded to calls within 90 days of last service.** You must make all efforts to contact including contacting all known phone numbers, contacting on social media and mailing a letter. Place a copy of letter in participant's file and case note attempts made to contact.
- **If participant refuses services** The Career Specialist shall make a detailed case note in AJL and place a copy of note in participant's folder.
- **If they are unable to participate in training due to medical reasons or incarceration** and are expected to be out at least 90 days or more. This needs to be documented-doctor's note, mugshot or other official documentation. Be sure to add the "Other Reason for Exit" to take them out of performance. Career Specialist will provide date of last service. After approval, Program or Records Manager will close services in S&T, verify credentials are in file, verify Measurable Skills Gains have been attained/not attained, write date on outside of folder, move participant from My Cases to Follow-up and place file in exited file cabinet.

### NEG

You may end services when participant has exhausted hours, quit working or funds have been depleted.

Career Specialist will provide the date of last service. After approval, Program or Records Manager will close services in S&T and file and write date on outside of folder and place file in exited file cabinet. Career Specialists are not required to do follow-up on NEG.

### ISY

#### **You can request to end services when:**

- **Participant graduates and has gotten a job.** (End services on last day of actual service.)
- **Participant has entered post-secondary training and has no desire to continue receiving WIOA services.** If they are eligible for assistance under the Adult program, explore the possibility of co-enrolling them to receive Occupational Skills Training.
- **Has not responded to calls within 90 days of last service.** You must make all efforts to contact including contacting all known phone numbers, pervious schools or employers, contacting on social media and mailing a letter. Place a copy of letter in participant's file.
- **If participant refuses services** The Career Specialist shall make a detailed case note in AJL and place a copy of note in participant's folder.
- **If they are unable to participate in training due to medical reasons or incarceration** and are expected to be out at least 90 days or more. This needs to be documented-doctor's note, mugshot or other official documentation. Be sure to add the "Other Reason for Exit to take them out of performance. Career Specialist will provide date of last service. After approval, Program or Records Manager will close services in S&T, verify credentials are in file, verify Measurable Skills Gains have been attained/not attained, write date on outside of folder, move participant from My Cases to Follow-up, and place file in exited file cabinet.

**Youth must always be offered follow-up services.** (See Follow-Up Procedure for additional information.)

Follow-Up Services will be added to AJL in the Service and Training page. It begins on the first day of contact with participant after all other services are completed and will stay open for one year. This is when you will enter your last Enrollment Note and first Program Note. Some type of service to the youth is required every quarter, within 90 days of the previous service and must be added to Program notes.

Examples of follow-up services include:

- Regular contact with youth participant's employer (employer contact cannot take the place of participant contact)
- Assistance in addressing work-related problems that arise
- Supportive Services
- Adult Mentoring
- Financial Literacy
- Labor market and employment information
- Activities that help youth prepare for and transition to postsecondary education and training.

Career Specialists are expected to begin follow-up services within the first 30 days after the expected end date. Do not wait for the next quarter to begin follow-ups on youth. If youth participant refuses follow-ups services, it must be documented in Program notes.

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:

*Gayle Cooper*



# Eligibility for Services:

Effective: 10/22/2019

## Services for Adults and Dislocated Workers:

Adult and Dislocated Worker (DLW) services consist of two types: Career Services and Training Services. More information on services for Adults and Dislocated Workers can be found at 20 CFR 678.430; 20 CFR 680.110; 20 CFR 680.170; 20 CFR 680.190; 20 CFR 680.200; 20 CFR 680.210; 20 CFR 680.220; 20 CFR 680.350; 20 CFR 680.700; 20 CFR 680.900; WIOA §129; WIOA §134; TEGL 19-16; and the ADWS WIOA I-B Policy Manual. All services offered must follow local policies and procedures.

## CAREER SERVICES:

Career services consist of three types: basic services, individualized services, and follow-up services. An individual becomes a participant in a particular program when the registered person is declared eligible for that program, and then receives his or her first service, other than self-service or information-only.

Availability of services is based on eligible funding of local areas. The individual must demonstrate need for such services before receiving them.

### Basic Career Services

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services. All basic services must be available in at least one comprehensive American Job Center per local area, but the individual may receive only those services appropriate to his or her situation. There is no correct order of services, and basic services may be given after individualized or training services or in combination with such services.

Basic career services which **do not trigger participation**:

1. Determination of whether the individual is eligible to receive WIOA Title I-B Adult, Dislocated Worker, and/or Youth services
  - **Eligibility Determination**
2. Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the American Job Center network
  - **Outreach, Intake and Orientation**
  - **Referral to Unemployment Insurance Services**
  - **Referral to Federal/State Assistance**
3. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps) and supportive services needs
  - **Initial Assessment**
  - **Comprehensive Assessments - I**
4. Labor exchange services, including:
  - Job search, placement assistance, and, in appropriate cases, career counseling
  - Information concerning in-demand industry sectors and occupation

- Information about nontraditional employment
  - Recruitment on behalf of employers
    - **Job Club/Workshops**
    - **Job Development**
    - **Job Referrals**
    - **Job Search and Placement Assistance**
    - **Out of Area Job Search Assistance**
5. Referrals to and coordination of activities with other programs and services, including American Job Center partners and other programs and services, as appropriate
- **Referral to Educational Services**
  - **Referral to Partner Services**
6. Accurate workforce and labor market employment statistics information relating to local, regional, state, and national labor market areas, including:
- Job vacancy listings in labor market areas
  - Information about job skills necessary to obtain vacant jobs listed
  - Information concerning local in-demand occupations, as well as the wages, skill requirements, and opportunities for advancement for those occupations
    - **Information on In-Demand Occupations**
    - **Information on Non-Traditional Employment**
    - **Workforce Information Services**
    - **Provision of Labor Market Information**
7. Performance information and program costs of eligible training providers, provided by program and type of providers
- **Workforce Information Services**
  - **Performance and Cost Info on Program Providers**
8. Easy-to-understand information concerning local performance measures
- **Workforce Information Services**
  - **Local Area Performance Information**
9. Easy-to-understand information about supportive services and assistance, including, but not limited to, child care, child support, medical or child health assistance, SNAP, earned income tax credit, TANF programs (including TEA, Work Pays, and the Career Pathways Initiative, as appropriate), HUD housing counseling and assistance, and any other available program of supportive services and transportation
- **Information on Available Supportive Services**
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA

- **Establishing Financial Aid Eligibility Assist**

11. Information and assistance in filing claims for unemployment compensation

- **Referral to Federal/State Assistance**

- **Referral to Unemployment Insurance Services**

**Basic career services that trigger participation** (cannot be provided unless client is eligible for WIOA, and participant information must be entered into AJL):

- Initial assessment of skill levels and supportive service needs

- **Initial Assessment**

- Staff-assisted job search

- **Job Referrals**

- **Job Search and Placement Assistance**

- Staff-assisted referral to employment and placement assistance

- **Referral to Partner Services**

- Staff-assisted career guidance and counseling

- **Career Guidance**

- Meaningful assistance in filing for unemployment insurance

- **Information on Filing Unemployment Claims**

- Assistance in establishing eligibility for financial aid

- **Establishing Financial Aid Eligibility Assist**

### **Individualized Career Services**

For the purposes of WIOA Title I-B, individualized career services may be given only to individuals who are

- eligible for Adult and/or Dislocated Workers program(s) and
- are determined to need such services in order to obtain or retain employment

Determination of need is based on the employment needs of the individual as determined jointly by the individual and the case manager, and may be identified through an individual employment plan (IEP).

As appropriate, participants should be co-enrolled with other service providers (including American Job Center partners) to create the best array of services for the participant.

Individualized Career Services required to be available to qualified individuals who need these services are:

1. Comprehensive and special assessments of the skill levels and service needs of the participant. The WIOA Title I-B service provider may use the assessments, interviews, and evaluations of other entities, if appropriate. Assessments may include:
  - Diagnostic testing and use of other assessment tools
  - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals



2. Development of an individual employment plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers
  - **Individual Employment Plan Development**
  
3. Group and/or individual counseling and mentoring
  - **Group Counseling - I**
  - **Individual Counseling**
  - **Individual Counseling/Career Planning- I**
  
4. Career planning (e.g. case management)
  - **Individual Employment Plan Development**
  
5. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training. In some instances pre-apprenticeship programs may be considered as short-term pre-vocational services.
  - **Pre Apprenticeship**
  - **Short Term Pre-Vocational Services - I**
  
6. Internships and **work experiences** that are linked to careers identified in the individual employment plan], including transitional jobs). Work experiences must be available, but the type of work experience (paid or unpaid work experiences, internships, and/or transitional jobs) is at the discretion of the local area.
  - **Work Experience**
  - **Transitional Job**
  - **Internships**
  
7. Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in using resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training or employment
  - **Workforce Preparation Activities**
  
8. Financial literacy services, such as training for:
  - Creating a budget, initiating a savings plan, and making informed decisions about education, retirement, home ownership, wealth building, or other savings goals
  - Managing spending, credit, and debt (including credit cards)
  - Checking a credit report, increasing the score, and correcting any errors or problems on a report
  - Understanding, evaluating, and comparing financial products, services, and opportunities

- Understanding financial situations as a non-English speaker
  - **Financial literacy Education**
- 9. Out-of-area job search assistance and relocation assistance
  - **Out of Area Job Search Assistance**
  - **Relocation Assistance**
- 10. English language acquisition and integrated education and training programs
  - **Integrated Education and Training**
  - **English Language Acquisition**

LWDBs may identify specific assessments to be used to determine eligibility for particular services and activities, but they may use recent previous interviews, evaluations, or assessments by partner programs to determine which individualized career services would be appropriate. **For the purposes of assessments, Arkansas defines “recent” as within the last six months.**

### **TRAINING SERVICES**

Training services are required to be available for eligible adults and dislocated workers who need such services, but the local areas have options concerning the types of training available to participants. Training services selected must meet the educational and career goals, as well as the abilities and skill gaps of the participants. *The need for training services must be documented in case management files.*

Training services provided by local boards may include, but is not limited to,

1. **Occupational skills training**, including training for nontraditional employment
  - **Training Occupational Skills**
  - **Training for NonTraditional Employment**
2. **On-the-job training (OJT)**, including Registered Apprenticeship (RA) training
  - **Training On-the-Job (OJT)**
  - **Training Registered Apprenticeship**
3. **Incumbent working training** (limited to no more than 20% of the funds granted to a local area for Adult and Dislocated Worker training)
  - **Training Incumbent Worker Program**
4. Programs that combine workplace training with related instruction, which may include cooperative education programs
  - **Training Workplace/Cooperative Education**
5. Training programs operated by the private sector
  - **Training Private Sector**
6. Skill upgrading and retraining
  - **Training Skill Upgrade/Retraining**
7. Entrepreneurial training



- **Training Entrepreneurial**

8. Job readiness training **if it is provided in combination with training listed in 1-7 above** or transitional jobs

- **Training Job Readiness Combination w/training**

9. **Adult education and literacy activities**, including activities of English language acquisition and integrated education and training programs, ***if they are provided concurrently or in combination with training listed in 1-7 above***

- **Adult Education & Literacy in Combination w/Training**

10. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

- **Training Customized**

Training services, when determined appropriate, must be provided through either Individual Training Accounts (ITAs) or through training contracts.

Training Services may be made available to employed and unemployed Adults and Dislocated workers who have been determined after to meet **all** of the following eligibility criteria an interview, evaluation, or assessment, and career planning:

- a. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency, as determined by the LWDB, or wages comparable to or higher than wages from previous employment, through career services alone
- b. Is in need of training services to obtain or retain employment leading to economic self-sufficiency, as determined by the LWDB, or to wages comparable to or higher than wages from previous employment
- c. Has the skills and qualifications to participate successfully in training services

- **Training Occupational Skills**

#### **SUPPORTIVE SERVICES:**

Supportive Services may only be provided to individuals who are:

- 1) participating in WIOA approved career or training services
- 2) unable to obtain supportive services through other programs providing such services

Supportive services for Adults and DLW may only be provided when they are necessary to enable individuals to participate in career service or training activities.

- **Supportive Services**

- **Supportive Services Child Care**

- **Supportive Services Transportation**

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:  
Gayle Cooper

# Eligibility for Services:

Effective: 10/05/2020

## Services for Youth:

Services for Youth are listed as **the 14 elements**. They follow different rules of eligibility for those services than for those in the Adult/DLW programs. More information on the services for youth including the 14 elements can be found at 20 CFR 680.220; 20 CFR 680.230; 20 CFR 680.700; 20 CFR 681.460; 20 CFR 681.540; 20 CFR 681.550; WIOA §123; WIOA § 134; TEGL 19-16; TEGL 21-16; and the ADWS WIOA I-B Policy Manual. All services offered must follow local policies and procedures.

All of the 14 youth elements must be made available to youth participants. However, the specific program services offered to youth will be based on each participant's objective assessment and individual service strategy.

Individuals must be determined eligible for the Youth Program before providing the services listed below.

### **Program Element 1: Tutoring, study skills training, instruction, and dropout prevention services**

- Tutoring
- Study Skills
- Instruction Leading to Secondary School Completion
- Dropout Prevention and Recovery Strategies
- Dropout Prevention Services

### **Program Element 2: Alternative secondary school services or dropout recovery services**

- Dropout Recovery Services
- Alternative Secondary School Services

### **Program Element 3: Paid and unpaid work experiences**

- Work Experience
- Summer Employment Opportunities
- Training On-the-Job (OJT)
- Training Registered Apprenticeship
- Internships
- Pre Apprenticeship
- Job Shadowing
- Career Exploration Services
- Work Readiness/Pre-Employment Skills
- Workforce Preparation & Training
- Job Readiness

- (a) Work experiences are a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists. Work experiences provide the youth participant with opportunities for career exploration and skill development.
- (b) Work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the work site.
- (c) The types of work experiences include the following categories:
  - (1) Summer employment opportunities and other employment opportunities available throughout the school year;
  - (2) Pre-apprenticeship programs;
  - (3) Internships and job shadowing; and
  - (4) On-the-job training (OJT) opportunities.

#### **Program Element 4: Occupational skill training**

- Training Occupational Skills

As a Program Element, occupational skills training must be available to all youth if their assessments of academic levels, skill levels, and service needs indicate that they are prepared for such training and that the training meets their employment goals. Occupational skills training for youth must:

- (a) be outcome-oriented and focused on an **occupational goal specified in the ISS**
- (b) be of specific duration to impart the skills needed to meet the occupational goal, and
- (c) lead to the attainment of a recognized postsecondary credential

**Notice that occupational skills training for OSY is not associated with self-sufficiency or previous training. It only must meet the needs of the employment goals.**

ITAs may be used to provide occupational skills training to OSY, using youth funds to provide training with an Eligible Training Provider (ETP).

Occupational skills training for youth award grants or contracts on a competitive basis to entities to provide occupational skills training to youth. If the local board determines there is an insufficient number of eligible providers of youth occupational skills training in a local area, such as a rural area, grants or contracts may be awarded on a sole-source basis.

**ISY cannot receive financial assistance for post-secondary education.** However, ISY who are age 18 or older may co-enroll in the WIOA Adult program if the individual's needs, knowledge, skills, and interests align with the WIOA Adult program. The co-enrollment would allow the ISY to receive occupational skills training through an ITA funded by the Adult program. **If ISY is in post-secondary education, you must case note the post-secondary education in the ISY enrollment notes, but do not add Training Occupational Skills service to the ISY service and training.**

Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose. **Arkansas defines "recent" as within the last six months.**

The case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment, and/or career planning using local labor market information and training-provider performance information, or other career service received. If career services are not provided before training, the case manager must document the circumstances that justified the determination to provide training without first providing career services.

WIOA partners and other entities must coordinate funds available to pay for training.

**Program Element 5: Education offered concurrently with workforce preparation and training for a specific occupation**

- Workforce Preparation & Training

Program Element 5 is the concurrent delivery of Program Element 2, Program Element 3, and Program Element 4 to create an integrated education and training model. When the program elements occur concurrently to train for a particular occupation, occupational cluster, or career pathways, the services are reported in Program Element 5. When the activities occur separately and at different times, they are reported in the Program Element 2, 3, or 4, as appropriate [TEGL 21- 16, 3.2 Services for Youth].

**Program Element 6: Leadership development opportunities**

- Leadership Development Opportunity
- Exposure to Postsecondary Educational Opportunit(ies)
- Community & Service Learning Projects
- Peer-Centered Activities
- Citizenship Training (includes life skills training, such as parenting and work behavior training)
- Civic Engagement Activities (promote the quality of life in a community)
- Life Skills Workshop

**Program Element 7: Supportive services**

Supportive Services for youth are services that enable an individual to participate in WIOA activities.

- Supportive Services (youth)
- Supportive Services Child Care (youth)
- Supportive Services Housing Assistance (Youth)
- Supportive Services Transportation (youth)

**Program Element 8: Adult mentoring**

- Adult Mentoring

Must be a formal relationship between a youth participant and an adult mentor for a duration of at least 12 months, which may occur both during and following exit from the program. There must be structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.

**Program Element 9: Follow-up services**

Review the Follow-Up Procedure for more information on youth follow-up. It is required for every youth participant.

<ul style="list-style-type: none"><li>• FollowUp Adult Mentoring</li><li>• FollowUp Contact with Employer</li><li>• FollowUp Financial Literacy Education</li><li>• FollowUp labor Market Information</li><li>• FollowUp Postsecondary Preparation</li><li>• FollowUp Services</li><li>• FollowUp SS Accommodations for Disabilities</li><li>• FollowUp SS Child care Assistance</li><li>• FollowUp SS Dependent Care</li></ul>	<ul style="list-style-type: none"><li>• FollowUp SS Educational Testing</li><li>• FollowUp SS fees/Tests/Certifications</li><li>• FollowUp SS Housing Assistance</li><li>• FollowUp SS Legal Aid</li><li>• FollowUp SS Linkages to Community Services</li><li>• FollowUp SS Referrals to Health Care</li><li>• FollowUp SS Supportive Services</li><li>• FollowUp SS Transportation</li><li>• FollowUp SS Work Clothing, Equipment, Tools</li></ul>
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**Program Element 10: Comprehensive guidance and counseling**

- Comprehensive Guidance & Counseling
- Group Counseling - I
- Guidance and Counseling
- Drug and Alcohol Abuse Counseling
- Referrals to Counseling

(must coordinate with the organization it refers to in order to ensure continuity of service)

**Program Element 11: Financial literacy education**

- Financial literacy Education

**Program Element 12: Entrepreneurial skills training**

- Training Entrepreneurial
- Financial literacy Education

**Program Element 13: Services that provide labor market and employment information**

- Career Development Assistance
- Career Exploration Services
- Information on In-Demand Occupations {youth}

**Program Element 14: Postsecondary preparation and transition activities**

- Transition Services
- Exposure to Postsecondary Educational Opportunit(ies)

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:  
Gayle Cooper



WHITE RIVER PLANNING & DEVELOPMENT DISTRICT, INC.  
WIOA GRIEVANCE AND COMPLAINT PROCEDURE  
TITLE I-B PROGRAMS

**WORKFORCE INNOVATION AND OPPORTUNITY ACT EQUAL EMPLOYMENT  
OPPORTUNITIES PROCEDURES**

**Effective: 7/30/2020**

The procedure is as follows:

(A) A program participant, applicant for participation, sub-recipient, subcontractor, or other interested party may file grievances.

(B) Grievances alleging discrimination on the basis of sex, race, color, religion, national origin, political affiliation or belief, citizenship, or age must be filed within 180 days of the alleged violation. This type of grievance will be filed directly with the U.S. Department of Labor, Office of Civil Rights. The complaints form and assistance may be obtained from Equal Opportunity Officer of White River Planning and Development District.

(C) Complaints alleging discrimination on the basis of handicap must be filed in writing within 180 days of the alleged violation with the EEO of WRPDD.

(D) Complaints of fraud or criminal activity should be filed immediately with the Governor's Administrative Entity.

(E) Other grievances must be filed within one year of the allegation with the EEO of WRPDD.

(F) The following procedures set forth a system which allows any person or organization to file a grievance:

1. The aggrieved party shall set forth grounds for the complaint in writing and present to the EEO of WRPDD. The presentation may be in person, through an authorized representative, or by mail. The complainant, or his/her authorized representative, must sign complaints.
2. The complainant will be free of harassment, coercion, or retaliation during or following the grievance process.
3. Within 5 calendar days of the receipt of the complaint the EEO shall send acknowledgment of receipt of the grievance to all parties by certified mail, return receipt requested. The acknowledgment shall: outline the steps to be taken to resolve the matter; notify all parties of the right to request a hearing; advisement of attempt to reach an informal resolution; and provide a synopsis of issues to be decided. The complainant will also be notified at this time of the right to withdraw the request or to request rescheduling at any time during the process; and the right to be represented by an attorney or another representative of his/her choice.
4. A meeting shall be scheduled within 10 calendar days to be held within 12 calendar days of receipt of the complaint in order to pursue an informal resolution.
5. If the complaint is resolved, the case will be closed.

6. In the event that the parties are unable to reach a mutually acceptable resolution of the complaint, the EEO shall send or give to the complainant written notification of the opportunity for a hearing. Notification of the opportunity for a hearing will be sent to the complainant concurrently with a copy of the EEO's written decision.
7. The written request for a hearing shall be sent to the EEO of WRPDD no later than 20 calendar days from the first day complaint was formally filed. The EEO of WRPDD will review all facts and schedule an informal hearing to be held within 30 calendar days of the original receipt of the complaint.
8. The following hearing procedures shall apply: technical rules of evidence shall not apply to hearings conducted pursuant to these procedures. Hearsay evidence shall be admissible at the discretion of the hearing officer.
9. Hearing shall be held at a time and place as determined by the hearing officer upon reasonable notice to the parties and witnesses.
10. The parties requesting the hearing shall have the burden of establishing the facts and the entitlement to the relief requested. The hearing procedures shall include: written notice of the date, time, and place of the hearing; the manner in which it will be conducted and issues to be decided; opportunity to be represented by an attorney or other representative of the complainant's choice; opportunity to bring witnesses and documentary evidence.
11. The appropriate respondent representative shall cooperate in making available any person under their control or employ testify. If such person are requested to testify by the complainant, and to release requested documents relevant to the issue; opportunity to question any witness or party; the right to an impartial hearing examiner; and a written decision from the hearing officer.
12. The hearing will be held before the current officers of the Executive committee of the Board of Directors of WRPDD. The hearing officer will be the Chairman of the Executive Committee and shall take all testimony. The hearing shall be taped, but not transcribed unless requested by either party directly involved in the action. The decision of the Executive Committee will be mailed, certified mail, return receipt requested, to all parties affected, within 5 calendar days following the conclusion of the hearing.
13. If the complainant is not satisfied with the decision of the Executive Committee he/she has the right to appeal to the Governor's Administrative Entity within 10 calendar days of receipt of the decision.
14. If the complainant is not satisfied with the decision of the Governor's Administrative Entity he/she may appeal to the U.S. Department of Labor.
15. EEO of WRPDD shall assist the complainant, and other affected parties, at any time during the complaint process.

EQUAL EMPLOYMENT OPPORTUNITY OFFICER ATTN:  
Lee Hissong  
White River Planning & Development District, Inc. P.O. Box  
2396; 4441 Harrison St.  
Batesville, AR 72503

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## How to Determine Basic Skills Deficient

Effective 4/01/2020

When should a TABE be given to Youth, and when is it OK not to give the TABE?

TABE should be given when it is the most appropriate objective assessment to find out what you need to know in order to provide the services necessary for the individual to succeed.

- \* If you discover a barrier to employment, you must address it. (Don't discover someone is BSD, then put the person in college level work without any remediation. If he/she can do college-level work, he/she is likely not BSD)
- \* Always document fully whatever objective assessment you use.

There are two potential reasons to TABE test:

- 1) to document eligibility determination and
- 2) as the objective assessment.

Eligibility determination:

- a) If the Youth has to have an interpreter because he/she can't speak English well enough to talk with you, then the person is probably Basic Skills deficient, based on the 3<sup>rd</sup> part of the definition of BSD. (See the Definitions policy). Document reason for determination.
- b) If an OSY can't read well enough to complete the application, he/she is probably BSD. Find out if they completed the application, or if they needed someone to help them due to their lack of ability. Having someone help them just because they did not want to does not qualify. Participant should fill out their own applications if they are able. Document reason for determination.
- c) If an ISY is in a special education class, the Youth probably has documentation concerning ability levels, as well as an Individual Educational Plan; I suggest you use both.
- d) On the other hand, if the ISY is in High School making As and Bs in advanced classes, he/she is probably not BSD, no matter what a TABE test would show.
- e) If an OSY made an A in a College Algebra class a year ago, he/she is probably not basic skills deficient, regardless of what the TABE shows.

For everyone in between, yes, you will probably need a recent TABE test to document BSD for eligibility purposes.

Objective assessment:

The goal here is to obtain the most accurate picture possible of the youth's skills and abilities. The entire assessment must tell the same story. You want to know if the youth can do what he/she wants to do and what the appropriate services and activities are. A high school diploma, no matter how recent, does not indicate that someone can do college-level work.

- a) The test the college gives would probably be the most accurate test of ability to do college-level work: Accuplacer or ACT or SAT.
- b) If the youth has been admitted into a program, such as nursing, the fact that he/she passed the objective tests for admission might be a good assessment, although if he/she is already enrolled, the youth must be enrolled in the Adult program for the ITA.

Find out all the objective information you can – grades when in school, classes taken, most recent test scores, skills and abilities, work habits, and document well. This, then, can be your object assessment based on everything you know at this time. (Note: an interest survey is not an objective assessment of skills and abilities). Then, you can give an appropriate assessment before putting the person in training to demonstrate that he/she has the skills and abilities to successfully complete the training.

If you are not putting the Youth in training, use all the information available to you (including work history) to decide what services the youth needs. This is also an objective assessment. Document what you use and your assessment.

Approved by the NCAWDB on:

\_\_\_\_\_ 3/13/2024 \_\_\_\_\_

Gayle Cooper, NCAWDB Chairperson:

\_\_\_\_\_ Gayle Cooper \_\_\_\_\_

## North Central Arkansas Workforce Development Area

### Data Validation Procedure

Effective: 5/12/2021

#### Background:

Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. The establishment of a shared data validation framework that requires a consistent approach across programs ensures that all program data consistently and accurately reflect the performance of each grant recipient.

The U.S. Departments of Labor and Education released TEGL 7-18, Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA) on December 19, 2018 and TEGL 23-19, Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) to identify data issues at the soonest possible time to ensure data is corrected prior to report submission and further avoid inaccurate performance reporting.

#### Purpose:

This procedure outlines how North Central Arkansas' WIOA Title I-B programs ensure reported data are valid and reliable.

#### Procedure:

Items will be uploaded to AJL for eligibility and performance purposes.

- On Universal Information Screen, choose "Add New Document" under Uploaded Documentation.
- *"Select the documentation item and the type, then click Continue."*  
Choose from Documentation Item dropdown (should match to a required document from below). Always choose "Enrollment"
- *"Select the type of documentation for \_\_\_\_\_. Select which enrollments the documentation is for."* Click on "Validation", "Enrollments" (as appropriate)
- *"Select the data elements that this documentation upload verifies for each enrollment."*  
Choose appropriate Documentation Item from the list. If there is no PIRL # that shows up on this screen, an incorrect item may have been chosen.
- *"Select the document from your computer and click Finish to upload the document."*  
Document Item: Name the file the same name as the Documentation Item above.
- Choose "Finish." Go to View in Uploaded Documentation and make sure it scanned and uploaded properly.

Approved by the NCAWDB on:

\_\_\_\_\_ 3/13/2024 \_\_\_\_\_

Gayle Cooper, NCAWDB Chairperson:

\_\_\_\_\_ Gayle Cooper \_\_\_\_\_



# Document Item- Step 1

5/7/2020

Arkansas JobLink

1. Document Item  
Select the documentation item and the type, then click Continue.  
\* Indicates a required field

- \* Documentation Item
- \* Select Documentation Item Type
  - Universal
  - Enrollment

Continue Cancel

5/7/2020

Arkansas JobLink

1. Document Item  
Select the type of documentation for Credential Copy.  
Select which enrollments the documentation is for.  
\* Indicates a required field

- \* Type Of Document
  - Validation
- \* Enrollments
  - Adult (Local Formula): 03/19/2019-04/11/2019

Continue Go Back Cancel

# PIRL #- Step 3

5/7/2020

Arkansas JobLink

1. Documentation Item  
Select the data elements that this documentation upload verifies for each enrollment.  
\* Indicates a required field

- \* Please Select
  - Adult (Local Formula) (03/19/2019-04/11/2019)
  - Type of Recognized Credential # 1800
  - Date Attained Recognized Credential # 1801

Continue Go Back Cancel

# Type of Document & Enrollment-Step 2

5/7/2020

Arkansas JobLink

1. Documentation Item

Select the document from your computer and click Finish to upload the document.  
The following file types are accepted: PDF, JPEG, PNG, or GIF. The file may be no larger than 3 MB.  
Before choosing the document to upload, please remove all special characters and/or extra punctuation from the file name. Underscores are allowed.

\* Indicates a required field

Choose File | No file chosen

\* Document Item

File Description (2500 character max.)

\*

Finish Go Back Cancel

## North Central Arkansas Workforce Development Area

Effective: 3/8/23

### Contacts and Demographics Procedure:

Contact and demographics **must** be updated and accurate for the time of the application in AJL **before** adding a new participant to the WIOA program.

- Step 1:
- a) Log in and choose the role of the county you are serving the individual from. If you only have one county, this may not be an issue.
  - b) Participant should have already registered for AJL; the Career Specialist is responsible for making sure all questions are answered accurately.
  - c) Look up client by name, birthday, last four of social, or any combination. If the person has registered in AJL, DO NOT add a new client.

- Step 2:
- a) Contact Information: make sure all fields match the folder.
  - b) Demographic Information: Click on DEMOGRAPHIC INFORMATION FOR... to update the Eligibility Date and Area/Counties. The county of service is the county YOU are serving them from, regardless of where they live. The two fields may be different answers.

- Step 3:
- a) Click on REGISTRATION INFORMATION – make sure all fields match the folder. Several of these questions represent whether or not the applicant is eligible, so it is very important every answer matches their CURRENT situation reflected in the folder
  - b) Update VETERAN SPOUSE INFORMATION and MIGRANT OR SEASON FARMWORKER STATUS

- Step 4:
- a) Click on EMPLOYMENT STATUS – again, make sure all fields match the folder.
  - b) Update UNEMPLOYMENT INSURANCE STATUS if needed
  - c) SELECTIVE SERVICE STATUS must be marked “yes” for all males 18 or over, or it will not allow them to be enrolled.
  - d) Make sure ELIGIBILITY TO WORK IN THE U.S. and DISLOCATED WORKER STATUS are correct. If they are a dislocated worker, you must go in and update the questions.
  - e) Click on INCOME AMOUNTS – answer the questions and add the Includable Income for both client and family for the previous 6 month period. Excludable Income is not required. INCOME TOTALS does not need to be completed, it auto-fills based on the previous information provided.
  - f) Click on LOW INCOME INFORMATION - make sure all fields match the folder. PUBLIC ASSISTANCE INFORMATION is only for the TANF/TEA program. This question simply is asking have you received TANF/TEA in the last 6 months.
  - g) NEEDS AND BARRIERS: it is very important to capture EVERY BARRIER when enrolling individuals, not just enough to get them approved. When enrolling youth, one or the other or both of the following questions must be chosen. Do you need help to complete your education? or Do you need help to find a keep a job?
  - h) Update WORK WANTED to match the individuals goals outlined in the folder.

Step 5: After saving, Workforce Innovation and Opportunity Act under Program Registrations should turn blue, which means the person is eligible for WIOA based on the answers given. If it does not turn blue and the person is eligible, you must find out what was not entered correctly.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## North Central Arkansas Workforce Development Area

### Co-Enrollment Procedure

**Effective 10/25/2019**

Under WIOA, the ages for youth and adults overlap and allows for participants to be co-enrolled into two separate WIOA programs such as In-School Youth and Adult, if eligible, and there is a need for specific services. The same shall apply to Out-of-School Youth and Adult co-enrollment or NEG and DLW co-enrollment. Eligibility guidelines must be followed for each program in which the participant is enrolled.

In-School Youth cannot be co-enrolled as Out-of-School Youth. However, if there is a need to enroll a previous ISY into the OSY program, the ISY enrollment must be officially exited in AJL before the OSY enrollment can begin.

To co-enroll a participant, the individual must meet all eligibility criteria at the time of the second enrollment and an entirely new packet for the appropriate program must be completed.

The I-9 documents (SS card and driver's license or state ID) from the first enrollment can be accepted only if the documents have not expired. If they have expired, a new one must be submitted before co-enrollment can be approved.

The ISS/IEP will need to be modified to show the reasoning and benefit of the co-enrollment. For instance, if an ISY graduated high school and is now planning to attend college, they must be co-enrolled as an Adult in order to offer an ITA.

Contact and demographics must be updated in AJL before the new enrollment can be added. These will reflect the situation at the time of the second enrollment, which may be very different than the first enrollment.

Make sure that services are not repeated in each enrollment. For instance, if an ISY was receiving supportive services but now that support will be paid with Adult funds, close the ISY supportive services and open in Adult.

Youth who are co-enrolled must continue receiving original required services for youth throughout the enrollment. A service consisting of one of the 14 elements must be provided to the participant no less than every 90 days while the participant is active. A case note in both enrollments is required monthly. As long as the note covers required information for both programs, a simple copy and paste is sufficient. Youth follow-up services are still required throughout the 12 month follow-up period after the expected exit date.

Do not forget that male participants MUST register for the selective service. If they have not done so and are now 26 or older, they must have a valid reason why they did not register such as incarcerated or overseas the entire time they could have registered. This reason must be documented following the guidelines in the case manager policy manual. Also, any male who turns 18 during enrollment must register for selective service and the proof added to the folder.

If a participant on work experience is co-enrolled into two WIOA programs, update the Employment Notice to provide and give to Records Manger or Program Manager so that the funding will be applied correctly. The document must be placed in the participant folder.

Approved by the NCAWDB on:

\_\_\_\_\_ 3/13/2024 \_\_\_\_\_

Gayle Cooper, NCAWDB Chairperson:

\_\_\_\_\_ Gayle Cooper \_\_\_\_\_



## North Central Arkansas Workforce Development Area

### Case Note Descriptors for Performance

**Effective: 5/12/2021**

If you have a participant that has to exit for being institutionalized, health and/or medical reasons, deceased, called to active duty or for foster care the descriptor for that case note should read **“Other Reasons for Exit.”** (See Follow-up Procedure for more info on Other Reasons for Exit.) Documentation will be PIRL #923.

If you have a participant who is in a postsecondary educational program and you want to document that in your case note, the case note descriptor should read **“Participated in Postsecondary Education During Program Participation.”** This descriptor will be the main header that will be used for the majority of participants who are in training when there are no other issues occurring at the time. *An example of when to use this would be if the participant is in Training Occupational Skills.* Documentation will be PIRL #1332.

If you have a participant that is enrolled in a secondary educational program, training past the 9<sup>th</sup> grade level but below the 12<sup>th</sup> grade level, and you want to document that in your case note, the descriptor should read **“Enrolled in Secondary Education Program.”** *An example would be if a student that is in high school.* Documentation will be PIRL #1401.

If you have a participant who has exited the program, but still in their 1-year follow-up period, that enrolls in an education or training program that leads to a recognized postsecondary credential while the participant is still on our program, the participant’s date of enrollment in that program needs to be documented. The date should be after the date of exit and within the 1-year follow-up period. The descriptor should read **“Date Enrolled Post Exit Ed or Trng.”** *An example of this would be if a participant leaves the area and enrolls in a training program after their exit date but within their follow-up period.* Documentation will be PIRL #1406.

If you have a participant who is in unsubsidized employment including registered apprenticeship, or the military, employed in any of the 4 quarters after the exit quarter, the descriptor needs to read, **“Employed in \_\_ Quarter After Exit.”** Documentation will be PIRL #1600 for 1<sup>st</sup>, PIRL #1602 for 2<sup>nd</sup>, PIRL #1604 for 3<sup>rd</sup>, PIRL #1606 for 4<sup>th</sup>.

If you have a participant who was employed in the 2<sup>nd</sup> quarter after the exit quarter and have wages to report, the descriptor should read, **“Wages 2<sup>nd</sup> Quarter After Exit Quarter.”** Documentation will be PIRL #1704.

If you have a participant who earns a type of recognized diploma, degree, or credential, the descriptor should read **“Type of Recognized Credential.”** Documentation will be PIRL #1800.

If you are trying to document the date on which a participant attained a recognized credential, the descriptor should read **“Date Attained Recognized Credential.”** Documentation will be PIRL #1801.

If you are trying to document a participant's most recent date of instruction below the postsecondary education level and the participant achieved at least one EFL, the descriptor should read "**Date of Most Recent MSG EFL.**" Documentation will be PIRL #1806.

If you are trying to document the date the participant was enrolled during program participation in an education or training program that leads to a recognized postsecondary credential, including a secondary education program or training program that leads to employment, the descriptor should read "**Date Enrolled during Program Participation in Ed or Trng.**" Documentation will be PIRL #1811.

If you have a participant who is enrolled in occupational skills training, postsecondary education, or secondary education during the 2<sup>nd</sup> quarter after exit quarter, the descriptor should read "**Youth 2<sup>nd</sup> Quarter Placement.**" Documentation will be PIRL #1900.

Approved by the NCAWDB on:

\_\_\_\_\_ 3/13/2024 \_\_\_\_\_

Gayle Cooper, NCAWDB Chairperson:

\_\_\_\_\_ Gayle Cooper \_\_\_\_\_

# North Central Arkansas Workforce Development Area

## High Poverty Area - Procedure

Updated 7/20/2021, 4/6/2022

### **Purpose:**

Youth are considered to be low-income for eligibility purposes if they live in a high-poverty area [WIOA §129(a)(2); 20 CFR 681.260]. As related to Arkansas, the DOL defines “high poverty area” as a Census Tract, a set of continuous Census tracts, or a county that has a poverty rate of at least 25%. This is set every 5 years by using data from the American Community Survey 5-Year data [20 CFR 681.260], which calculates the number of low-income individuals in the specific area divided by the total number of individuals [Comments in WIOA Final Rule concerning §684.130]. ADWS will issue the list of counties and census tracts designated as high poverty areas as appropriate.

### **How to determine if the youth lives in a high poverty area:**

Data can be found at: <https://censusreporter.org/locate/> Type the address in the address search box and click “Search.” The census tract number will appear in the upper left information box. Compare this to the High Poverty Area Census Tract list. If this number is listed, the youth qualifies as low-income.

Print screen for participant file if the census tract area is considered a high poverty area.

**Be aware, individual must meet all eligibility requirements for each service given. See policies and procedures for each service for more information.**

**High Poverty Areas - Income eligibility for youth**

Provided by the state 3/31/2022 in Issuance PY 21-05

Cleburne County	4802.04
Jackson County	4801
	4803
Independence County	4906
Sharp County	4704.01
Stone County	9502.03
White County	706
	708.01
	708.02
Woodruff County	4902

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## Additional Assistance Barriers for Youth Procedure

Effective: 9/22/2020

As required under WIOA, this procedure, combined with the Additional Assistance Policy, provides the guidelines for youth qualifying for program services through the Youth Additional Assistance Barrier. The "additional assistance" barrier policy will be utilized by all Youth (In-School and Out-of-school).

1. In School Youth (ISY) is an individual who requires additional assistance to complete an educational program or to secure or hold employment (129)(a)(1)(C)(iv)(VII). ISY Limitation- **Not more than five percent of new enrolled ISY served during a program year may be eligible based on federal guidance.**
2. Out of school Youth (OSY) is an individual who is low income and requires additional assistance to enter or complete an educational program or to secure or hold employment (129)(a)(1)(B)(iii)(VIII). There is no limitation for OSY.)

REFERENCES: OSY - WIOA Section 129(a)(1)(B)(iii)(VIII); 681.210(c)(8); ISY - Section 129(a)(1)(C)(iv)(VII); 681.220(d)(7); and TEGL 8-15

### DOCUMENTATION:

Document the additional assistance barrier(s) on the applicant's registration form. It is located on page 4 of the Individual with Barriers to Employment Checklist.

Barrier 1- Has no or less than six month's work history.

- Self-attestation

Barrier 2- A youth who was raised or lives in a single parent household

- Self-attestation from participant AND from a non-family member who also cannot be living in the same household

Barrier 3- Youth who was raised by or lives with grandparent(s) or caretaker (other than natural parent)

- Self-attestation from participant AND from a non-family member who also cannot be living in the same household

Barrier 4- Children of incarcerated parents

- Proof of incarcerated parent (this can be a letter from the jail, or a web printout)(within the last 6 months) AND self-attestation from the participant

Barrier 5- Children of addicted parents

- Rehabilitation papers from a counselor OR self-attestation OR arrest record of drug charges (within the last 6 months) OR attestation from the parent

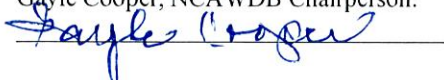
Barrier 6- Children who are addicted

- Rehabilitation papers from a counselor OR self-attestation OR arrest record of drug charges (within the last 6 months) OR attestation from the parent

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:





## North Central Arkansas Workforce Development Area

### ITAs for CDLs Procedure:

Updated: 11/23/2020

All needed forms are located on the share drive under "ITA", in "CDL" folder. Individual schools have different procedures and are explained in "CDL Schools and Procedures" also located in the "ITA" folder.

### Items needed:

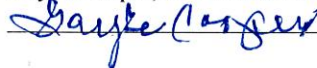
- **ACRS** (The list is here: <https://www.workforce.arkansas.gov/ACRS/Programs2.aspx>)
- **Request for Services**
- **ITA** (cannot exceed total tuition and fees minus Pell and all other scholarships)
- **Justification for Training** Need to justify why training is necessary for this individual
- **Documented evidence** that participant has the skills and qualifications to participate successfully in training services
- **O\*Net Wage** (Expected Hourly Wage can be found on O\*Net website: <https://www.onetonline.org/> Go to Occupation Quick Search (Upper right corner). Type in job Click on appropriate job. Scroll down to "Wages and Employment Trends". Click on "Local Salary Info". Select Arkansas (a new window will appear). Click on "View Hourly Wages". Choose the Median wage for Arkansas. Print this information out.
- **Tuition & Fees** (Can be gotten off ACRS above)
- **Pell Grant award** (If they don't get Pell, need to state why, such as Pell does not cover short term training)
- **Other scholarships**
- **Voucher** if requesting hotel. If hotel is provided, justify that participant lives more than 75 miles from school or lacks transportation. Will also need Mapquest printout from home address to school to prove mileage.

After all documentation is received, Program Manager or Records Manager will check the ITA spreadsheet to ensure participant does not go over the \$8,000 limit per program year for Adults and Dislocated Workers or \$8,000 per year for Out-of-School Youth. If approved, the dollar amount will be added to the spreadsheet and Career Specialists will be notified of decision. Career Specialists are responsible for entering case note regarding ITA. Career Specialist will ensure the Occupational Skills Training service is in AJL and the file, listing the accurate program. If the degree plan or educational institution changes, Career Specialist will close the previous Occupational Skills Training service and enter the new one. Program Manager or Records Manager will email ITA to the school.

A copy of the documentation will be made and placed in the "Waiting for Invoices" box. Originals will be placed in participant's file. Upon receipt of the invoice, invoice and copies of documentation will be presented to the Assistant Fiscal Officer for payment. After payment is made, Program Manager or Records Manager will add date paid to ITA spreadsheet and stamp the date paid on ITA. Program Manager or Records Manager will add the information to Educational Grants on the AJL Enrollment Detail page. Career Specialist will place copy in participant's file.

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:





# North Central Arkansas Workforce Development Area

## Individual Training Account Procedure

Updated: 10/23/2023

All needed forms are located on SharePoint under “ITA”

Career Specialists will need to submit:

### At Enrollment-

- **Projected Employment Opportunities List page with program and occupation listed** (The list can be found at: <https://www.discover.arkansas.gov/docs/Publications/Projected-Employment-Opportunities-List1/Projected-Employment-Opportunities-List.pdf>; if this link is broken, the Demand List can be found at <https://www.discover.arkansas.gov/Occupation/Projected-Employment-Opportunities-List>)
- **Request for Services**
- **ITA** (cannot exceed total tuition and fees minus Pell and all other scholarships)
- **Justification for Training** Need to justify why training is necessary for this individual
- **Documented evidence** that participant has the skills and qualifications to participate successfully in training services
- **O\*Net Wage** (Expected Hourly Wage can be found on O\*Net website: <https://www.onetonline.org/> Go to Occupation Quick Search (Upper right corner). Type in job Click on appropriate job. Scroll down to “Wages and Employment Trends”. Click on “Local Salary Info”. Select Arkansas (a new window will appear). Click on “View Hourly Wages”. Choose the Median wage for Arkansas. Print this information out.
- **Current grades or transcript** if previously attended. Does not have to be official transcript
- **If TABE scores reflect Basic Skill Deficient:** proof that they have completed 40 hours of Adult Education. Must re-tabe during participation. If other method is used that determines basic skill deficiency, proof that the participant is working to increase their skills.
- **Semester hours** Must be full time or co-enrolled in GED or there aren't enough required classes available to be full time
- **List of Required Classes** WIOA will only pay for classes that are required for the current degree plan and will not pay for repeat courses that were previously funded by WIOA.
- **Tuition & Fees**
- **Pell Grant award** (If they are not eligible for Pell, need to state why, such as exhausted Pell)
- **Other scholarships**

Returning Students: (Above information is required for students changing degree plan)

- **Request for Services**
- **ITA**
- **Current grades** Must be at least 2.0

- **Semester hours** Must be full time unless there are not enough required classes available to be considered full time
- **Tuition and fees**
- **Pell and Scholarships** If not getting Pell, need documentation as to why participant is not receiving

Please use highlighter to highlight items such as name, GPA, semester hours, tuition and fees, Pell, etc. This will help speed up the process.

Must have reasonable cause to change degree plan and can only change one time while on program. Have participant write out a statement why the change is necessary.

After all documentation is received, Program Manager or Records Manager will check the ITA spreadsheet to ensure participant does not go over the \$8,000 limit per program year for Adults and Dislocated Workers or \$8,000 per year for Out-of-School Youth. If approved, the dollar amount will be added to the spreadsheet and Career Specialists will be notified of decision. Career Specialists are responsible for entering case note regarding ITA. Career Specialist will ensure the Occupational Skills Training service is in AJL and the file, listing the accurate program. If the degree plan or educational institution changes, Career Specialist will close the previous Occupational Skills Training service and enter the new one. Program Manager or Records Manager will email ITA to the school.

A copy of the documentation will be made and placed in the "Waiting for Invoices" box. Originals will be placed in participant's file. Upon receipt of the invoice, invoice and copies of documentation will be presented to the Assistant Fiscal Officer for payment. After payment is made, Program Manager or Records Manager will add date paid to ITA spreadsheet and stamp the date paid on ITA. Program Manager or Records Manager will add the information to Educational Grants on the AJL Enrollment Detail page. Career Specialist will place copy in participant's file.

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:  
Gayle Cooper

# North Central Arkansas Workforce Development Area

## Individual Training Account Procedure

Updated: 8/11/2021

All needed forms are located on SharePoint under “ITA”

Career Specialists will need to submit:

### At Enrollment-

- **Projected Employment Opportunities List page with program and occupation listed** (The list can be found at: <https://www.discover.arkansas.gov/docs/Publications/Projected-Employment-Opportunities-List1/Projected-Employment-Opportunities-List.pdf>; if this link is broken, the Demand List can be found at <https://www.discover.arkansas.gov/Occupation/Projected-Employment-Opportunities-List>)
- **Request for Services**
- **ITA** (cannot exceed total tuition and fees minus Pell and all other scholarships)
- **Justification for Training** Need to justify why training is necessary for this individual
- **Documented evidence** that participant has the skills and qualifications to participate successfully in training services
- **O\*Net Wage** (Expected Hourly Wage can be found on O\*Net website: <https://www.onetonline.org/> Go to Occupation Quick Search (Upper right corner). Type in job Click on appropriate job. Scroll down to “Wages and Employment Trends”. Click on “Local Salary Info”. Select Arkansas (a new window will appear). Click on “View Hourly Wages”. Choose the Median wage for Arkansas. Print this information out.
- **Current grades or transcript** if previously attended. Does not have to be official transcript
- **If TABE scores reflect Basic Skill Deficient:** proof that they have completed 40 hours of Adult Education. Must re-tabe during participation. If other method is used that determines basic skill deficiency, proof that the participant is working to increase their skills.
- **Semester hours** Must be full time or co-enrolled in GED or there aren't enough required classes available to be full time
- **List of Required Classes** WIOA will only pay for classes that are required for the current degree plan and will not pay for repeat courses that were previously funded by WIOA.
- **Tuition & Fees**
- **Pell Grant award** (If they are not eligible for Pell, need to state why, such as exhausted Pell)
- **Other scholarships**

Returning Students: (Above information is required for students changing degree plan)

- **Request for Services**
- **ITA**
- **Current grades** Must be at least 2.0



- **Semester hours** Must be full time unless there are not enough required classes available to be considered full time
- **Tuition and fees**
- **Pell and Scholarships** If not getting Pell, need documentation as to why participant is not receiving

Please use highlighter to highlight items such as name, GPA, semester hours, tuition and fees, Pell, etc. This will help speed up the process.

CDL

**See ITAs for CDLs Procedure.**

Must have reasonable cause to change degree plan and can only change one time while on program.  
Have participant write out a statement why the change is necessary.

After all documentation is received, Program Manager or Records Manager will check the ITA spreadsheet to ensure participant does not go over the \$8,000 limit per program year for Adults and Dislocated Workers or \$8,000 per year for Out-of-School Youth. If approved, the dollar amount will be added to the spreadsheet and Career Specialists will be notified of decision. Career Specialists are responsible for entering case note regarding ITA. Career Specialist will ensure the Occupational Skills Training service is in AJL and the file, listing the accurate program. If the degree plan or educational institution changes, Career Specialist will close the previous Occupational Skills Training service and enter the new one. Program Manager or Records Manager will email ITA to the school.

A copy of the documentation will be made and placed in the "Waiting for Invoices" box. Originals will be placed in participant's file. Upon receipt of the invoice, invoice and copies of documentation will be presented to the Assistant Fiscal Officer for payment. After payment is made, Program Manager or Records Manager will add date paid to ITA spreadsheet and stamp the date paid on ITA. Program Manager or Records Manager will add the information to Educational Grants on the AJL Enrollment Detail page. Career Specialist will place copy in participant's file.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

**NORTH CENTRAL ARKANSAS WORKFORCE  
DEVELOPMENT BOARD**

**WIOA INVENTORY BORROWING PROCEDURE**

Effective: 2/27/2023

White River Planning and Development District staff borrowing WIOA equipment must adhere to the following policy:

The sign in/out form must be used. The employee borrowing the equipment must sign it out. The WRPDD Executive Director or WIOA Administrative Manager must sign off authorizing the loan of this equipment. In the event the WRPDD Executive Director or WIOA Administrative Manager requests a loan of equipment, the opposite will sign off authorizing the loan.

The WIOA Administrative Manager will coordinate an onsite observation of the equipment, no less than annually. If the equipment is no longer being used, it must be returned. The staff person who borrowed the equipment will sign it back in using the appropriate form. The WRPDD Executive Director or WIOA Administrative Manager will sign off to reflect that the equipment had been returned. In the event the WRPDD Executive Director or WIOA Administrative Manager is returning the equipment, the opposite will sign off authorizing the return.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## High Poverty Area - Procedure

Updated 7/20/2021, 4/6/2022

### **Purpose:**

Youth are considered to be low-income for eligibility purposes if they live in a high-poverty area [WIOA §129(a)(2); 20 CFR 681.260]. As related to Arkansas, the DOL defines “high poverty area” as a Census Tract, a set of continuous Census tracts, or a county that has a poverty rate of at least 25%. This is set every 5 years by using data from the American Community Survey 5-Year data [20 CFR 681.260], which calculates the number of low-income individuals in the specific area divided by the total number of individuals [Comments in WIOA Final Rule concerning §684.130]. ADWS will issue the list of counties and census tracts designated as high poverty areas as appropriate.

### **How to determine if the youth lives in a high poverty area:**

Data can be found at: <https://censusreporter.org/locate/> Type the address in the address search box and click “Search.” The census tract number will appear in the upper left information box. Compare this to the High Poverty Area Census Tract list. If this number is listed, the youth qualifies as low-income.

Print screen for participant file if the census tract area is considered a high poverty area.

**Be aware, individual must meet all eligibility requirements for each service given. See policies and procedures for each service for more information.**



**High Poverty Areas - Income eligibility for youth**

Provided by the state 3/31/2022 in Issuance PY 21-05

Cleburne County	4802.04
Jackson County	4801
	4803
Independence County	4906
Sharp County	4704.01
Stone County	9502.03
White County	706
	708.01
	708.02
Woodruff County	4902

Approved by the NCAWDB on:  
3/13/2024

Gayle Cooper, NCAWDB Chairperson:  
Gayle Cooper

## North Central Arkansas Workforce Innovation & Opportunity Act Board

Effective: 9/25/2020

### Grievance Procedure (second step to report grievance)

The following appeal procedures apply to all grievances or complaints.

- All grievances which cannot be resolved by the local provider must be filed with the North Central Arkansas Workforce Development Board (NCAWDB) within one (1) year of the occurrence.
- Grievances or complaints should be filed in writing to the Chairperson of the NCAWDB.
- Complaint's statement must include the following:
  1. The full name, address, email address, and telephone number of the person making the complaint.
  2. The full name, email address, and address (business or personal) of the person or entity against whom the complaint is made.
  3. A clear concise statement of the facts, including the important dates, constituting the alleged violation.
  4. The provisions of the Workforce Innovation & Opportunity Act (WIOA), Arkansas Law, regulations, a grant, or other agreement under WIOA Title I believed to have been violated.
  5. A statement disclosing whether proceedings involving the subject of the request, have been commenced or concluded before any federal, state, or local authority and if so, the date of the commencement or conclusion and the name and address of the authority.

Grievances shall be mailed to:

North Central WIOA Board Chair  
White River Planning & Development District, Inc. P.O.  
Box 2396  
Batesville, AR 72503

- The Chairperson of the NCAWDB, or his/her designee, upon receipt will:
  1. Acknowledge the receipt of the grievance or complaint to all parties by certified mail, return receipt requested. The acknowledgement of the receipt will:
    - Outline the steps to be taken to resolve the matter.
    - Notify all parties of the right to request a hearing.
    - Advise of attempt to reach an informal resolution.
    - Notify the Arkansas Workforce Development Board of the filing of the complaint.
  2. Will review the grievance or complaint then send it before the Executive Committee of the NCAWDB for investigation within 45 days of receipt.
- The Executive Committee will review the complaint and any supporting information or documentation and issue a written decision within 45 days. If requested, a hearing will be completed within those 45 days.

The following procedures will apply to a hearing:

- The hearing will be informal. Technical rules of evidence will not apply.
  - Hearsay evidence will be admissible at the discretion of the hearing examiner (normally the Executive Committee Chairperson).
  - Hearings will be held at a time and place determined by the Executive Committee Chairperson in agreement with the NCAWDB, after reasonable written notice has been sent to the parties and the witnesses.
  - The party requesting the hearing will have the burden of establishing the facts and entitlement to the relief requested.
  - Either party may be represented by an attorney or other representative, but no such representation is required.
  - Either party may bring witnesses and documentary evidence.
  - The Respondent will cooperate by making available any person under their control or employee to testify, if these persons are requested to testify by the Complainant, and to release requested documents relevant to the issue after the requesting party has established that such testimony/documentation is relevant and not cumulative.
  - Either party or representative will have the opportunity to question any witness.
  - A verbatim record or tape recording may be made of the proceeding.
  - The Executive Committee Chairperson or his/her designee will make a written decision after consultation with the NCAWDB.
- If a hearing is not requested, the Executive Committee Chairperson or his/her designee will conduct an administrative fact finding investigation, with the collaboration of the NCAWDB. The investigation will include:
    1. Opportunities for all parties to submit an in-depth position statement, including documentary supportive data and/or records.
    2. Access to and review of appropriate official records.
    3. Interview of principle parties and opportunity for all parties to offer rebuttal to information received.
    4. A written decision will be sent, by certified mail, return receipt requested and will contain the following:
      - A statement assuring all steps, included in the grievance/complaint procedures, have been adhered to,
      - Issues being decided,
      - Statement of facts,
      - Reason for decision,
      - Remedies to be offered, if appropriate,
      - Summary, and
      - Advisement of the right to appeal the decision.
- A decision by the NCAWDB may be appealed to the Arkansas State Workforce Development Board. If the complaint is not resolved within the 45 days, by the NCAWDB, it will be referred to the Arkansas Workforce Development Board Assistant Director of Employment Assistance (EA) for resolution.

**North Central Arkansas Workforce Innovation & Opportunity Act Board**

Effective: 9/25/2020

**Grievance Procedure (summary and final step to report grievance)**

Step 1: If a grievance is not resolved after speaking with staff and management, complaints shall be directed to the Program Director with a written memo stating their complaint.

Grievances shall be submitted to:

Program Director  
White River Planning & Development District, Inc.  
P.O. Box 2396  
Batesville, AR 72503

Step 2: If the complaint is not resolved, the individual may contact the WRPDD Executive Director. If the individual so desires, after the above methods are exhausted, he or she may contact the NCAWDB staff for further guidance.

Grievances shall be mailed to:

North Central WIOA Board Chair  
White River Planning & Development District, Inc.  
P.O. Box 2396  
Batesville, AR 72503

Step 3: A decision by the NCAWDB may be appealed to the Arkansas State Workforce Development Board. If the complaint is not resolved within the 45 days, by the NCAWDB, it will be referred to the Arkansas Workforce Development Board Assistant Director of Employment Assistance (EA) for resolution.

All appeals must be sent by certified mail, return receipt request, to the address below.

Assistant Director of Employment Assistance  
Arkansas Workforce Development Board  
P.O. Box 2981  
Little Rock, AR 72203-2981

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## North Central Arkansas Workforce Development Area

### Nepotism Procedure:

Effective 2/28/2019

Local areas must refrain from the appearance of favoritism in decisions made concerning individuals, especially decisions concerning eligibility and services provided. For this reason, no individual may make decisions involving eligibility or services or otherwise provide case management for a relative. For this rule, "relative" is defined as husband, wife, mother, father, stepmother, stepfather, mother-in-law, father-in-law, brother, sister, stepbrother, stepsister, half-brother, half-sister, brother-in-law, sister-in-law, daughter, son, stepdaughter, stepson, daughter-in-law, son-in-law, uncle, aunt, first cousin, nephew, or niece [A.C.A. § 25-16-1001(3)].

When a WRPDD staff member is aware that a family member is applying or has been approved for WIOA assistance, the staff member must let WIOA management know the individual is a family member. The staff member must not have any dealings with the case file or discuss the services with the individual's Career Specialist.

683.200 g) Nepotism.

(1) No individual may be placed in a WIOA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.

(2) To the extent that an applicable State or local legal requirement regarding nepotism is more restrictive than this provision, such State or local requirement must be followed.

The Arkansas State definition of "immediate family" is (1) a spouse and (2) any other person residing in the same household as the participant, who is a dependent of the participant or of whom the participant is a dependent. Dependent means any person, whether or not related by blood or marriage, which receives from the participant, or provides to the participant, more than one-half of his/her financial support [ADWS Certification of Local Workforce Development Boards]. (This definition is slightly different from the definition of "family" used for eligibility purposes.)

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper



# North Central Arkansas Workforce Development Area

## Measurable Skills Gains and Credential Attainment Procedure

Updated: 11/19/2020

### Measurable Skills Gains

While most performance is after exit, measurable skills gains are captured throughout the program year on both active and exited participants. This measure is calculated using the number of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and the percentage of participants achieving measurable skills gains. Participants are counted in the measurable skills gains each program year that a training service is open.

Every participant who meets one of the following criteria must have documented in Arkansas Job Link and in the participant's individual employment or educational plan at least one measurable skills gain goal each program year:

- a) Participants in a WIOA title I Adult- or Dislocated Worker-funded or supported **training program** (including work-based training) [TEGL 10-16, Change 1]
  - i. **Occupational Skills Training**
  - ii. **On-the-Job Training**
  - iii. Incumbent Worker Training
  - iv. Programs that combine workplace training with related instruction, including cooperative education programs
  - v. Training programs operated by the private sector
  - vi. Skills upgrading and retraining
  - vii. Entrepreneurial Training
  - viii. **Transitional Jobs**
  - ix. Job readiness training provided in combination with one of the above programs
  - x. Adult Education and Literacy Activities, including activities of English language acquisition and integrated education and training programs, provided in combination with one of the above programs
  - xi. Customized Training
- b) All WIOA title I **In-School Youth participants** [TEGL 10-16, Change 1]
- c) WIOA title I Out-of-School Youth participants who are **in at least one of the following** while participating in the Youth program [TEGL 10-16, Change 1]:
  - i. Occupational skills training
  - ii. Secondary education at or above the 9th grade level
  - iii. Postsecondary education
  - iv. Title II-funded adult education at or above the 9th grade level
  - v. YouthBuild
  - vi. Job Corps

Measurable skills gains must be updated as the information is obtained. Even though for performance purposes, only one skill is counted per individual per program year, ALL obtained measurable skills gains are counted and reported to the Department of Labor. It is important that ALL applicable measurable skills be used, not just one per program year.

A Measurable Skills Gain is attained when a participant:

1. Completes a semester with 12 hours (or two semesters if part-time)(High School or post-secondary),
2. Shows an increase in TABE score (for basic skills deficient only),
3. Earns a HS diploma, GED, degree or credential,
4. Completes OJT, or
5. Obtains an occupational license.

### **Types of Measurable Skills Gains:**

- 1) **Educational Functioning Level**- Participant receiving education below the postsecondary level (e.g. high school, adult education or literacy, or anything else below the college level)

#### **Potential Goals:**

- a) Increase 1 educational functioning level (pre-test/post-test)
- b) Educational gain through credits or Carnegie units of an adult high school program
- c) Exit high school (or equivalent program) and enroll in postsecondary education (diploma or GED® not required)

**Documentation** for attainment (Documentation matches lettering for goals):

- a) Pre-test/Post-test (using alternate versions 11 and 12 of TABE 11/12)
- b) Documentation of credits
- c) Documentation of exit and enrollment in postsecondary education (diploma not required)

- 2) **Secondary School Diploma** (or its equivalent)- Participant attains secondary school diploma or equivalent

#### **Potential Goals:**

Earn a secondary diploma or its recognized equivalency.

- 3) **Secondary or Post-Secondary Transcript/Report Card**

#### **Secondary Potential Goal:**

Earn the required units to progress appropriately toward the next grade and toward graduation, as determined by the requirements of school attended, such as passing a semester

**Documentation**-transcript or report card

#### **Post-Secondary Potential Goal:**

- a) Pass at least 12 credit hours during a semester
- b) For part-time students, pass at least 12 semester credit hours completed over two semesters

- c) For programs with timeframes other than semesters (trimesters, quarters, or clock hours) the credits or hours should be equivalent to the above

**Documentation-** Transcript showing completion of 12 hours (passing grades for program)

4) **Training Milestone- Completion of OJT or progression of a registered apprenticeship program.**

**Potential Goal:** To receiving a satisfactory or better progress report toward an established milestone. These are set and described in the participant's service strategy, employment plan, or educational plan before training starts.

**Documentation-**Progress report from employer that participant has acquired new skills. Specific appropriate documentation to evaluate goals must be determined in consultation with the employer or training provider at time goals are set

5) **Skills Progression (Passage of an exam)-** Do this for all enrolled in post-secondary education or other WIOA approved training program. Must be recognized industry wide. (Work Readiness does not count)

**Potential Goal:** Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams

- a) Passage of a component exam in a Registered Apprenticeship program
- b) Passage of a knowledge-based exam required by the employer
- c) Satisfactory attainment of an element on an industry or occupational competency-based assessment
- d) Other completion test necessary to obtain a credential

**Documentation for attainment:** Documentation that the exam was required for the particular occupation or training program and that the exam was passed

**Diploma or Equivalent-**

**Potential Goal:** Obtain High school Diploma or GED

**Documentation-** Copy of credential or transcript

- a) Copy of the diploma or a transcript indicating graduation
- b) Passing scores on all parts of a state-recognized high school equivalency text.  
Documentation may be evidence of these scores and/or passing the exam.
- c) Diploma or state-recognized equivalent documenting satisfactory completion of secondary studies or an alternative diploma that meets the requirements of the Every Student Succeeds Act, including a high school or adult secondary school diploma. Official documentation of this accomplishment is required to document the attainment of this skill.

**How to enter Measurable Skills Gains into AJL:**

Measurable Skills Gains are located on the Enrollment Details page.

DO NOT SELECT A "GOAL TYPE"

**Program Year-**The "Program Year" field must have a year entered to identify the intended program year the goal applies. For example, if you set an Educational Functioning Level goal that you anticipate will be attained during PY 2019 then enter 2019 in the Program Year field. Alternatively, if the youth is in 10<sup>th</sup> grade, setting a goal of HS Diploma for the current program year does not make sense. Remember, the program year does not mean the calendar year.

Use 2019 for skill gain expected between 7-1-19 and 6-30-20

Use 2020 for skill gain expected between 7-1-20 and 6-30-21

Use 2021 for skill gain expected between 7-1-21 and 6-30-22

Upon completion of skill gain:

- Enter completion date in AJL.
- Enter completion date in the folder.
- If the participant obtained a credential, get copy of credential, upload to AJL, case note and enter in 4th Quarter outcomes in S&T. (Must have document in hand before entering in AJL). Place copy in participant's permanent file.

Reference Chart:

In-School Youth	Educational Functioning Level Secondary Transcript/Report Card Diploma or Equivalent
Adult Education	Educational Functioning Level Diploma or Equivalent
Post-Secondary (College or technical school)	Post-Secondary Transcript/Report Card
OJT (for Adults) and Apprenticeship	Training Milestone
Tests Required to work in a certain occupation	Skills Progression

## TABE score reference

**Adult Basic Education Educational Functioning Level** Documentation-Must have pre- and post-tests.

<b>TABE 11-12 scale scores</b>	
<b>Beginning ABE Literacy (Level 1)</b>	<b>High Intermediate Basic Education (Level 4)</b>
Grade level 0-1: Reading: 300-441 Mathematics: 300-448 Language: 300-457	Grade level 6-8: Reading: 536-575 Mathematics: 537-595 Language: 547-583
<b>Beginning Basic Education (Level 2)</b>	<b>Low Adult Secondary Education (Level 5)</b>
Grade level 2-3: Reading: 442-500 Mathematics: 449-495 Language: 458-510	Grade level 9-10: Reading: 576-616 Mathematics: 596-656 Language: 584-630
<b>Low Intermediate Basic Education (Level 3)</b>	<b>High Adult Secondary Education (Level 6)</b>
Grade level 4-5: Reading: 501-535 Mathematics: 496-536 Language: 511-546	Grade level 11-12: Reading: 617-800 Mathematics: 657-800 Language: 631-800



## **Credential Attainment**

This performance measure includes participants in postsecondary education or training program, or participants in a secondary education program at or above the 9<sup>th</sup> grade level who have not previously earned a secondary diploma or equivalent. Credential attainment is measured after exit. However, the credential may be obtained during participation or within 12 months (1 year) after program exit.

If a participant attains a secondary school diploma or equivalent, this credential may count **ONLY IF** also employed or in an education or training program leading to a postsecondary credential within 1 year after exit.

Credential attainment is captured in AJL on through Fourth Quarter Outcomes. (Outcomes are found on the Program Details page) Access to outcomes is accessible from program enrollment and must be updated as the information is obtained. Even though for performance purposes, only one credential is counted per individual, **ALL** obtained credentials are counted and reported to the Department of Labor. It is important that ALL applicable credentials be entered, not just one per individual.

### **Who is included in the measure?**

- a) Adults and Dislocated Workers in training (does not include OJT or customized training)
- b) In-School Youth – all ISY are counted in credential attainment
- c) Out of School Youth who are in training, including secondary and postsecondary

### **Types of Postsecondary Credentials:**

- 1) Secondary school diploma or its recognized equivalent
- 2) Associate's Degree
- 3) Bachelor's Degree
- 4) Occupational Licensure
  - a. Certified Nursing Assistant (CNA) License
- 5) Occupational certificate, including Registered Apprenticeship and Career and Technical Education (CTE) educational certificates
  - a. Automotive Service Excellence (ASE) Certification
- 6) Occupational certification
- 7) Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment

### **NOT INCLUDED in credential attainment:**

Occupational Safety and Health Administration's (OSHA's) 10 Hour Course  
Work/career readiness certificates  
Completion of an assistive technology training program (e.g., screen reading software)  
Completion of orientation and mobility training

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## **North Central Arkansas Workforce Development Area**

### **Adult Program Priority of Service Procedure:**

**Updated: 4/01/2020**

**Priority of service** -- Those in priority populations are given priority over non-covered persons for the receipt of employment, training, and placement services provided. A covered individual receives access to services before or instead of the non-covered person. If a non-covered person is on a waiting list, the covered person will move to the top of the list. However, a non-covered person who is currently enrolled will not be “bumped” by the covered person.

Policies are in place to give priority of services to those who are veterans and eligible spouses, low- income, basic skills deficient, and to those with barriers to employment.

As described in Training and Employment Guidance Letter (TEGL) 03-2015, below is the order of priority. The facts used to deny an enrollment must be recorded and made available upon request.

- First Priority is given to eligible veterans and eligible spouses who are low income or basic skills deficient.
- Second Priority is given to individuals who are low-income, receiving public assistance, or basic skills deficient.
- Third Priority is given Veterans and eligible spouses who are not recipients of public assistance, are not other low-income individuals, and are not basic skills deficient
- Fourth Priority is given to individuals who are not low income, but have barriers to employment as listed on the Priority for Individuals with Barriers to Employment Policy.
- Fifth Priority– staff may also serve these other eligible individuals who are not listed above after first serving eligible individuals who meet the established priority selection criteria.

Each Career Specialist will maintain a list of individuals who have shown interest in receiving financial assistance through the WIOA program. This list consists of name, contact information, time and date the individual spoke with the Career Specialist, and the individual’s priority of services level. The lists are collected by the One Stop Manager at the end of each month.

Once a participant is enrolled in a WIOA individualized career or training service, that participant shall not be displaced by an individual who qualifies for priority of service.

The Fiscal Officer and Administrative Manager will monitor the expenditures and obligated expenses

for the Adult Program and share information with the Executive Director, Assistant Fiscal Officer, One Stop Manager, Program Manager, and Records Manager weekly.

The Executive Director will decide when to limit new obligations based on the current financial situation. When it is determined that funds for new obligations are available, those who have the highest priority are chosen first to receive WIOA funded services. The One-Stop Manager will notify the Career Specialists what priority is eligible for new funded services and the waiting lists will be used to determine who will receive the funding.

Many services are available that do not require additional funding. These include but are not limited to:

- Referrals to other programs
- Information on In-Demand Occupations
- Information on Non-Traditional Employment
- Provision of Labor Market Information
- Workforce Information Services
- Performance and Cost Information on Program Providers
- Assisting with Financial Aid Eligibility
- Job Referrals
- Job Search and Placement Assistance
- Career Guidance
- Workforce Preparation Activities
- Financial Literacy Education

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## North Central Arkansas Workforce Development Area

### Performance Procedure:

**Effective: 7/10/19**

**Updated: 4/19/2023**

Performance will be checked by NCA WIOA management no less than each quarter. The career specialists will be notified of participants who do not show a positive outcome. The career specialist is then required to follow-up with participant and see if any additional information can be captured or if the participant is in need of any additional services in order to achieve their goal.

How to pull Performance Reports in Tableau:

- From Home page, select explore. (It will be to the left of the screen)
- Select WIOA
- Select the report you are seeking (WIOA Annual A/D/Y)
- Select WIOA Annual Report (A/D/Y)
- Edit filters to include information being looked up to include PY and LWDB
- Performance by participant characteristics and employment barrier will be listed
- If more detailed information is needed, click on the numerator or the denominator that you would like to research and select "view detail"
- To download the information/report, download as "crosstab" and select the sheet/format type and select download
- Once the report is downloaded, select file, and filter the first line of the excel document.
- Choose "In" denominator and pick only the "No's" (this will show who is a negative)
- Share the document to send as an email

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## North Central Arkansas Workforce Development Area

### Out of Area Assistance Procedure:

**Effective 8-19-19**

Out of area job search assistance and relocation assistance is an Individualized Career Service available to WIOA participants.

There are circumstances that arise that will call for the North Central WIOA program to serve participants outside of the local area, such as participants are moving to the local area, cannot be served by another area due to lack of funds or, local policy will not allow for family members to be served. While it is the goal of the North Central to train individuals for local employment, circumstances may arise where a participant may need to relocate in order to find employment in their field of training.

Services for such individuals shall include:

- Job search and placement assistance
- Comprehensive assessments
- Career planning
- Individual counseling
- Workforce preparation activities
- Referrals to community resources
- Labor market information
- Occupational skills training
- Work experience
- On the job training
- Supportive services
- Relocation assistance up to \$1,500. Participant must provide documentation from the employer of employment and intended start date.

References: TEGL 10-16 Change 1, TELG 16-16

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper



## **North Central Arkansas Workforce Development Area**

### **On-the-Job Training Procedure:**

**Updated: 11/03/2020**

All forms can be found in the “OJT” folder on SharePoint

This procedure is to be used in conjunction with North Central Workforce Development Board policy 2.33, On-the-Job Training, and the On-the-Job Training (OJT) Contract with Training Plan.

On-the-job training (OJT) is considered a training service for adults and dislocated workers and a work experience for youth.

#### **Adults and Dislocated Workers:**

Adults and dislocated workers in OJT are included in the Milestones Measurable Skills Gain performance indicator (see Measurable Skills Gains procedure).

#### **Youth:**

OJT is classified as a paid work experience under Program Element 3 of the Youth Program. As a Youth work experience, OJT qualifies for the 20% minimum that local areas must spend on work experience. No Measurable Skills Gain is recorded for youth in OJT.

#### **Procedure:**

An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided, therefore contracts will be limited the period of time required for a participant to become proficient in the occupation for which the training is being provided. We typically start with three months unless Career Specialist can justify the job is more involved and will require more time to learn. OJT contracts typically do not exceed one year. We do not reimburse for paid holidays, paid vacations, paid sick leave, jury duty, etc. WIOA does not reimburse over 40 hours a week.

Worksite must not have any workers currently laid off from the same or substantially equivalent job or lay individuals off to give job to our participants. Make sure employer is aware we want participant to get any certifications if possible. If this is a specialized job, be sure to case note why job is hard to fill, needs to be learned on-the-job, etc.

**Career Specialists will need:**

- **Request for Services**
- **OJT Contract** (Completed and signed by employer and WIOA Program Manager or Records Manager)
- **Justification of Training**
- **Onet Wage** website: <https://www.onetonline.org/> Go to Occupation Quick Search (Upper right corner). Type in job Click on appropriate job. Scroll down to “ Wages and Employment Trends”. Click on “Local Salary Info”. Select Arkansas (a new window will appear). Click on “View Hourly Wages”. Choose the Median wage for Arkansas. Print this information out.
- **W-9** from employer
- **If TABE scores reflect Basic Skill Deficient:** proof that they have completed 40 hours of Adult Education. Must re-tabe during participation.

After all documentation is received, Program Manager or Records Manager will review. If approved, participant information will be added to the OJT spreadsheet and Career Specialists will be notified of decision.

Career Specialist will make a case note justifying why services were provided and will input service on S&T and in file. Program Manager or Records Manager will send a copy to employer and place the OJT Contract in participant’s file.

At the end of each month, employer will submit copies of time sheets for participants and invoice for reimbursement. Program Manager or Records Manager will provide copies of time sheets and invoice to Assistant Fiscal Officer for payment. After payment is made, Program Manager or Records Manager will add hours worked to the OJT spreadsheet, stamp the date paid on the invoice and place copy in participant’s file.

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:  
Gayle Cooper

# North Central Arkansas Workforce Development Area

## Additional Assistance Barriers for Youth Procedure

**Effective: 9/22/2020**

As required under WIOA, this procedure, combined with the Additional Assistance Policy, provides the guidelines for youth qualifying for program services through the Youth Additional Assistance Barrier. The "additional assistance" barrier policy will be utilized by all Youth (In-School and Out-of-school).

1. In School Youth (ISY) is an individual who requires additional assistance to complete an educational program or to secure or hold employment (129)(a)(1)(C)(iv)(VII). ISY Limitation- **Not more than five percent of new enrolled ISY served during a program year may be eligible based on federal guidance.**

2. Out of school Youth (OSY) is an individual who is low income and requires additional assistance to enter or complete an educational program or to secure or hold employment (129)(a)(1)(B)(iii)(VIII). There is no limitation for OSY.)

REFERENCES: OSY - WIOA Section 129(a)(1)(B)(iii)(VIII); 681.210(c)(8); ISY - Section 129(a)(1)(C)(iv)(VII); 681.220(d)(7); and TEGL 8-15

### DOCUMENTATION:

Document the additional assistance barrier(s) on the applicant's registration form. It is located on page 4 of the Individual with Barriers to Employment Checklist.

Barrier 1- Has no or less than six month's work history.

- Self-attestation

Barrier 2- A youth who was raised or lives in a single parent household

- Self-attestation from participant AND from a non-family member who also cannot be living in the same household

Barrier 3- Youth who was raised by or lives with grandparent(s) or caretaker (other than natural parent)

- Self-attestation from participant AND from a non-family member who also cannot be living in the same household

Barrier 4- Children of incarcerated parents

- Proof of incarcerated parent (this can be a letter from the jail, or a web printout)(within the last 6 months) AND self-attestation from the participant

Barrier 5- Children of addicted parents

- Rehabilitation papers from a counselor OR self-attestation OR arrest record of drug charges (within the last 6 months) OR attestation from the parent

Barrier 6- Children who are addicted

- Rehabilitation papers from a counselor OR self-attestation OR arrest record of drug charges (within the last 6 months) OR attestation from the parent

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## Participant Payroll Procedure

Updated 11/19/2021

The fax to email number is: 1-870-600-4030

The email is: [wioapayroll@wrpdd.org](mailto:wioapayroll@wrpdd.org)

To view the incoming timesheets, you will go to [pleth.com/email](http://pleth.com/email)

User: [wioapayroll@wrpdd.org](mailto:wioapayroll@wrpdd.org)

Password: Pdd2020..

This email is for receiving purposes only. Do not send from this email and please do NOT delete anything from this email.

After each payroll is completed, the email inbox will be cleaned out so you will have a clean slate to start with the next payroll.

**Time sheets and participant lists** are due by 9 a.m. on the next business day after each pay period ends.

### Participant List:

- Must be sent to the payroll email by 9 a.m.
- Remember to add new participants & remove those no longer on the program
- Make sure your participant list is correct. If it isn't, you will be asked to correct and resubmit
- Add to your list anyone that has received payroll the time before but will not this time along with a reason, such as work experience ended or out sick, so that it is clear why we should not expect a timesheet for that person.

### Timesheet submission:

- Worksites must fax or email the time sheets to the WIOA payroll email/fax, preferably the end of day on the last day of the pay period (the end of day on the 15<sup>th</sup> or the last day of the month), no later than 9 a.m. the next business day after the pay period ends
- The Career Specialist will open the PR email and check the participant time sheets for accuracy
- The Career Specialist will follow-up with an email to the payroll email to let the office staff know when all of their time sheets are in

Some common issues the career specialists are expected to identify and address include the following:

- Over 40 hours in a week
- Time not calculated in 15 min increments
- Working before or after agreed dates or times
- Missing signatures or not approved supervisor signature
- Listed as worked on days the business is not open / Holidays

If there are issues with the timesheets (on occasion, there will be), you need to talk with your worksite immediately and let the Records Manager or Program Manager know how to proceed. You will need to work with your worksite to make any other necessary corrections. If time sheets are not submitted and correct in a timely manner, the payroll will be postponed for that individual.



The original signed time sheets are to be kept in the folder at the worksite. The time sheet submitted for payroll and the time sheet kept at the worksite must both have the required signatures.

The Records Manager or Program Manager will review time sheets and participants lists. The Career Specialist will be notified if there are any issues. When all time sheets are accounted for and corrected, the Records Manager or Program Manager will give the copies of time sheets and participant lists to the WIOA Fiscal Clerk. The hours worked will be added to the Work Experience spreadsheet.

If you have any questions, please let the Records Manager or Program Manager know so that any issues can be resolved quickly.

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

## North Central Arkansas Workforce Development Area

### Stop Attending/Drop Out Procedure:

Updated 11/23/2021, 4/19/2023

The purpose of Workforce Innovation and Opportunity Act (WIOA) is to assist participants in successful completion of training programs, however, due to various circumstances, completion does not always occur. Our Supportive Policies requires that participants to attend a WIOA approved activity to receive supportive services.

If a participant stops attending classes or other training but still requests supportive services, the Career Specialist will review the Eligibility for Services for Adults and DLW or Eligibility for Services for Youth to determine if support is allowable. The following reasons can be justifiable as to why the participant may have stopped attending/dropped out:

- Long or short term medical issues
- Family or mental health issues
- Loss of adequate housing
- Loss of transportation (if not attending fully online)
- Keeping the course would negatively impact the participants GPA

The Program Manager or Records Manager will present to the Executive Director for a decision.

However, if the participant has stopped attending but intends to start back soon, the Career Specialist can set a Scheduled Service in AJL to show the intended future service and support can continue in order for the participant to meet the future goals. Detailed information as to the rationale for ending the current service and the need to continue the support must be documented in case notes.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

# North Central Arkansas Workforce Development Area

## Reportable Individual Procedure

12/21/2020

### Background:

§ 677.150 states that a participant is a reportable individual who has received services other than the services described in paragraph (a)(3) of this section, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

(3) The following individuals are not participants:

(iii) Individuals who receive information-only services or activities, which provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives.

### Purpose:

This procedure outlines how North Central Arkansas' WIOA Title I-B programs ensure reported data are valid and reliable. Those services listed below are enough to make someone a reportable individual, but do not make the person receiving them a participant.

### Procedure:

All individuals who show interest in WIOA will be entered into AJL and a service will be given, regardless of whether they are enrolled into the WIOA program.

The following services do not trigger participation into the WIOA program and at least one should be used for each reportable individual.

Eligibility Determination 1000, 1002, 1007  
Outreach, Intake, Orientation 1000, 1002, 1007  
Job Search Assistance 1000, 1002, 1101 (self-directed)  
Workforce Information 1000, 1002, 1103  
Labor Market Information 1000, 1002, 1103  
Job Vacancy/Skills Needs 1000, 1002, 1103 Information  
In-Demand Occupations 1000, 1002, 1103 Information  
Training Provider Information 1000, 1002, 1100  
Performance Information 1000, 1002, 1100  
Supportive Services Information 1000, 1002, 1100

All individuals who request information on WIOA should be captured as reportable individuals if not enrolled into the WIOA program. Using the Enrollment Procedure, the individual will be enrolled into the appropriate program and a service from above will be added. The Program Manager or Records Manager

will approve the enrollment, same as if they were a participant. The difference is that they are not eligible for additional services until their participation-based services are approved and entered into AJL, and there is no requirement for continued contacts or follow-up. In the cases where only the above services are used, the participation closes after 90 days and no performance is measured. The paperwork on these individuals will be maintained at the central office until they are either given participation services (within 45 days of initial signature) or for three years after initial signature.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper



# **North Central Arkansas Workforce Development Area**

## **Youth Incentive Procedure**

**Created: 11/16/2021**

**All needed forms are located on SharePoint under “Youth Incentives”**

Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences [20 CFR 681.640].

Incentives paid for with WIOA funds must be connected to recognition of achievement of milestones in the program tied to work experience, education, or training, such as the acquisition of a credential or other successful outcome [TEGL 21-16].

Incentives must be:

1. Tied to the goals of the specific program
2. Outlined in writing before the commencement of the program that may provide incentive payments.
3. Align with the local program's organizational policies
4. Are in accord with the requirements contained in 2 CFR part

Incentive specifications - The purpose of offering an incentive is to induce behavior in a particular direction either toward achievement of becoming employed and/or enrolled in post-secondary education.

The Career Specialist will provide incentives only to those youth who:

- (1) are eligible for and registered in the youth program; and
- (2) meet the description of incentive(s).

Participants must be aware of the existence of such incentive and understand the terms and standards of its award to improve the likelihood of success and lead to a successful outcome or achievement of grant performance measures. Participants must sign a document stating they understand the incentive rules.

The educational goals for incentives listed below must be written in the Student Learning Plan (SLP) at Adult Education, if applicable. A copy of the SLP must be in the participant's WIOA file. All incentives must be addressed in the Individual Service Strategy and notes. The goals for incentives must be addressed in the appropriate program element section in the Individual Service Strategy (ISS) as well as the short term goal section. Career Specialist must also document the incentive in the enrollment notes in AJL. A youth may be eligible for more than one incentive.

Incentives are not a supportive service and will not decrease the total amount of support allowable.

Description of Incentives (for Out-of-School Youth)

<b>OSY Incentives</b>	<b>Incentive Amount</b>	<b>Documentation</b>
1. Ready Test passed	\$50 each - \$200 Maximum	Documentation from Adult Education that show passage of Ready Test
2. Educational Functioning Level Increase	\$50 each-Max 3 - \$150 Maximum	TABE pre- and post-test results showing an increase in educational functioning level.
3. Obtainment of Arkansas High School Diploma/GED	\$200	Copy of Arkansas High School Diploma Certificate or proof of attainment from school
4. Documented mastery of material presented in a required or recommended component by the local Adult Education program. such as Financial Literacy or Ready for Work	\$100	Copy of certificate received for completion of component.
5. Attaining a credential or a specific job industry certification, such as ServSafe, OSHA, forklift, etc	\$100	Copy of credential or certification
6. Earning a Bronze, Silver, Gold, or Platinum ACT National Career Readiness Certificate (ACT NCRc)	\$100	Copy of certificate or documentation from testing center showing results.
Youth participants who successfully complete their Work Experience or On-the-Job Training assignments	\$50 after the successful completion of the activity.	The Career Specialist will attest to the successful completion of the activity through a detailed case note.

Description of Incentives and Documentation (for In School Youth)

<b>ISY Incentives</b>	<b>Incentive Amount</b>	<b>Documentation</b>
1. Participants with a grade point average of 3.5 at semester	\$50.00 (Max of \$200.00)	Copy of school records such as report card
2. Participants who graduate high school	\$150.00	Verification from the school that the student has graduated.

**Career Specialists will need to submit:**

- a. Participant signature page for receipt of Incentive Policy
- b. Incentive Documentation
- c. Payment Request for appropriate program (OSY or ISY)
- d. Copy of DL (or ID) and SS card
- e. Student Learning Plan from Adult Ed (if appropriate)

Approved by the NCAWDB on:

3/13/2024  
 Gayle Cooper, NCAWDB Chairperson:  
Gayle Cooper

# North Central Arkansas Workforce Development Area

## Work Experience Procedure

Updated 1/04/2022, 4/19/2023

All forms can be found in the Work Experience and Worksite folder on SharePoint.

### **Do Not Allow Participants To Start Work Prior To Final Approval**

Career Specialists will need to submit for new or returning work experience participants:

- **Request for Services** Career Specialists will need to justify why work experience is needed and for how long they are requesting. Six months is the maximum without Executive Director approval
- **Worksite agreement (upload in AJL after all signatures are obtained)**
- **Employment Notice** (A Request for Services and a new Employment notice is required if requesting to extend work experience)
- **State and Federal withholding forms**
- **Form I-9**
- **Worker's Compensation sheet**
- **Work Permit** (if applicable)
- **EO**
- **Worksite Safety Training Sheet**
- **Safety Sheet**
- **O-Net Job Description Print Out**
- **If TABE scores reflect Basic Skill Deficient:** proof that they have completed 40 hours of Adult Education. Must re-tabe during participation.
- **Academic/Occupational Component** (if youth)

### ***For the Participant:***

Career Specialists will educate the participant on the importance of showing up to work every day on time and performing any given tasks to the best of their ability. Participants should be conducting a job search while they are working. If participant has a need of work attire or supplies to perform the job, refer to the Supportive Service policy and procedure.

Participants are expected to work full time but at minimum must work 20 hours per week to receive supportive services. Exceptions can be made by the Executive Director. If they are not willing or able to work 20 hours per week (if they are not also in training), they are not ready for what our program has to offer. They need to be working the hours that were agreed upon by the supervisor, or justify why they were not able to work as agreed before support can be issued.

Supportive services for those in Work Experience will not exceed two months, unless the need can be justified and must be approved by the Executive Director. If they are also in training we can help throughout the training if thoroughly justified.

**Academic and Occupational Component for Youth:**

1) For each worksite, determine at least two (2) occupations located at the worksite for the youth to learn about, not including the job being performed by the youth in the work experience.

2) For each occupation, list

Occupational education part of the component:

- (a) some of the duties of the occupation, and
- (b) how the youth can learn about the duties (through job shadowing, interviewing, etc.),

Academic education part of the component:

- (c) some of the academic topics that a worker needs to know to be successful and
- (d) one of the academic lessons the youth can learn and how he/she will learn it (from the site supervisor, a teacher, the Career Planner, a book, a video, etc.).

3) Details of the academic and occupational education must be in the participant's individual service strategy (ISS). This may be accomplished by using the state form for Academic and Occupational Education Component of Youth Work Experience, attaching the form to the ISS, and referencing the form in the Program Element 3 box of the ISS. If the work experience worksite changes, an ISS modification must be developed, and the academic and occupational component must be developed for the new worksite.

4) Arrange for the youth to carry out the plans. Include the worksite supervisor in the plans in whatever role is appropriate.

5) Document the learning experiences. This may be done by the signature on the form of the worksite supervisor, the Career Specialist, or anyone else who can verify the learning.

6) Maintain all documents in the youth's files.

It is recommended that this academic and occupational education component be completed within 30 days of the start of the work experience.

***For the Employer:***

The Career Specialist will educate the employer on how to fill out time sheets and where to send it on the end of the last day of the pay period. Employers should never turn in time sheets until participant has finished the last day of the pay period. Worksites will keep a copy of all time sheets for their records in a WIOA folder which the Career Specialist will furnish. Employer needs do a Worksite Safety Training on the first day of work or as soon as possible and return the form to Career Specialist who will place in participant folder. Employer needs to be made aware State Monitors may come to speak with them and the WIOA folder should be accessible. Employers should keep these documents for at least three years after completion of work experience.

The Employer will need to notify Career Specialist immediately if the participant is performing poorly or has stopped showing up to work.

The Records Manager will make a copy of the Employment Notice, Worksite Agreement, EEO, Worker's Compensation, O\*NET job description, work permit (if applicable) and mail to the employer to be put in the WIOA file.

The Records Manager will make a copy of Employment Notice and Worksite Agreement for payroll file and send a scanned copy to the career specialist after approval.

The Records Manager will make a copy of the Employment Notice, tax withholding forms, driver's license or state ID, social security card, and any safety training material or worksite inspections for the WIOA Fiscal Clerk. If applicable, the direct deposit form and a signed and voided check is needed for ACH.

The Career Specialist will add the service to the S&T in AJL and in file. The Career Specialists are responsible for entering a case note justifying need for service.

Complete time sheets are due on the next business day after a payroll period ends. The Records Manager will collect and audit time sheets. The time sheets will then be given to the WIOA Fiscal Clerk for payment. The hours worked will be added to the participant time sheet spreadsheet. After each payroll, the Records Manager will review time remaining and notify staff of any issues.

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper



# North Central Arkansas Workforce Development Area

## Program Monitoring Procedure:

Updated 8/16/2021

### Purpose and Scope:

The purpose of the Workforce Innovation and Opportunity Act (WIOA) monitoring is to ensure the integrity of the WIOA system, to review performance, assess compliance with applicable laws and regulations and identify successful methods and practices that serve to enhance the system as a whole through continuous improvement. This procedure ensures that all issues are identified and recorded, and that the appropriate corrective action is taken to rectify all identified issues, preventing their reoccurrence in the future.

### Responsibility:

The Program Manager, Records Manager/Program Specialist and/or others specified by the Executive Director will be responsible for continually monitoring participant's files.

The Program Manger or Records Manager/Program Specialist is responsible for the completion of issue reports and determining and implementing corrective action.

### Procedure:

- A minimum of 10 percent of active participant files shall be monitored each quarter for eligibility, accuracy and required documentation using the internal monitoring report.
- The names of those who will be reviewed will be listed on the monitoring report.
- All identified issues are to be recorded.
- The source or cause of any issue is to be identified, allowing for the development of appropriate and effective corrective action.
- The appropriate Career Specialist will be notified of the issue and how to proceed to correct it. The corrective action needed and a time frame for implementation will be documented.
- Once the corrective action has been completed, the Program Manager or Records Manager/Program Specialist will perform a verification check to ensure that the error was effectively corrected.
- If appropriate, a review of the effectiveness of the corrective action will be completed by the Program Manager or Records Manager/Program Specialist.
- If the issue persists after the implementation of corrective action, alternative solutions are to be examined until corrections of the issues can be successfully achieved.
- Upon the successful closure of the issue, the issue report will be signed off by the Program Manager.
- Worksite monitoring will be conducted each quarter to ensure compliance. Participants and supervisors at the sites will be interviewed using the Participant Interview Form and the Supervisor Interview Site Review Form.
- After each monitoring, a report shall be provided to the Executive Director for review and signature.

Approved by the NCAWDB on:

3/13/2024  
Gayle Cooper, NCAWDB Chairperson:

