Northeast Arkansas
Staff Guidance Manual

Date: 07-25-19

This manual is for ETS staff only and should be used for general guidance only. As always, there will be circumstances that arise which require additional direction/guidance.

Table of Contents:

Section 1. Federal, State, and Local Information (Important Links):

A. Federal Information: The WIOA Law, Federal Guidelines, TEGLs, and Technical Assistance can be accessed at doleta.gov/wioa/.

B. Arkansas Information: The Arkansas WIOA Title I B Policy Manual is located at www.dws.arkansas.gov. Click on Workforce Innovation section and look for the WIOA Policy Manual.

C. Northeast Arkansas Information: The Northeast Arkansas WIOA information is located at www.neaworks.com/.

Section 2. Interaction with Clients

A. **1st Interaction with client**: WIOA Case manager will meet with client. If client is not registered with Arkansas Job Link (AJL), the staff person will assist the client in self registering. All pertinent information will be entered.

Staff will provide information to the client as appropriate for their situation.

Staff will provide an initial application to the client. If the client appears to be eligible for the Adult, DLW or Youth program, the WIOA case manager will inform client of documents that are required to determine eligibility for the programs.
Additional information in State WIOA Policy 1.3.

B. **Common Eligibility Requirements**: In order to be enrolled in WIOA activities, an individual must or should (depending on the requirement) provide documentation of eligibility in four areas: age, social security number (SSN), compliance with the military selective service act, and eligibility to work in the United States.
Additional information in State WIOA Policy 2.1.

C. **Certification (Eligibility)**: During the certification process, the WIOA Case manager will review client's eligibility documentation to determine if the client meets eligibility requirements.

Utilizing the Adult/DLW or Youth Eligibility Document Checklist: Staff will gather all eligibility documentation as required. Instructions for the checklists can be found at https://www.neaworks.com/uploads/1/5/8/9/15890186/instructions_for_new_files_eligibility___enrollment_checklist_02-26-19.docx

Section 3: Deadlines for Submission of New Files:

All original files must be submitted to MIS staff within 5 working days of the client's enrollment.

An exception to the time frame for files to be submitted to MIS may be made by the Program Manager during times of large enrollments. A notice will be sent to staff if an exception applies.

Section 4: Outreach & Recruitment

A. **Outreach:** Outreach is a very important element in the development of the programs offered by WIOA. Employers, state agencies, public schools, post-secondary institutions, vocational schools, local organizations, etc. play a large role in developing the programs offered by WIOA. Participation from these entities is essential to insure a successful program. These entities must be made aware of the services provided through WIOA. Personal visits, brochures, and presentations are some of the ways to convey our services to these agencies. Also, newspaper ads, radio ads, and partner participation may be used to advise the constituents of Northeast Arkansas of our available services. The staff will put forth every effort to publicize WIOA services.

B. Recruitment: Recruitment for these programs will be a year-round process. Listed below are recruitments by program/service:

1. In-School Youth - local public schools, alternative schools etc.
2. Out-of-School Youth - adult education center, local DHS office, DWS, YMCA, etc.
3. Occupational Skills Training – approved Eligible Training Providers on ACRS https://www.workforce.arkansas.gov/acrs/.
4. On the Job Training (OJT) and Work Experience - required partners, other agencies, employers, and current/previous clients.
5. General Recruitment - newspaper ads, posters, brochures and radio ads are some other ways that WIOA may work to recruit clients. The WIOA staff may meet with school counselors, teachers, administrators and partner agencies to share information regarding eligibility, required documentation and activities available. WIOA case managers may schedule appointments with local agencies to discuss the services available and how these services may benefit their clients. Entities will be encouraged to refer clients to WIOA for services. The staff will work diligently in the local area to insure WIOA services are readily available to clients. Partner meetings will also play a big role in recruiting for WIOA programs.

Section 5. WIOA Staff Referral Guidelines

Clients who are in need of services that are not provided by WIOA will be referred to the appropriate agency/agencies. Staff will complete the referral form or provide partner/agency contact information to the client.

When a referral form is utilized, staff will follow up to obtain a response from the agency/agencies. The box labeled “Referral Outcome” at the bottom of the referral form will be completed as follows:

1. Response: What was the outcome of the referral? (A)The agency will complete the referral outcome and return form to WIOA or (B) if no referral outcome is returned by the agency, the WIOA staff will contact the agency, obtain a response and enter the outcome of the referral in this section.
2. Signature/Date of response: (A) Signature of the contact person from the agency and date of response if returned by the agency or (B) signature of WIOA case manager and date the response was obtained.

Section 6. Adult/DLW

A. Veteran’s Priority of Service:

Veterans and eligible spouses receive priority of service for all USDOL/WIOA-funded job training programs. A veteran or eligible spouse must meet each program’s eligibility criteria to receive services.
Additional information in State WIOA Policy 2.2.

For data validation purposes, a DD214 is required for all veterans. Some veterans may not have a DD214. For these clients, a DD214 can be obtained from the Arkansas Department of Veteran Affairs. Please use the following procedure:

1. Email to Shari Boles: shari.boles @arkansas.gov. (Arkansas Veteran Affairs)
2. Attach a signed release form from client.
3. Include the following in the email:
   Name of client
   Last four digits of Social Security Number
   Client’s separation month and year
4. Ms. Boles will send back a copy of client’s DD214 if on file.

If a DD214 is not available through the Arkansas Veteran Affairs, please send written notification to the following:

1. National Personnel Records in St. Louis, Missouri
2. Fax number: 314-801-9195, Phone Number: 314-801-0800
3. Fax the consent form to include:
   - Name of Client
   - Date of Birth

- Social Security Number
- Branch of Service: Air Force, Army, Coast Guard, Marine Corps, and Navy
- Approximate years of service
- What you are requesting, (DD214, etc.)

B. Common Eligibility:
In order to be enrolled in WIOA Title I-B activities, an individual must or should (depending on the requirement) provide documentation of eligibility in four areas: age/birthday, Social Security number (SSN), compliance with the Military Selective Service Act, and eligibility to work in the United States.

Common Eligibility does not make an individual eligible for the Adult or Dislocated Worker programs. Additional information in State WIOA Policy 2.1.

C. Adult Eligibility:
Must be 18 years or older. To be eligible for the Adult program, an individual must meet all eligibility requirements. Eligibility for the Adult program, however, does not make an individual eligible for all services in the program.
In addition, the individual must demonstrate a need for the services given, and the individual must meet eligibility requirements applicable to the receipt of these services. Availability of services is based on eligible funding of local areas and needs of participants. An individual who qualifies for the Adult program is not guaranteed to receive any/all of the individualized career services and training services.
Additional information in State WIOA Policy 2.3.

D. Adult Priority of Services:
Priority for receipt of services must follow the local area's policy.
NEAWDB Policy 2018-02 - https://www.neaworks.com/neawdb-documents.html.

E. Dislocated Worker Eligibility:
Must be 18 years or older. Dislocated workers are individuals who have lost jobs through no fault of their own. The goal of services to dislocated workers is to help them find appropriate jobs in in-demand industries. To be eligible for the dislocated worker program, an individual (18 or older) must meet eligibility criteria in State WIOA Policy 2.4.
DLW Definitions approved by the NEAWDB. NEAWDB Policy 2018-03 - https://www.neaworks.com/neawdb-documents.html

F. Priority for Individuals with Barriers to Employment:
In addition to statutory requirements concerning eligibility and priority for particular programs (including veteran's priority for all programs), all programs of WIOA Title I-B must focus on serving individuals with barriers to employment, as detailed in TEGL 19-16. This does not mean that these individuals are the only ones who can be served, but that priority must be given to individuals identified as having barriers to employment after individuals who meet statutory priority requirements. Of course, all levels of priority must meet program eligibility criteria.
Additional information in State WIOA Policy 2.8.

G. Adult/Dislocated Worker Basic Career, Individualized Career Services & Training
The vision of Arkansas Workforce Centers is to provide all customers with the appropriate guidance and access to the resources, tools, and opportunities that will enable them to become gainfully employed. A menu of services is posted at each Northeast Arkansas Workforce Center.
Additional information in State WIOA Policy 3.1.

H. Self Sufficiency (Employed Adults & DLW):
In order to determine eligibility for services for employed Adults/Dislocated Workers, the following definitions will apply:
NEAWDB Policy Self Sufficiency 2015-03 - at https://www.neaworks.com/neawdb-documents.html

I. Family Size & Income Requirements:

Verification of family size and total family income will be required for all individuals applying for the WIOA Adult program that are not basic skills deficient or do not receive public assistance (example: SNAP).

1. Adult Eligibility (per e-mail dated 06-20-18) - Is the Applicant a Dependent (under 25 years old)? Clients age 24 and under who are attending post-secondary education must submit a signed and dated income tax return. The return will indicate if the client claims themselves or if someone else claims them.
   a. Listed below is specific information for determining income eligibility for a household of 1 who is not receiving public assistance:
   b. When reviewing an applicant who is 18 or older and is younger than 25 for the Adult program, you must verify if the applicant is a dependent or independent child:
   c. Did the applicant's parents or guardians claim them on their taxes last year? Yes/No
   d. Will the applicant attest in writing that they are independent and provided 51% or more of their own support for the last year? Yes/No (Applicant Statement)
   e. Did the applicant provide 51% or more of their own support for the year? Yes/No
   f. If it appears that the applicant could be an independent, staff will need to obtain the following documentation:
   g. Copy of signed tax returns showing the client was not claimed as a dependent
   h. Signed statement from the applicant stating, "I am independent and no one else claims me on their taxes. I provided 51% or more of my support for the last year."
   i. The individual provided 51% or more of their own support for the year (must calculate using income worksheet). The applicant (Metro or Non-Metro) must adhere to the LLSIL information (160% column). Important – this data adjusts annually. Example: Current chart (changes annually) $21,507 multiplied by 51% would be $10,969.00 (rounded up to nearest dollar).
   j. Any exception to the above guidelines, must be approved by MIS
2. The following forms will be utilized:
   a. Income Worksheet – This form will be used by the staff to compute the gross family income for the past 6 months
   b. Employer Income Form – This form is used to verify the past six (6) month gross income **(from the date of registration)** of each family member. This form is to be completed by the employer of each family member.
   c. Financial Award Documentation- Clients who are attending post-secondary education will provide a financial aid award letter from their school from the previous year. The award letter is used to identify scholarships. Any scholarships that **<u>are not</u>** needs based are counted as income if received during the past six months from the date of registration. Staff will check with the schools to determine if the scholarships are needs based.
   d. Applicant Statement – Required if client is receiving support from a relative or non-relative and/or if not enough income reported on income worksheet.
   e. Collateral Statement – This form is used to verify family size. Must be completed/signed by someone who is not living in the applicant's household and is not a relative.
      - **<u>Important:</u>** Clients who are claimed as a dependent but do not live with their parents or legal guardian must submit two collateral statements.
      - A collateral statement on the client to verify the number of family members living with the client.
      - A collateral statement on the parents or legal guardian to verify the number of family members living with the parents or legal guardian.
      - Each of the collateral statements must be completed/signed by someone who is not living in the applicant's household and is not a relative.
3. Self-Employment Statement – If needed, this form is used to verify the self-employment of any family member.

J. Family & Dependent Definitions:

1. **Family** – Unless stated otherwise, for the purposes of WIOA Title I-B, a "family" is two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one of more of the following categories [20 CFR 675.300]:
   a. A married couple and dependent children
   b. A parent or guardian and dependent children
   c. A married couple
2. **Dependent -** In compliance with comments in the Final Rule concerning 20 CFR 681.250, the definition of "dependent child" follows the IRS guidelines for claiming a qualifying child on a tax return. A dependent child is a child who meets all of the following requirements:
   a. Is the married couple's, parent's, or guardian's child or stepchild (whether by blood or adoption), foster child, sibling or stepsibling, or a descendant of one of these
   b. Has the same principal residence as the married couple, parent, or guardian for more than half the previous year (Exceptions: children of divorced or separated parents with joint custody, kidnapped children, absences due to college attendance, and children who were born or adopted or otherwise were added to the family during the year.)
   c. At the time of eligibility determination, was (a) under the age of 19, (b) under the age of 24 and a full-time student or between semesters, or (c) any age if totally disabled
   d. Did not provide more than one-half of his/her own support for the year
   e. If married, did not file a joint tax return with the child's spouse

Additional information in State WIOA Policy 1.2.

K. Examples of Family:

Listed below are some examples of family:

1. 18 year old applicant has a child and is living with her mother; applicant is totally dependent upon mother for support. Mother/applicant is nuclear family and the applicant's child is not part of the family. This would be a family size of two (mother and applicant). The applicant cannot be separated from the mother because she is totally dependent upon the mother. This is a parent/dependent relationship as defined under family.
2. 20 year old applicant has one child and is living with parents. Applicant has worked some in the past six months. After gathering the applicant's wages during the past six months, the applicant has proved that he/she has enough income to support themselves at least 51% of the time. The parent's income will not be counted. This would be a family size of two (applicant and child).
3. 21 year old applicant is in post-secondary education and lives away from the parents. The applicant does not work and cannot support themselves at least 51% of the time. The parent's income must be counted since they provide the support. This would be a family size of three (mother, father and applicant).
4. 18 year old grandson lives with grandparents but the grandparents **are not** legal guardians. The grandparents receive TEA for the grandson. Grandparents are considered family since the grandson permanently lives with them. A printout from DHS of TEA benefits is needed to indicate the grandparents receive TEA on the grandson.
5. 18 year old grandson lives with grandparents on a temporary basis (lives with grandparents through the summer). Grandparents do not receive any kind of public assistance on the grandson. Grandparents in this situation do not meet the definition of family because grandson only lives with them temporarily. The 18 year old would be certified based on the parent's income.
6. 20 year old and his wife live with her parents. Youth has worked some during the past six months. Wife has not worked. They are not on public assistance. This would be a family size of two (husband and wife). You must explain how they lived over the past six months. An applicant statement from her parents would be needed to indicate that they were a source of support over the past six months.
7. 18 year old lives with grandmother. Grandmother receives food stamps. 18 year old is included on the grandmother's food stamp case. The 18 year old can be certified based on the food stamps since the applicant is included in the food stamp case. **If the applicant** was **not included on the food stamp case and lives with the grandmother,** the grandmother's income would be used to certify if documentation is collected to verify that the applicant lives with the grandmother. **If** documentation cannot be collected to

verify that the applicant lives with the grandmother, the applicant would he certified based on the parent's income.

L. Homeless

An adult or youth who meets the definition of "homeless," as defined in section 41403(6) of the Violence Against Women Act of 1994 [42 U.S.C. 14043e-2(6)] or a child or youth, as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act [42 U.S.C. 11434a]. For the purposes of WIOA Title I-B, a homeless individual is an adult or youth who lacks a fixed, regular, and adequate nighttime residence [42 U.S.C. 11434a(2) & 14043e-2(6)(A)].
Additional Information in State WIOA Policy 1.2

M. Individual with a Disability:

Means any person who:

1. has a physical or mental impairment which substantially limits one or more major life activities of the individual
2. Either a record of such impairment or being regarded as having such an impairment.
   Additional Information in State WIOA Policy 1.2

N. Applicant Statement Instructions:

1. Signature of person that provided the information: The applicant may also be the person providing the information. If this is the case, the applicant will sign in two places (signature of person providing information & signature of applicant).
2. Signature of corroborating witness: The witness should be someone who can verify the information provided. **The witness <u>cannot</u> be a relative,** except in certain circumstances. (e.g. If a relative is providing some type of support then he/she must sign the statement as the witness.)
3. Witness' relationship to applicant: How is the witness associated with the applicant? Friend, co-worker, etc.

O. Exclusions/Inclusions for Family Income:

Please see State WIOA Policy 1.2 under Low Income Individual for a detailed description of Exclusions and Inclusions for family income.

Section 7. Youth

A. Veteran's Priority of Service:

Veterans and eligible spouses receive priority of service for all USDOL/WIOA-funded job training programs. A veteran or eligible spouse must meet each program's eligibility criteria to receive services.
Additional Information in State WIOA Policy 2.2

For data validation purposes, a DD214 is required for all veterans. Some veterans may not have a DD214. For these clients, a DD214 can be obtained from the Arkansas Department of Veteran Affairs. Please use the following procedure:

1. Email to Shari Boles: shari.boles @arkansas.gov. (Arkansas Veteran Affairs)
2. Attach a signed release form from client.
3. Include the following in the email:
   Name of client
   Last four digits of Social Security Number
   Client's separation month and year
4. Ms. Boles will send back a copy of client's DD214 if on file.

If a DD214 is not available through the Arkansas Veteran Affairs, please send written notification to the following:

1. National Personnel Records in St. Louis, Missouri
2. Fax number: 314-801-9195, Phone Number: 314-801-0800
3. Fax the consent form to include:
   a. Name of Client

b. Date of Birth
c. Social Security Number
d. Branch of Service: Air Force, Army, Coast Guard, Marine Corps, and Navy
e. Approximate years of service
f. What you are requesting, (DD214, etc.)

B. Common Eligibility:

In order to be enrolled in WIOA Title I-B activities, an individual must or should (depending on the requirement) provide documentation of eligibility in four areas: age/birthday, Social Security number (SSN), compliance with the Military Selective Service Act, and eligibility to work in the United States.

Common Eligibility does not make an individual eligible for the Adult or Dislocated Worker programs. Additional Information in State WIOA Policy 2.1.

C. In School Youth (ISY) Eligibility

Age Category – 14 to 21. Each case manager will gather all required documentation and complete all forms on each client enrolled. Information will be collected from the client's application, prescreening forms and verbal communication.
In-school youth status and age is determined at the time of eligibility. State WIOA Policy 2.5 states, "*Because enrollment for youth can occur over a period of time, TEGL 21-16 clarified that the date a youth is determined eligible for services is the date of determining school status and age.*"

A client does not change status (In School/Out of School) during participation. The only time status can change is when the client has exited the program and decides to come back for more services and re-enrolls in the program. (Eligibility has to be determined again at this point.)

Note: To Co-Enroll Individuals (18-21 age) in youth and/or adult services.
These individuals must be eligible under the youth or adult eligibility criteria applicable to the services received. Additional Information in State WIOA Policy 2.5.

D. Out of School Youth (OSY) Eligibility

Age Category - 16-24. Each case manager will gather all required documentation and complete all forms on each client enrolled. Information will be collected from the client's application, prescreening forms and verbal communication.
Out of School Youth status and age is determined at the time of eligibility. State WIOA Policy 2.6 states, *"Because enrollment for youth can occur over a period of time, TEGL 21-16 clarified that the date a youth is determined eligible for services is the date of determining school status and age."*

A client **does not** change status (In School/Out of School) during participation. The only time status can change is when the client has exited the program and decides to come back for more services and re-enrolls in the program. (Eligibility has to be determined again at this point.)

Eligibility for the program does not end if a participant enrolls in school or reaches an age greater than the age greater than the age of the program, as long as the participant needs the services and activities of the youth program.

Note: To Co-Enroll Individuals (18-24 age) in youth and/or adult services.
These individuals must be eligible under the youth or adult eligibility criteria applicable to the services received.
Additional Information in State WIOA Policy 2.6.

E. Youth Services:

Reference State WIOA Policy 3.2.

F. 5% Window

Five percent of youth served do not have to meet income criteria, but must have a barrier to be eligible for services. The 5% window for services to youth not meeting income criteria is utilized only after careful consideration, and **all youth in this category must be pre-approved by Program Manager**. This window is used only when deemed necessary and only for a limited number of youth.

NEAWDB Policy 2016-07 **-** https://www.neaworks.com/neawdb-documents.html**.**

G. Individual with a Disability:

Means any person who:

1. has a physical or mental impairment which substantially limits one or more major life activities of the individual
2. Either a record of such impairment or being regarded as having such an impairment.

Additional Information in State WIOA Policy 1.2.

H. Foster Child

A foster child is a child on behalf of whom state or local government payments are made.

Suggested Documentation:

Statement from Department of Human Services stating that applicant is a foster child living in (foster parent) household and that state or local government payments are being made on behalf of applicant.

Example: (Applicant's Name) is a foster child who is living in the home of (foster parents' name) and state or local government support payments, are being made on behalf of the foster child. (Must be on agency's letterhead and signed by an employee/official.)

I. Parental Consent

All minors, who are seventeen (17) years old and under, must have consent from a parent or legal guardian to participate in WIOA activities. In addition, when a legal guardian signs any consent, release, etc., documentation of legal guardianship must be on file. (Example: court order).

Exceptions: Youth that are considered "Unaccompanied Youth" (these youth are not living with their parents or legal guardian but are living with friends or relatives). The person that is providing the support will sign the required documents in place of the parents or legal guardian.

J. Unaccompanied Youth

Youth under the age of 18 that live with grandparents, relatives, friends, etc. The youth has no relationship and/or contact with either parent. Documentation must be provided to attest that the grandparents, relatives, friends, etc. are the actual provider for the child. Documentation includes tax returns, insurance documents, school registration, death certificate, etc.

How do you certify?

The youth we are describing are considered "Unaccompanied Youth". They are not living with their parents, but are living with friends or relatives.

To certify:

1. Normal application process.
2. Signature on the required documents would be from the person that is providing support.
3. Income: Get the household income of the people that the youth is currently living with. This would include all members of the household that work.
4. Applicant statement from the person that is providing support. The applicant statement should state: Youth's name currently resides in my house and I am providing financial support. Also, include a brief explanation of the youth's situation from the person signing the statement. The person providing the financial support and the youth will sign the applicant statement.

K. Family Size & Income Requirements

Verification of family size and total family income will be required for all individuals applying for WIOA services in the youth funding stream.

OSY exceptions to this requirement are located at State WIOA Policy 2.6.

ISY exceptions to this requirement are located at State WIOA Policy 2.5.

The following forms will be utilized:

1. Income Worksheet – This form will be used by the staff to compute the gross family income.
2. Employer Income Form – This form is used to verify the six (6) month gross income **(from the date of registration)** of each family member. This form is to be completed by the employer of each family member.
3. Self-Employment Statement – This form is used to verify the self-employment of any family member.
4. Applicant Statement – Required if client is receiving support from a relative or non-relative and/or if not enough income reported on income worksheet.
5. Collateral Statement – This form is used to verify family size. Must be completed/signed by someone who is not living in the applicant's household and is not a relative.
   a. **Important:** Clients who are claimed as a dependent but do not live with their parents or legal guardian must submit two collateral statements.
   b. A collateral statement on the client to verify the number of family members living with the client.
   c. A collateral statement on the parents or legal guardian to verify the number of family members living with the parents or legal guardian.
   d. Each of the collateral statements must be completed/signed by someone who is not living in the applicant's household and is not a relative.

L. Family & Dependent Definitions:

1. **Family** – Unless stated otherwise, for the purposes of WIOA Title I-B, a "family" is two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one of more of the following categories [20 CFR 675.300]:
   a. A married couple and dependent children
   b. A parent or guardian and dependent children
   c. A married couple
2. **Dependent** - In compliance with comments in the Final Rule concerning 20 CFR 681.250, the definition of "dependent child" follows the IRS guidelines for claiming a qualifying child on a tax return. A dependent child is a child who meets all of the following requirements:
   a. Is the married couple's, parent's, or guardian's child or stepchild (whether by blood or adoption), foster child, sibling or stepsibling, or a descendant of one of these
   b. Has the same principal residence as the married couple, parent, or guardian for more than half the previous year (Exceptions: children of divorced or separated parents with joint custody, kidnapped children, absences due to college attendance, and children who were born or adopted or otherwise were added to the family during the year.)
   c. At the time of eligibility determination, was (a) under the age of 19, (b) under the age of 24 and a full-time student or between semesters, or (c) any age if totally disabled
   d. Did not provide more than one-half of his/her own support for the year
   e. If married, did not file a joint tax return with the child's spouse

   Additional information in State WIOA Policy 1.2.

M. Examples of Family

Listed below are some examples of family:

1. 16 year old applicant has a child and is living with her mother; applicant is totally dependent upon mother for support. Mother/applicant is nuclear family and the applicant's child is not part of the family. This would be a family size of two (mother and applicant). The applicant cannot be separated from the mother

because she is totally dependent upon the mother. This is a parent/dependent relationship as defined under family.

2. 20 year old applicant has one child and is living with parents. Applicant has worked some in the past six months. After gathering the applicant's wages during the past six months, the applicant has proved that he/she has enough income to support themselves. The parent's income will not be counted. This would be a family size of two (applicant and child).
3. 21 year old applicant is in post-secondary education and lives away from the parents. The applicant does not work and cannot support themselves at least *51%* of the time. The parent's income must be counted since they provide the support. This would be a family size of three (mother, father and applicant).
4. 16 year old grandson lives with grandparents but the grandparents **are not** legal guardians. The grandparents receive TEA for the grandson. Grandparents are considered family since the grandson permanently lives with them. A printout from DHS of TEA benefits is needed to indicate the grandparents receive TEA on the grandson.
5. 17 year old grandson lives with grandparents on a temporary basis (lives with grandparents through the summer). Grandparents do not receive any kind of public assistance on the grandson. Grandparents in this situation do not meet the definition of family because grandson only lives with them temporarily. The 17 year old would be certified based on the parent's income.
6. 20 year old and his wife live with her parents. Youth has worked some during the past six months. Wife has not worked. They are not on public assistance. This would be a family size of two (husband and wife). You must explain how they lived over the past six months. An applicant statement from her parents would be needed to indicate that they were a source of support over the past six months.
7. 16 year old lives with grandmother. Grandmother receives food stamps. 16 year old is included on the grandmother's food stamp case. The 16 year old can be certified based on the food stamps since the applicant is included in the food stamp case. **If the applicant** was **not included on the food stamp case and lives with the grandmother,** the grandmother's income would be used to certify if documentation is collected to verify that the applicant lives with the grandmother. **If** documentation cannot be collected to verify that the applicant lives with the grandmother, the applicant would he certified based on the parent's income.

N. Homeless

An adult or youth who meets the definition of "homeless," as defined in section 41403(6) of the Violence Against Women Act of 1994 [42 U.S.C. 14043e-2(6)] or a child or youth, as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act [42 U.S.C. 11434a]. For the purposes of WIOA Title I-B, a homeless individual is an adult or youth who lacks a fixed, regular, and adequate nighttime residence [42 U.S.C. 11434a(2) & 14043e-2(6)(A)].
Additional Information in State WIOA Policy 1.2.

O. Applicant Statement Instructions

1. Signature of person that provided the information: The applicant may also be the person providing the information. If this is the case, the applicant will sign in two places (signature of person providing information & signature of applicant).
2. Signature of corroborating witness: The witness should be someone who can verify the information provided. **The witness cannot be a relative,** except in certain circumstances. (e.g. If a relative is providing some type of support then he/she must sign the statement as the witness.)
3. Witness' relationship to applicant: How is the witness associated with the applicant? Friend, co-worker, etc.

P. Exclusions/Inclusions for Family Income:

Please see State WIOA Policy 1.2 under Low Income Individual for a detailed description of Exclusions and Inclusions for family income.

Section 8. Selective Service

A. Selective Service Registration

1. **Males Under 18**
   a. To ensure compliance with the law in regard to the selective service registration, **all males under the age of 18 will complete the selective service registration form**. The Selective Service Registration form is located on the www.neaworks.com website. This form will be kept in the WIOA staff's file.
   b. The selective service information will be submitted online to the Selective Service System by the WIOA staff when the client is within ***17 years and 11 months or later of his 18th birthday***. The Selective Service System website is https://www.sss.gov.
   c. The selective service system will mail confirmation to the client once the information has been processed.
2. **Males 18 to 25**
   a. Only those males who are subject to, and have complied with, the registration requirements of Military Selective Service Act are eligible for participation in WIOA funded programs and services.
   b. All males between the ages of 18 and 26 are required to register with the Selective Service System (SSS) prior to enrollment in WIOA programs.
3. **Males 26 and older**
   a. All males 26 and older who did not register are presumptively disqualified from participation in WIOA funded services and activities.
   b. The burden falls on the applicant to provide evidence explaining why he failed to register with the SSS.
4. **Additional information can be found at State WIOA Policy 2.1**

Section 9. Assessment – Enrollments

A. Assessments

Clients will be assessed to identify employability factors, skills, work history, interests, abilities, barriers to employment, and supportive service needs. There are two types of assessment activities:

1. Initial or Objective assessment may be completed through the use of informal interviews and/or formal interviews.
2. More specialized assessment may involve the use of aptitude testing, temperament testing, interest inventories, and/or formal interviews.

Listed below are some types of assessments:

1. **Basic Skills** –The TABE test will be administered by Adult Education to detect deficiencies in the reading and math areas. If deficiencies are found the client will be referred to the appropriate entity for remediation.
2. **Occupational Skills** – The client's application will be used to determine the client's occupational skills. The employment section will reflect this information.
3. **Prior Work Experience** - The client's application will be used to determine the client's prior work experience. The employment section will reflect this information.
4. **Interest Inventories (Onet, OSCAR, etc)** – An interest inventory that will be administered to each participant. This test will indicate at least three areas of interest. The test may be taken on the computer or by hard copy.
5. **Aptitudes –** The interest inventory will be used to assess a client's aptitude. The interest inventory indicates a personality type that will identify certain job skills, values, and area of interests.
6. **Supportive Service Needs –** The client's application and intensive interviewing will be used to identify supportive service needs. The need will be documented in the IEP/ISS and referred to the appropriate agency.
7. **Developmental Needs -** The client's application will be used to identify developmental needs. The need will be documented in the IEP/ISS and referred to the appropriate agency.

Notes:

- Adult Education is currently not testing In-School Youth (ISY) who are still in high school. These ISY will need to be pre/post tested utilizing our TABE 11/12 material.
- Any exception to staff administering the TABE for Adult, DLW, or Out of School Youth (OSY) instead of Adult Education must be approved by the Program Manager.

- The same test must be used for the pre/post-tests. Same test means the test version. TABE 11/12 is a version. If you use TABE version 11/12 for the pre-test, then you must use TABE version 11/12 for the post-test. You can use TABE 11 for the pre-test and TABE 12 for the post-test – they are within the same version and are the same level of difficulty.
- TABE, ACT/Asset, and other aptitude test scores from the educational institutions will be accepted if the assessments were administered within 6 months from date of enrollment. The documentation submitted must indicate the date the assessment was administered. Please see NEAWDB Policy 2018-05 for a detailed description of acceptable tests.
  NEAWDB Policy 2018-05 **-** https://www.neaworks.com/neawdb-documents.html

B. Enrollments

Definitions as follow:

1. **Participant:** A participant is an individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location or remotely through electronic technologies.
2. **Eligibility Date** – Date the client was determined eligible.
3. **Enrollment date**- Date client was enrolled. No start date on the activity form can be before the enrollment date.

C. Co-Enrollment and Co-Funding: A client may be eligible for more than one program. This will give some flexibility if funding is low in a program.

Example: A client has been determined eligible for the Adult program. It appears that the client may be eligible for the Youth program as well.

Staff will need eligibility approval from MIS for each program before co-enrolling. Please reference State WIOA Policy 2.7 for a detailed description for co-enrollment and co-funding.

D. Scheduled Service (Greater Than 90 Days):

1. A participant should not be considered as exited if there is a gap in service of greater than 90 days in one of the following circumstances (requires documentation):
   - Delay before the beginning of training. Documentation required - A written statement from the participant that explains the cause of delay before the beginning of training.
   - Health/medical condition of the participant. Documentation required below:
     - A written statement from the participant's physician explaining the condition
     - An applicant statement from the participant explaining the condition.
   - Temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service (Reserves for Air Force, Army, Coast Guard, Marines, and Navy). Important – Joining the military is not considered a temporary move. Documentation required below:
     - If possible, written documentation, such as a copy of the call up notice, letter from employer, or Military Leave of Absence Record (DA Form 31)
     - A written statement from the participant stating that he/she will be on active duty and the expected return date
     - A written statement from the participant stating that he/she has temporarily moved from the area

2. A gap in service must be related to one of the three circumstance identified above and last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation. However, grantees may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve the issues that prevent the participant from completing program services that lead to employment. Grantees must document all gaps in service that occur and the reasons for the gaps in service, including the participant's intent to return to complete the program services.

E. Participant Activities

1. **Activity Form:** The activity form will be submitted with the participant's file to MIS. The beginning date of each activity will be indicated and the projected ending date will also be indicated.
2. **New activity:** Each time a participant begins a new activity, an activity form will be submitted to MIS to indicate the beginning date of the activity and the projected ending date.
3. **Activity Ends**: When an activity ends, an activity form will be submitted to MIS to indicate the actual ending date.

Activity forms will be submitted to MIS on a timely basis. If you have any participants that have ended an activity or activities, please submit an activity form to MIS to reflect the ending date. **For example: Participants who have graduated or dropped from occupational skills training, an activity form will be submitted to MIS to indicate the last day attended. Participants, who have ended work experience, please submit a form to reflect the last day worked.**

Note: An activity or service must be rendered at least every 90 days or the client will exit.

In order to ensure services are provided each 90-day period of enrollment the following will be implemented.

1. Services for each 90 day period of enrollment will be entered into AJL's case notes.
2. Staff must submit an activity form and case note to MIS.
3. A report, generated from AJL, will be used by staff to ensure they are providing services for each 90-day period of enrollment.

F. 14 Youth Program Elements

The Workforce Investment Opportunities Act requires that 14 program elements be made available to all youth who are served by the WIOA youth system. "Make available" does not mean that every youth participant must receive services from all program elements; it means that youth have access to these services if they require them to meet their goals. Services will be provided by the local service provider directly or through referral to other entities/organizations.
Please see State WIOA Policy 3.2 for a detailed description of the Youth 14 Program Elements.

G. Attainment of GED

Clients in need of a GED will be referred to the local Adult Education center. It is the case manager's responsibility to closely communicate with the instructor to ensure the client is showing progress.

Section 10. Individual Employment Plan (IEP)

A. Original IEP Instructions

Listed below are examples of how to complete the IEP form.

1. Check mark "Original" on IEP Form.
2. Summarize prior work experience: List all of client's previous work experience. Examples: Nursing assistant, Factory worker, Waitress, etc.
3. Summarize academic and occupational skill levels: List all of client's previous academic and occupational skills level with area. Examples: High school diploma, Some College, Certificate of Proficiency - Nursing Assistant, Associate of Applied Science - Accounting, Associate of Arts Degree – General, Bachelor's Degree – History, etc.
4. Employment Goal: List the client's employment goal. Examples: Factory Work, Truck Driver, LPN, etc.
5. Non-Traditional: A nontraditional occupation is one that employs less than 25.0% of males (M) or females (F). A link can be found at our website, https://www.neaworks.com/uploads/1/5/8/9/15890186/non-traditional_employment.pdf. Mark either yes or no.
6. Name of Assessment: refer to the Interest Profiler. A link can be found at our website, https://www.mynextmove.org/explore/ip
7. Results of Assessment: Write see attached. FYI - A copy of the results will need to be printed and included with the Enrollment checklist.
8. Short term objective: List client's short term (current) objective in relation to employment goal. Examples: Enroll in training, make satisfactory progress in school, learn new job skills, etc.

9. Long term objective: List client's long term (future) objective in relation to employment goal. Examples: Complete degree, find full time employment, etc.
10. Barriers to employment: Check mark all barriers that apply to client.
11. WIOA Services to Achieve Employment/Training Goals:
    a. Service: List the service that is being provided to the client. Examples: Occupational Skills, Work Experience, On the Job Training, etc.
    b. Activity Location: List the name of the business/organization. Examples: Arkansas State University, Arkansas Northeastern College, Arkansas State University – Newport, Black River Technical College, Department of Human Services, Department of Workforce Services, etc.
    c. Start Date: List the first day client starts the activity.
    d. Projected End Date: List the projected ending date of the activity.
    e. Referral for Services: If client is being referred for additional services, please list the name of the agency and the type of service that will be provided.
        - Agency: Arkansas Rehabilitation Services
        - Type of Service: Book and Supplies Assistance
    f. Career Services: Circle the appropriate answer.
        - Is work experience appropriate for participant at this time? If client is participating in work experience. Circle Yes. If client is not participating in work experience. Circle No.
        - Are other career services appropriate at this time? Circle Yes. Write in the blank provided: "Counseling and Career Planning as Appropriate"
    g. Training Services: Circle yes or no for all that apply except for #6. List the name of the training program. Example: LPN, Industrial Maintenance, Elementary Education, etc.

B. Update IEP Instructions:
- Updates should be done on a blank IEP (write the client's name & ID# on form).
- Check mark update.
- Complete only the sections that need to be updated.
- Client and case manager signatures are required for the update.
- Make a copy for your file.
- Submit the original update to MIS.

Section 11. Individual Service Strategy (ISS)

A. Short Term Employment Goal - Examples: work experience, work part time at the grocery store, work part time at fast food restaurant, etc.

B. Long Term Employment Goal - Examples: LPN, Truck Driver, Factory Worker, Retail, etc.

C. Non-Traditional: A nontraditional occupation is one that employs less than 25.0% of males (M) or females (F). A link can be found at our website, https://www.neaworks.com/uploads/1/5/8/9/15890186/non-traditional_employment.pdf. Circle yes or no.

D. List Potential Pathways or Occupations - Examples: Nurse at hospital, clinic, or nursing home; Office clerk at a school, private office, industry; etc.

E. Short Term Achievement Objectives – Examples: Raise TABE scores, learn basic job skills, earn money for school clothes; complete key train, obtain high school diploma or GED, etc.

F. Long Term Achievement Objectives – Examples: Attend college, gain full time employment,

G. TABE Results:
1. TABE number: TABE number that was administered. Example: TABE 11 or 12. This information will be on a copy of the test results.
2. Date of TABE test: Date test was administered

3. Reading Grade Level: e.g. 12.9, 8.5, 3.4, etc. Grade levels aren't on the TABE results from Adult Ed. Staff must determine the grade level based on the TABE Grade Range Scale Sore Guidance.
4. Reading Scale Score: e.g. 485, 511, 683, etc. This information will be on a copy of the test results.
5. Reading Educational Level: e.g. High Adult (HA), Low Intermediate (LI), etc. **See note below**.
6. Math Grade Level: e,g. 12.9, 8.5, 3.4, etc. Grade levels aren't on the TABE results from Adult Ed. Staff must determine the grade level based on the TABE Grade Range Scale Sore Guidance.
7. Math Scale Score: e,g. 485, 511, 683, etc. This information will be on a copy of the test results.
8. Math Educational Level: e,g. High Adult (HA), Low Intermediate (LI), etc. **See note below**.

Note:

Educational Level	**Grade Level**
BA – Beginning ABE	0 - 1.9
BB – Beginning Basic Education	2 - 3.9
LI – Low Intermediate Basic Education	4 - 5.9
HI – High Intermediate Basic Education	6 - 8.9
LA – Low Adult Secondary Education	9 - 10.9
HA – High Adult Secondary Education	11 - 12

H. Interest Inventory – Write see attached. FYI - A copy of the results will need to printed and included with the Enrollment Checklist.

I. Prior Work Experience – list job title and employer

J. Hobbies/Other Interests/Aptitudes – list as appropriate

K. Occupational Skills – list any skills the client may have such as: typing, computer skills, food service, cleaning, mowing, accounting, welding, customer service, CNA, etc.

L. Attainment of High School Diploma or GED – Leave blank if client obtained before enrollment. If client obtained after enrollment, mark yes and date attained.

M. Employability Skills – check skills that are appropriate.

N. Barriers to Meeting Goals-check all that are appropriate.

O. Supportive Service, Development & Other Needs to Overcome Barriers Above (if referred, attached referral/outcome) – List Name of Agency and Type of Service(s). Staff will need to provide response of referral once received.

P. Fourteen Youth Program Elements - Check the services to be provided to client.

Q. Update Procedures:
1. Updates should be done on a blank ISS (write the client's name & ID# on form).
2. Check mark update.
3. Complete only the sections that need to be updated.
4. Client and case manager signatures <u>are required</u> for the update.
5. Make a copy for your file.
6. Submit the original update to MIS.

Section 12. Occupational Skills Training

A. Eligibility for Occupational Skills Training (OST)

The following information is required when submitting new OST files for eligibility review:

1. Is the applicant in default on a student loan?

2. School transcript (all colleges)
3. GPA 2.0 or above (cumulative)
4. GPA meets requirements of applicant's major
5. Previous degree (if applicable) (Certificate, AA, AS not in demand – any exceptions must be approved)

B. Eligible Training Providers

Occupational Skills Training is a service that may be provided to eligible clients (see eligibility section) who select an approved training program offered through an approved Eligible Training Provider. In order to determine if an organization is an approved Eligible Training Provider, you will need to visit the ACRS website, https://www.workforce.arkansas.gov/ACRS/Providers.aspx.

C. Individual Training Accounts (ITAs)

1. An ITA will cover cost for Tuition/Required Fees. Tuition amount will be determined on a semester to semester basis dependent upon availability of funding and discretion of management. Required fees will be defined as "General Registration Fees". Any exception made for covering the cost of books, supplies, and additional fees/exams will be based on availability of funding and discretion of management.
2. Duration of ITA – The duration of an ITA will be per semester. An ITA will be issued each semester for renewal if the client is making progress toward employment; however, the total maximum time that ITAs can be renewed will be up to two years. Any exceptions to the two-year limit must be granted by the Arkansas Workforce Center Management. The WIOA participant must maintain at least a cumulative 2.0 grade point average (GPA) or required GPA for the degree (whichever is higher) under the catalogue year in which the client started. (Some schools may require the current GPA under the current catalogue for the degree.) Case managers will consult with the schools if this issue arises. Unsatisfactory grades, non-attendance, withdrawing from classes, etc. may also be valid reasons to not issue an ITA for the next semester. Clients may be placed on probation for failure to comply.
3. Duration of Training – WIOA will fund: short-term training programs (less than one year), one-year certificate programs, associate degree programs, bachelor degree programs – The last two years of a four (4) year degree. The client must have completed enough semester hours to be classified as a junior by the institution. The hours accrued must count towards the degree. A client must be capable of completing the degree within two (2) years.
4. Funding for a master's degree or doctorate **is not allowed**.
5. The participant will be informed of their account status each semester.
6. Contract – Both the client and the case manager will sign a contract. The contract stipulates the terms and conditions of the agreement and will be reviewed carefully with the client. IMPORTANT - staff will be required to remind occupational skills training participants about seeking employment after completion of occupational skills training as stipulated in the occupational skills training contract. staff will inform client that after they begin employment, the following information will be required: 1. Name of Employer, 2. Start Date, 3. Hourly Wage or Salary, 4. Hours work per week, 5. Job title

For more information, see the NEAWDB Policy 2016-01 regarding Individual Training Accounts (ITAs) at https://www.neaworks.com/uploads/1/5/8/9/15890186/neawdb_policy_2016-01_ita.pdf

D. Partner Funded Occupational Skills Training

1. If a client's occupational skills training is funded by Pell and not WIOA, the client will be enrolled in occupational skills training. The partner service will need to be addressed in the client's case notes.
2. If a client's occupational skills training is funded by Career Pathways, Arkansas Rehabilitation Services or other partner, the client will be co-enrolled.
3. Documentation of the partner service will need to be in the client's file. Partner services will need to be verified each school year.

E. Client with Prior Misdemeanor or Felony

Certain misdemeanors and/or felonies will prohibit an individual from obtaining licensure for the occupation. One example: Nursing has a board that reviews each individual before approving licensure.

For more information, see the e-mail on Information Required for Occupations Requiring Licensure at https://www.neaworks.com/uploads/1/5/8/9/15890186/information_required_for_occupations_requiring_licensure.pdf
An excerpt from The Nurse Practice Act can be found at https://www.neaworks.com/uploads/1/5/8/9/15890186/nurse_practice_act.docx

F. Previous Certificates/Degrees

Please utilize the following guidelines for applicants with previous Occupational Skills Training Certificates/Degrees. This guidance **applies** to Individual Training Accounts (ITAs) only. **This guidance does not apply to other types of services**.

1. If an applicant has acquired a baccalaureate (4 year) degree or higher, staff will not provide occupational skills training.
2. As appropriate, an applicant with the following could receive an ITA for a demand occupation:
   - Certificate of proficiency
   - Technical certificate
   - Associate of arts degree
   - Associate of applied science degree (not a demand occupation at time of application)

This information should be addressed in a case management note. Any exception to these guidelines (1 & 2) will be reviewed on a case by case basis and will require written approval from the Program Manager.

G. College Transcript

1. A current transcript (does not have to be official) through the last semester attended is needed for all clients who have previously attended the school in which they are currently enrolled. Important items to remember:
   a. Transferred Classes - If a transcript contains transferred classes from another school, a transcript from that school will be required. Example: A client is attending ASU. Client's ASU transcript indicates transferred classes. Case Manager finds that classes were transferred from BRTC. A transcript from BRTC will be required. The purpose of gathering all transcripts is to determine if the client has a previous degree.
   b. First Semester - A transcript is needed for the current school even if it is the client's first semester.
2. A transcript(s) should be submitted with the client's paperwork to MIS.

H. Degree Plan/Class Curriculum

A degree plan will be required for a client to enroll in occupational skills training. Important items to remember:

1. Some providers change degree plans frequently. Make sure the degree plan is correct for the client's catalogue year.
2. In the absence of a degree plan, a copy of the curriculum from the college (can be made from the provider's catalogue) or a letter signed by an advisor listing classes needed for a degree can be used.
3. The degree plan/class curriculum must match the training program on the ACRS screen.
4. The degree plan/class curriculum <u>does not</u> have to be signed by an advisor.
5. All classes approved for payment must be listed on the degree plan/class curriculum.
   Exception: Sometimes a class on the degree plan/class curriculum will not make and another class is substituted. In order for this class to be approved for payment, documentation from the provider/advisor must be obtained. An e-mail from the advisor is acceptable. If an e-mail cannot be obtained, a signed statement from the advisor is required. This documentation must be submitted with the client's paperwork to MIS.
6. Electives: These must be monitored closely. **Example**: Client's degree plan requires 12 electives. A 3 hour elective is taken and dropped after billing/payment. Only 9 hours of future electives can be approved.
7. A degree plan/class curriculum must be submitted with the client's paperwork to MIS.

I. Class Schedule

1. Class schedules are required each semester.

2. All classes approved for payment must be listed on the degree plan/class curriculum.
   Exception: Sometimes a class on the degree plan/class curriculum will not make and another class is substituted. In order for this class to be approved for payment, documentation from the provider/advisor must be obtained. An e-mail from the advisor is acceptable. If an e-mail cannot be obtained, a signed statement from the advisor is required. This documentation must be submitted with the client's paperwork to MIS.
3. Electives: These must be monitored closely. **Example**: Client's degree plan requires 12 electives. A 3 hour elective is taken and dropped after billing/payment. Only 9 hours of future electives can be approved.
4. WIOA will not pay for a class more than once.
5. Remediation classes will not be paid for by WIOA.
6. Class schedule must be submitted to MIS.

J. Grades/Grade Point Average (GPA)

1. Mid-term grades should be obtained and submitted to MIS with a case note. If no mid-term grades, staff should submit a case note with that statement to MIS.
2. Final grades/transcript (reflecting a cumulative GPA) is required each semester. Submit a case note with a copy of the final grades/transcript to MIS.
3. GPA Requirements:
   a. New or current clients must maintain a cumulative GPA of at least 2.0 or the required GPA for their degree, whichever is higher. Example: Education degree requires a 2.5 GPA; therefore, a new or current client must maintain a 2.5 GPA.
   b. Any new applicant **must have** the required cumulative GPA at the time of application. Any exception to this requirement must be approved by MIS.
   c. Required GPAs will be based on the catalogue year in which the client started, unless the provider requires client to update to a more recent catalogue year. In this case, the required GPA will be based on the new catalogue year.
   d. Failure to maintain the required GPA will result in probation and/or termination of WIOA services.

See Occupational Skills Training Contract for additional information, https://www.neaworks.com/uploads/1/5/8/9/15890186/occ_skills_training_contract.docx

K. Probation

1. At a minimum, clients who do not meet the required cumulative GPA for their degree will be placed on probation the following semester using a probation notice (see example of occupational skills training probation notice, https://www.neaworks.com/uploads/1/5/8/9/15890186/occupational_skills_training_probation_notice_02-23-18.docx).
2. If the client's required cumulative GPA has not been met at the end of a spring semester and the client will not be attending summer sessions (for a total of 12 hours) client will not be placed on probation until the fall semester.
3. The occupational skills training probation notice should be signed by the case manager and the client.
4. If the client meets the requirement of the probation notice, they will be taken off probation and funding may continue.
5. If the client does not meet the requirement of the probation notice, they will not be eligible for WIOA funding the following semester. Should the client attend the following semester, without the help of WIOA, and raise their GPA to the requirement, client may be eligible for future WIOA funding.
6. This form may also be used for any reason (unsatisfactory grades, non-attendance, withdrawing from classes, etc.) the client is not in compliance with the occupational skills training contract.
7. A copy of the probation notice should be given to the client.
8. The original copy of the probation notice should be sent to MIS.

L. Change of Degree and/or Extension Instructions

1. The Change of Degree and/or Extension Information Form should be utilized for the following options:
   a. Occupational Skills Training Change of Degree (The new major must be on the ACRS projected employment opportunities list and the providers list.)

   b. Occupational Skills Training Extension (An extension is required for any changes in the projected end date.)
2. Clients who want to change/make additions to their major must submit a letter/e-mail to the case manager stating the reason for the change/addition.
3. The Change of Degree and/or Extension form must be completed by the case manager and submitted to an authorized staff person for review/approval.
4. **<u>If approved</u>** by the authorized staff person, the following actions are required:
   a. The signed original will be returned to the case manager.
   b. The case manager will attach the original form to the change of degree and/or extension checklist along with the other required information and send to MIS.
   c. The case manager will enter a case note in AJL explaining the reason for the change of degree/extension.
5. **<u>If not approved</u>** by the authorized staff person, no further action is required.

M. Occupational Skills Training Contract

1. Complete name, major and required GPA (this may vary by training provider) on contract.
2. Client and case manager must sign.
3. Original will be submitted with client's file to MIS.
4. Clients must attend school full time (at least 12 hours for the Fall and Spring semesters). An exception may be made for the following:
   a. Client is in last semester and does not need 12 hours to graduate
   b. There are not 12 hours offered toward the client's degree during a semester
   c. **<u>Note</u>**: A client who is working and cannot attend full time (12 hours) **<u>is not</u>** an exception. Clients must be informed of our policy regarding full-time enrollment before enrollment. WIOA will not pay for those clients who choose to work and attend school part-time.

N. Out of State Tuition – Not Allowed

WIOA <u>will not be responsible for out-of-state tuition</u>. Students who relocate to the Northeast area from another state may not comply with the institution's policy on in-state tuition. A client who has been determined eligible under WIOA and is billed out-of-state tuition will be responsible for the difference between out-of-state and in-state tuition.

O. Types of Waivers/Reduction of Costs

Listed below are some examples where a participant may receive a waiver or discount from the state college. WIOA cannot pay for costs that have been waived or reduced.

1. Age (60+) – In some cases, Arkansas residents age 60 or older may have their tuition and fees waived or reduced.
2. College Employee Discount – In some cases, employees and/or their dependents may receive a reduced tuition/fee from the school.

P. Programs Not Eligible for Pell

In some circumstances, a program/degree is not eligible for Pell (e.g. truck driving, CNA, etc.). Staff are required to obtain a letter from the eligible training provider stating that the program is not eligible for Pell. A copy of the letter should be placed in the client's file. (Case manager can get a generic letter and place a copy in each client's file.)

Q. Coordination of Financial Aid Instructions

1. Must determine if a participant has an unmet need:
   The participant must be unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Federal Pell Grants, and TANF; or requires WIOA Title I-B assistance in addition to these other sources. In making the determination, WIOA programs may take into account the full cost of participating in training services, including the cost of support services and other appropriate costs [WIOA § 134(c)(3)(B)(i)(I); 20 CFR 680.210(c); 20 CFR 680.230; TEGL 19-16].

WIOA partners and other entities must coordinate funds available to pay for training [20 CFR 680.230]. 3.3 (Change 1) In order to determine if a participant is able to obtain grant assistance from other sources, the participant must either apply for a Federal Pell Grant or must submit documentation that he or she is unable to obtain the grant. ADWS FORM WIOA I-B – 3.3 (Verification of Educational Grant Assistance) or other official documentation from the Financial Aid Office of the college or from the Federal Student Aid office of the U.S. Department of Education can be used to verify eligibility for a Pell Grant.

Such documentation may also document the amount of assistance expected to be given, which can be used in determining the participant's unmet need. To determine a participant's unmet need, subtract the amount of scholarships and grants from the cost of attendance. Methods of determining a participant's cost of attendance are found under "cost of attendance" in State WIOA Policy 1.2.

Additional information in State WIOA Policy 3.3.

2. Clients are required to apply for a Pell Grant (each school year). If the client has not applied for Pell, they cannot be approved until they do so and proof of application has been submitted. Any exceptions must be approved by an authorized staff person. Listed below are acceptable documentation for Pell:
   a. A copy of the award letter.
   b. A denial letter of Pell from the school.
   c. Proof of applying for Pell from the school. Additional information may be requested by MIS.

   Additional information in State WIOA Policy 3.3.

3. Case managers will work closely with the training providers' financial aid office to ensure training funds have been coordinated and will not exceed the cost of attendance or duplicate funding. Costs of attendance and unmet need of client will be required in order to complete the Coordination of Financial Aid form (https://www.neaworks.com/uploads/1/5/8/9/15890186/coordination_of_financial_assistance_12-03-18.docx). This form is required on all clients.
   a. Complete after reviewing all documentation submitted by the client or training provider
   b. If client receives a scholarship that is tuition/fee based only, that amount must be deducted before the WIOA amount can be calculated. **Note**: If in doubt whether a scholarship is specifically targeted to pay for certain items, contact your supervisor.
   c. Scholarships – submit to MIS information from the school's website or verification from school personnel whether or not the scholarship is tuition based.
   d. Loans are not recorded on the financial aid coordination form and will not affect the WIOA amount.
   e. If client enrolls for the Fall semester, amounts of financial aid and WIOA will be listed as yearly amounts, not semester amounts. If client enrolls in the Spring semester, amounts will be half of the total amounts.
   f. Must be signed by case manager
   g. Must be sent to MIS.
   h. After approval by MIS, an ITA can be completed.

4. Documentation such as scholarship awards, Pell Grant award letters, and other awards must be submitted to the case manager when received by the client.

R. Individual Training Account (ITAs) Instructions

1. ITA submitted to the training provider each semester reflecting the amount of WIOA funding for each adult, dislocated worker, and OSY participants. **Important – ISY clients cannot receive ITAs.**
2. Complete all information in the top section.
3. The client's class schedule will be used to complete the course number, hours and class name.
4. Complete the course number, including the call letters (example, ENG 1003) for approved classes.
5. Should any classes be listed as an elective on the degree plan, write **elective** beside the class name on the ITA. (This makes it easier for the person verifying ITAs/billing.)
6. List the total number of hours that WIOA will fund.

7. Enter the amount of tuition, fees, etc. that WIOA will pay (this can be found using the fee schedule from each service provider).
8. Normally books, supplies, and additional fees/exams are not funded, but if there is an exception and they are funded you should enter those amounts.
9. Three signatures are required on the ITA. The dates cannot be before client eligibility. Also, dates must be within the effective and expiration dates of ACRS.
10. ITA ceiling amounts are provided by semester from the Program Manager.
11. ITA will be provided to the Program Manager. Staff are prohibited from submitting ITAs directly to the training provider.
12. Classes approved for payment must be on the degree plan or documentation must be obtained from the provider/advisor. This documentation must be submitted with the client's paperwork to MIS.
13. Electives: These must be monitored closely. **Example** Client's degree plan required 12 electives. A 3 hour elective is taken and dropped after billing/payment. Only 9 hours of future electives can be approved.
14. Once WIOA has paid for a class, it cannot be paid for again.
15. Remediation classes cannot be approved.
16. ITA Revisions (if already submitted to the Training Provider by Program Manager):
    a. All corrections/revisions must be initialed by the staff person.
    b. Once revised, the ITA should be submitted to the Program Manager for approval. Once approved, staff person should update their records.
    c. Program Manager will submit all ITAs to the appropriate training provider. Staff are prohibited from submitting revised ITAs directly to the training provider.

Section 13. On The Job Training (OJT)

See OJT NEAWDB Policy 2016-05, change 1 at https://www.neaworks.com/neawdb-documents.html

Section 14. Work Experience

Important - The WIOA Handbook must be given to every client enrolled in work experience.
See the NEAWDD Policy 2015-04, change 2 at https://www.neaworks.com/neawdb-documents.html

A. Payroll Packet Information

Participant must be approved for enrollment in work experience. Once approved, staff must submit a payroll packet for all participants entering into work experience. The packet must be submitted before the 1st day of work. Listed below is the order in which the packet should be scanned to the office.

- Employee Payroll Information form
- Copy of Driver's license and Social Security Card
- Copy of I-9 (all 3 pages)
- W-4 Form
- AR4EC
- Payroll Check Authorization Form

Once reviewed by the office, the information is verified and entered into the payroll system.

B. Participant Timesheet

Timesheets are utilized to determine a participant's payroll check and accuracy/validity are of the utmost importance. Listed below are some items to remember:

1. Staff will transfer the information from the sign in and out sheets. The minimum amount of time allowable is 15 minute increments. For example, client arrives at 8:07, enter 8:15. If client leaves at 4:25, enter 4:15.
2. The time in/out should reflect an actual time such as 12:00 not abbreviations (12) or statements (noon).
3. Client, supervisor, and staff person will sign the timesheet in cursive. Any exception must be notated in the file.
4. Only supervisors listed on the worksite agreement may sign the timesheet.
5. Any mark through and correction must be initialed by the staff person.
6. Timesheets must be completed in ink. Pencils and liquid paper are prohibited (not allowed).
7. Hours worked, rate of pay, and earnings must be completed on the timesheet.

8. After the timesheet has been completed by the case manager, the timesheet will be given to two other staff for verification. If everything is correct, each staff will initial the timesheet.

C. Participant Payroll Checks

Important items staff should remember:

1. Signed Timesheet - A timesheet signed by the participant, worksite supervisor, and staff person must be submitted to the office by the required deadline before a participant payroll check is issued. A scanned copy of the timesheet is acceptable for issuing a check. An original timesheet must be obtained by the staff before delivering the check to the participant.
2. A third party must be listed on the payroll check authorization form, before a check can be released to anyone other than the participant. Link to the form: https://www.neaworks.com/participant-forms.html
3. Stop Payment Fee - The amount of the fees will be deducted from the participant's payroll check. FYI - Currently the stop payment fee is $36 but may be greater.
4. Mailing of Check – Staff must submit a signed statement from the participant before authorization to mail a check will be given.
5. Check Security – any unclaimed check must be locked in the office safe.
6. Receipt of Check – all delivered checks must be signed off by the participant or authorized third party.
7. Checks cannot be left with worksite supervisors. Staff must contact the office when a check is unable to be delivered on the payroll date.

D. Submitting Timesheets to Main Office

Unless directed otherwise, staff will group the following documents clipped together (not individual pieces):

1. Each original signed timesheet with a copy of the payroll check attached.
2. Payroll check signature sheets. If any signature is from a third party (not the participant), a copy of the payroll check authorization form must be included.

Documents should be delivered to office within one week of payroll.

E. Worksites

All worksites must have a current worksite agreement on file. Staff are responsible for sending MIS the original completed/signed worksite agreement. Listed below are some general guidelines to help staff:

1. Worksites cannot be on private property. Example – the worksite can not be at someone's home.
2. Participants cannot be involved in or work on sectarian (religious) related activities. Example – the worksite cannot be at a temple or worship area.
3. Participants cannot handle monies, credit cards, debit cards, gift cards, make deposits, count receipts, etc.
4. As a rule of thumb, staff should start new participants on Monday – Wednesday (not Thursday or Friday).

Please review the worksite agreement for important items at https://www.neaworks.com/participant-forms.html

F. Academic and Occupational Education (AOE) Component – Required for Youth

The Youth program requires an AOE component. Listed below are two types of work experience: Regular Work Experience (currently 6 months) and Summer Employment Opportunities (SEO) Work Experience (usually 4 to 6 weeks). These types use two separate job competency forms.

1. Work Experience - Listed below are some items to remember:
   a. In order to assure uniformity, staff will be completing the AOE section for all participants (Adult, DLW, and Youth) in work experience.
   b. There must be at least 4 items (must be numbered – 1,2,3,4) listed under the Academic & Occupational Education.
   c. AOE Section must be completed on the initial form and the "Complete" should be marked "no".
   d. By the 2 month period, the AOE section must be completed by the worksite. Once completed, mark "yes". If not completed, staff are responsible for resolving this item immediately. Please continue to show the section marked as "yes" for complete on the 4th and 6th review.
   e. Correct wording to be used by staff for initial academic component case notes: "Client's academic & occupational education component will be provided by the worksite."

The Job Competency Review form is located at https://www.neaworks.com/participant-forms.html.

2. SEO Work Experience – Since the Summer Employment Opportunities (SEO) program for youth is significantly shorter than the 6 month work experience program, our office had to look at different options to ensure all required items/services are met. The following process will be utilized to ensure the Academic and Occupational Education (AOE) Component is being met. Each participant will be required to attend a one day class to cover their specific needs for the AOE component. In order to ensure this component meets State requirements, staff will need to have the following information available for the Summer Teacher:
   a. Individual participant's SEO location/position.
   b. Information about the worksite may include but not be limited to: mission statement, services provided, clients served, and region served.
   c. Training needs for the participant to obtain their future work goals.
   d. Other positions available in the field based on Labor Market Information.
   e. Expected average wages of the occupation for monthly budgeting purposes.

   After the class, the Summer Teacher will send a summary for each participant to Mike Willyerd to disburse to staff. Once received, staff will key the summary information from the Summer Teacher in a case note with "AOE component" on the description line.

   IMPORTANT – Basic Skills Remediation classes will be held during a separate class.

   The SEO Job Competency form is located at https://www.neaworks.com/participant-forms.html.

Section 15. Supportive Services

See Supportive Services NEAWD Policy 2015-05, change 1 at https://www.neaworks.com/neawdb-documents.html.

Section 16. Co-Enrollment & Co-Funding

See Co-Enrollment & Co-Funding NEAWDB Policy 2018-07, at https://www.neaworks.com/neawdb-documents.html.

Section 17. Child Labor Laws

Staff should be aware of Federal and State Child Labor Laws. The documents are located at the following link: https://www.neaworks.com/participant-forms.html

Section 18. Non-Traditional Employment

A nontraditional occupation is one that employs less than 25.0% of males (M) or females (F). The document is located at the following link: https://www.neaworks.com/participant-forms.html

Section 19. Case Management

Important - Staff must adhere to State WIOA Policy – WIOA I.B. – 4.2 Case Management and Participant Files.

There is also a local document, Case Management Notes, to assist staff is located at the following link: https://www.neaworks.com/participant-forms.html

Section 20. Common Exit Date

The State WIOA Policy – 1.2 Definitions states, "Common Exit date – Arkansas has chosen to use a common exit date, as allowed in 20 CFR 677.150(c)(3) and encouraged in TEGL 10-16. Included in the common exit are:

- Title I-B Adult, Youth, and Dislocated Worker formula programs,
- Title III Wagner-Peyser Employment Service program (Participants in Jobs for Veterans State Grants must be co-enrolled in and have a common exit with Wagner-Peyser Employment Services [TEGL 16-16]),

- Trade Adjustment Assistance program (TAA), authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq., and
- Title I-D National Dislocated Worker Grants

The WIOA common exit date is the last date of service or activities (other than follow-up services, self-service, and information-only services and activities) in any of these programs in which a participant is enrolled, and no future services (other than follow-up services, self-service, and information-only services and activities) are planned. Information concerning follow-up services may be found in policies concerning each particular program. The criteria must be met for all programs in which a participant is enrolled before a participant is considered to be exited. The last date of service cannot be officially determined until at least 90 days have elapsed since the participant last received services or activities from any of these programs, (other than follow-up services, self-service, and information-only services and activities) [20 CFR 677.150(c); Comments in WIOA Final Rule concerning §677.150(c); TEGLs 10-16, 19-16, and 21-16]."

Section 21. Follow Up Services

The policy addresses Follow Up Services for Adults, Dislocated Workers, & Youth.
See Follow Up Services NEAWDB Policy 2018-01 C#1, at https://www.neaworks.com/neawdb-documents.html.

Additional instructions regarding Youth Follow Up Services can be located at https://www.neaworks.com/instructions.html.

Section 22. Data Validation

Please see DOL TEGL 7-18 Attachment I for Source Document Validation - https://wdr.doleta.gov/directives/attach/TEGL/TEGL_7-18_Attachment_I.pdf