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401 BACKGROUND

This section provides Pinal County Workforce Development Board’s (PCWDB) policy for Training Services that are available to unemployed or underemployed Workforce Innovation and Opportunity Act (WIOA) Title I-B Adults, Dislocated Worker and Youth Program participants.

Training prepares individuals with the in-demand skills that meet employers’ needs based on labor market information, sector strategies, career pathways, and business outreach. Through job driven training, individuals acquire the skills needed to obtain and/or retain employment and increase earnings which lead to self-sufficiency.

402 AUTHORITY

- Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128)
- 20 Code of Federal Regulations(CFR) Part 680 and 681
- Training and Employment Guidance Letter (TEGL) 19-16
- Training and Employment Guidance Letter (TEGL) 21-16
- Training Employment Notice (TEN) 25-19

403 TYPES OF TRAINING SERVICES

A. Training services for eligible participants must be directly linked to the employment opportunities in in-demand and/or targeted industries and occupations, as listed in the PCWDB Local Plan, the Arizona WIOA State plan or the [ARIZONA@WORK Job Market Trends Webpage](#). Training services may include:

1. **Occupational Skills Training**-Training that is designed to meet the technical needs of the workplace and provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by specific occupational fields. Occupational skills training includes training in non-traditional employment. (See section 413)

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2. **Skill Upgrading and Retraining** – Short-term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills.
3. **Entrepreneurial Training** – Training on the responsibilities of establishing, organizing, managing, and operating a business or enterprise;
4. Programs that combine workplace training with related instruction, which may include cooperative education programs;
5. Training programs operated by the private sector;
6. **Incumbent Worker Training**-Training designed to help the employer’s existing workforce obtain skills necessary to retain employment and prevent job loss. Training activities are provided through a contract between the WIOA Title I-B Adult and Dislocated Worker Programs service provider and an employer or a group of employers (which may include employers in partnership with other entities delivering such training) for the purpose of assisting such workers in obtaining the skills necessary to retain employment or avert layoffs (See section 416.01). Upon completion of the training, the employer must commit to continue to employ individual(s) who participated in the training. In Pinal County, Incumbent Worker Training is provided through the Business Advancement Through Training (BATT) Program.
7. **On-the-Job Training (OJT)**-Training provided through a contract with an employer who is reimbursed a percentage of the wage rate of the participant being trained while the participant is engaged in productive work. In Pinal County, OJT is provided through the BATT Program (See section 416.03).
8. **Customized training**-Training designed for specific requirements of an employer or group of employers, which is related to new production, upgrading to new jobs that require new skills, workplace literacy, or other appropriate purposes as identified by PCWDB. In Pinal County, Customized Training is provided through the BATT Program (See section 416.02).

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9. **Registered Apprenticeship Programs-** Training based on an approved set of National Guidelines for Apprenticeship Standards developed by a national committee or organization which includes OJT and related technical instruction in a classroom instruction setting. (See section 415.)

10. **Job Readiness Training provided in Combination with another type of Training** – Training that includes workforce preparation activities as defined in the [AJC Service Dictionary](#) *offered in combination with:*
 - a. Occupation skills training;
 - b. OJT;
 - c. Incumbent worker training;
 - d. Programs that combine workplace training with related instruction;
 - e. Training programs operated by the private sector;
 - f. Skill upgrading and retraining; or
 - g. Entrepreneurial Training.

11. Adult Education and Literacy activities, offered by WIOA Title II providers and other providers, including English Language Acquisition and integrated education training programs, *provided concurrently or in combination with:*
 - a. Occupational skills training;
 - b. OJT training;
 - c. Incumbent worker training;
 - d. Programs that combine workplace training with related instruction;
 - e. Training programs offered by the private sector;
 - f. Skill upgrading and retraining;

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g. Entrepreneurial training.

B. All types of training must be listed on the Eligible Training Provider List (ETPL) except for OJT, Incumbent Worker Training, customized training, internships (individualized career service), transitional jobs (individualized career service), paid and unpaid work experience (individualized career service), and circumstances when training services may be provided through a contract, as an alternative to an Individual Training Account (See section 411).

404 PROGRAM PARTICIPANT ELIGIBILITY FOR TRAINING SERVICES

A. Training Service Eligibility for participants in the WIOA Title I-B Adult and Dislocated Worker Programs.

All qualified program participants must be registered and enrolled in the Arizona Job Connection (AJC) and determined eligible for the WIOA Title I-B Adult and Dislocated Worker Program prior to being determined eligible for training services. Service providers must develop procedures for determining eligibility for training services based on requirements included in this section. Training services, based on availability of funding, may be made available to underemployed and unemployed individuals enrolled in the WIOA Title I-B Adult or Dislocated Worker Programs if:

1. A service provider staff determines, after a documented interview, evaluation, or objective assessment, and career planning, qualified participants are:
 - a. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to, or higher than, wages from previous employment;
 - b. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
 - c. Have the skills and qualifications to participate successfully in training services.

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- d. Select a program of training services that is directly linked to the in-demand employment opportunities as listed in the Local Plan, Arizona WIOA State Plan, or the [ARIZONA@WORK Job Market Trends](#) webpage.
 - e. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA Title I-B assistance in addition to other sources of grant assistance, including Federal Pell Grants; and
 - f. If training services are provided through the Adult Program funding stream, are determined eligible in accordance with the State and ARIZONA@WORK Pinal County’s priority of service.
- B. Required Career Services for Adult, Dislocated Worker, and Youth Programs

Service Provider staff must provide a justification for training via detailed documentation in case notes in the AJC system and in each participant’s Individual Employment Plan (IEP)/ Individual Service Strategy (ISS). At a minimum, the following services must be provided to training participants and added to the Service & Training (S&T) Plan in AJC:

1. Eligibility determination for WIOA Title I-B Adult, Dislocated Worker and Youth programs. The Eligibility Determination Service must be added to the AJC System when the determination is made;
2. Eligibility determination for training services. The Eligibility Determination service must be added to the S & T plan in the AJC system when the determination is made (Does not apply to the Youth Program);
3. The career planning service must be added to the S & T plan for all participants who receive individualized and training services and remain open the entire period of participation. Case notes must be updated every time a career planning discussion occurs with the participant. Summation of the interview and career planning identified

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in Section 403(A)(i)(a) must be added to case notes in the AJC System;

4. Comprehensive Assessment/Objective Assessment results identifying skill gaps, and documentation of the participant’s ability to complete the training. The Comprehensive Assessment/Objective Assessment service must be added to the AJC system when provided;
5. All participants are encouraged to take the Arizona Career Readiness Credential (ACRC). Participants may take the entire ACRC curriculum, or individual ACRC courses based on the participant’s needs. Pre and Post assessments for individual ACRC courses may be used to measure the participant’s growth. When the ACRC curriculum is used, information from the ACRC assessments must be used to inform the IEP/ISS and guide service delivery. When the ACRC is provided, the Workforce Preparation Activities Job Readiness service must be added to the S & T Plan, and ACRC scores must be added to the AJC System in case notes.
6. An IEP/ISS must be developed for all participants who receive training through an ITA. The IEP/ISS must be maintained and remain current throughout the term of participation. In addition to ensuring the IEP/ISS is revised to keep pace with the participant’s engagement with the program, the following information must be included in the IEP/ISS.
 - a. The name of program of study with documentation that the program is listed as approved on the ETPL;
 - b. Training provider performance information supporting the decision to pursue training;
 - c. Labor market information relevant to the training, in order to document the reasonable expectation or high pay/ high demand employment upon completion of the training;
 - d. The duration of the ITA including:
 - i. Start date of training; and
 - ii. Anticipated end date of training;

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- d. Any other career services received;
 - e. The type of training service must be added to the S & T plan in the AJC system when the training service begins.
 - f. The IEP/ISS service must be added to the S & T plan in the AJC system when it is created and remain throughout participation. A case note must be added every time it is updated and the changes must be reflected on the IEP/ISS.
7. An ITA plan may be included as part of the IEP/ISS or may be documented on a separate form. Refer to Section 410.C for information required on the ITA plan.
 8. Documentation must clearly indicate the targeted outcomes of the training. It must provide an unquestionable understanding between the service provider staff and the program participant of each step in program participation.
 9. Case notes in the AJC system and the IEP/ISS must clearly indicate how the training will be applied to job search and when job search is anticipated to start and program participation is expected to end (Program exit date). All participants who complete training services must receive career services in advance of and after completing the training program including but not limited to job readiness services such as resume building, interviewing skills, money management, etc.
 10. **A client budget must be entered in AJC for all participants who receive training services.** Payments must be added to the client’s budget as they occur. Tuition and other client expenditures, such as supportive services, must be added to the budget to calculate the “Cost per participant”. Refer to [Arizona Department of Economic Security \(DES\) Division of Employment and Rehabilitation Services \(DES\) Informational Broadcast \(IB\) 20-009 Adding Clients Budgets and Exhibit I-B 20-009-E Instructions for Entering Client Budgets into the AJC system.](#)
 11. A person is considered underemployed if they are employed either full or part-time, with a current annualized wage not exceeding 80% of

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their wages at the dislocation from their most recent employment, or if their earned wages are at or below the self-sufficiency threshold as identified in most current [Lower Living Standard Income Levels \(LLSIL\) \(See Exhibit 500D\) tables](#) published by the Arizona Department of Economic Security.

12. There is no required minimum time period for participation in career services before receiving training services.
13. Prior to providing training services, the Training Services Justification Form must be completed (See Exhibit 400A). The completed form must be uploaded into the AJC System.

C. Youth Program Participants

The WIOA Title I-B Youth Program must make each of the 14 program elements available to eligible youth program participants. Of the 14 elements, Occupational Skills Training qualifies as training for youth participants. The Occupational Skills Training element includes other types of training services, such as registered apprenticeship. Occupational skills training does not include OJT, as OJT is considered a type of Work Experience in the Youth Program.

405 ELIGIBLE TRAINING PROVIDER LIST (ETPL)

The ETPL is the state-wide list of approved training providers and their programs. For WIOA Title I-B Adult, Dislocated Worker or Youth funds, to be spent on training services, most types of training services require the training program to be listed as approved on the ETPL.

Training programs are approved by the PCWDB and other Local Workforce Development Boards across the state. Approved training programs must result in an industry-recognized credential, employment or a Measurable Skills Gain. Training programs must lead to jobs in in-demand/targeted occupations and industries, as listed in the PCWDB local plan or, Arizona WIOA State Plan or the [ARIZONA@WORK Job Market Trends webpage](#). For more information on the ETPL, refer to the [Eligible Training Provider Policy](#).

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- A. Each service provider must make available to customers the statewide ETPL.
- B. The list contains descriptions of programs through which training providers may offer training services, as well as performance and cost information.
- C. Programs listed on the local and state ETPL that lead to an industry-recognized credential, and which are aligned with in-demand industry sector occupations, must be given priority consideration. Refer to the list of in-demand/ targeted occupations and industries in the PCWDB Local Plan, the Arizona WIOA State plan or the [ARIZONA@WORK Job Market Trends webpage](#).
- D. The Arizona statewide ETPL is the primary list of eligible training providers and programs approved by the PCWDBs to be used by the service provider staff when referring a WIOA Title I-B participant to training. Service provider staff may refer to programs on another state's ETPL with which Arizona has a reciprocal agreement if a comparable program is not available on Arizona's ETPL. Arizona has agreements with the following states:
 - 1. Nevada;
 - 2. Utah;
 - 3. New Mexico;
 - 4. Montana; and
 - 5. Missouri.
- E. When a program is used which is listed on an ETPL of a state with which Arizona has a reciprocal agreement, service provider staff:
 - 1. Manually enter the name of the training provider and training program on the S & T Plan page in AJC; and
 - 2. Enter "Reciprocal Agreement with the State abbreviation", in the Training Agent ID field, e.g. "Reciprocal Agreement with NM."

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406 FUNDING TRAINING SERVICES

Funding for training is based on the availability of program funds and is limited to program eligible participants who are unable to obtain other grant assistance to pay for the cost of training or who require assistance beyond that available from other sources to pay for such training.

Service Providers must coordinate funding arrangements and co-enrollments with One-Stop partners and other entities. Such coordination is to be documented in the participant's file Case Notes in AJC

- A. Service Providers must ensure that WIOA Title I-B training funds are awarded only when no other sources of funding are available or the amount available is insufficient in covering the participant's training costs. Alternative sources of funding that may be available include, but are not limited to:
 1. State-funded training funds;
 2. Trade Adjustment Assistance (TAA);
 3. Rehabilitation Act funds;
 4. Temporary Assistance for Needy Families;
 5. Federal Pell Grant funds; or
 6. Other federal grant funds.

- B. In making the determination that WIOA Title I-B funds are required, the Service Provider must take into account the full cost of training, including post training certification testing if applicable, *and the cost of supportive services and other appropriate costs, to ensure the training is completed successfully.*

- C. This provision does *not* apply to the GI Bill or other forms of Veterans Administration (VA) education or training benefits. *Veterans and spouses are not required to coordinate their entitlement to VA training benefits with WIOA Title I-B training funds.*

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- D. Student loans are excluded when determining the individual's overall need for WIOA Title I-B funds for educational costs.
- E. Individuals may be attending school when they become a WIOA Title I-B participant; reimbursement of training costs is not allowed for payments made prior to WIOA Title I-B program participation.

407 AWARD OF ACADEMIC/ VOCATIONAL CREDITS FOR FORMER/CURRENT MILITARY MEMBERS

Current or former military members may be awarded vocational credit after an evaluation of the military member's Joint Service Transcript (JST), as per Arizona Revised Statute (A.R.S) 15-1898.

- A. The service provider staff must work with community college and public university eligible training providers to determine the appropriate point of contact and steps the veteran will need to take to have his/her JST evaluated by the community college or university.
- B. Service Providers must coordinate with the community colleges and universities to determine the correct amount of the individual ITA after it is determined that a veteran will receive academic or vocational credit based on his/her skills, knowledge, and competencies acquired during military service. The cost of the program may be less than the total program cost listed on the ETPL.
 - 1. Participants may request a JST evaluation by Central Arizona College (CAC) by contacting for the CAC Transcript Office:
 - a. For sealed hard copy transcripts, send them to the Transcript Office at 8470 N. Overfield Rd. Coolidge, AZ 85128.
 - b. For electronic transcripts, such requests must be sent from the issuing agency to transcripts@centralaz.edu.
- C. Service providers must have an agreement on the file with the community college or university that details any amount initially paid by the PCWDB using WIOA Title I-B funds and indicating that the PCWDB will be

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reimbursed if, at a later date, it is determined that the veteran will receive academic or vocational credits for his/her knowledge, and competencies acquired during military service.

408 PELL GRANTS

- A. Federal Pell Grants are awarded to cover tuition costs and education-related expenses. Such expenses include supportive services *but only the amount of the grant that applies to the participant's tuition will be used to reimburse expended WIOA Title I-B funds.*
- B. Pell Grant eligibility is established by completing the Free Application for Federal Student Aid (FAFSA - www.fafsa.ed.gov). Service Provider staff must maintain documentation in the participant's file to support the eligibility determination and award of the Pell Grant.
- C. All eligible program participants pursuing training at a Pell Grant eligible institution must apply for a Federal Pell Grant, unless the participant provides documentation to indicate that they are not eligible for the Pell Grant.
 1. A participant may enroll in WIOA Title I-B-funded training while his/her application for a Federal Pell Grant is pending.
 2. Following the award of the Pell Grant, the training provider must reimburse the respective program the amount that the Pell Grant covers from the WIOA funds used to underwrite the training. *Only the amount of the grant that applies to the participant's tuition will be used to reimburse the expended WIOA Title I-B funds.* Reimbursement is not required for the portion of the Pell Grant for education-related expenses, which includes supportive services.
- D. A completed agreement between the respective program and the educational institution must be on file as well as with the WIOA Title I-B participant before any funds are paid to the training provider. This agreement must detail:
 1. The amount to be initially paid by the program; and

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- 2. Between the training provider and the participant to reimburse the program.
- E. Federal Pell Grants are awarded to cover tuition costs and education related expenses.
- F. When a participant is awarded a Pell Grant, the Pell Grant amount and the beginning and ending date of the grant must be recorded in the AJC system on the WIOA Educational Grants page, and under AJC case notes. Other types of grants not provided by ARIZONA@WORK Partners must also be recorded on the WIOA Educational Grants page in the AJC system.

409 CO-ENROLLMENT

PCWDB encourages co-enrollment with ARIZONA@WORK Pinal County partner programs. Co-enrollment allows programs to leverage funds, and expands services available to participants to meet their needs.

- A. Co-case management with partner programs is required. Service Providers must ensure duplication of services does not occur.
- B. Supportive services may be provided to support WIOA Title I-B Adult, Dislocated Worker or Youth funded or non-WIOA Title I-B Adult, Dislocated Worker or Youth funded training. Non-WIOA Title I-B paid training includes training paid using ARIZONA@WORK Pinal County partners funds, PELL Grants, other grants and scholarships, self-paid or family-paid training, employer-paid training, and other funds. Any supportive services provided by the WIOA Title I-B Adult, Dislocated Worker or Youth Program programs must be documented appropriately in the AJC system and added to the S & T plan and in the AJC system under case notes each time it is provided.
- C. In the case of co-enrollment in Job Corps and a WIOA Title I-B Adult, Dislocated Worker program, the Job Corps component will be considered training on the IEP.
- D. The WIOA Title I-B Adult, Dislocated Worker, or Youth programs may only count a credential towards the credential attainment rate when the

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education or training service results in a recognized postsecondary credential, secondary school diploma or high school equivalency diploma as defined in section 1107 of the Performance Accountability Policy.

- E. When non-WIOA Title I-B Adult, Dislocated Worker or Youth funds are used to pay for the training, the training program is not required to be listed on the ETPL. If the training is paid for using partner-provided funds, service provider staff must add the training in AJC, on the Case Details page as follows:
 - 1. Select the “Partner Provided Services” hyperlink and click add;
 - 2. Select the Funding Source/Enrollment; and
 - 3. Complete the services provided by the partner program on the Partner Provided Services page drop down menu.

- F. Only services that are provided using WIOA Title I-B funds are added to the S & T plan in the AJC system.

- G. The WIOA Title I-B Adult, Dislocated Worker or Youth program may only count a participant’s attainment of an industry-recognized credential that was attained without using WIOA Title I-B funds (partner-provided, self-paid or employer paid etc.) towards its credential attainment rate when the WIOA Title I-B Adult, Dislocated Worker or Youth funds provided another education or training activity during participation.
 - 1. In this case, the Training Program:
 - a. Is not required to be listed on the ETPL;
 - b. Does not need to be related to the education or training service provided by the WIOA Title I-B program.
 - 2. To count the credential, the following requirements must be met:
 - a. The participant earned the industry-recognized credential during participation or within one year after exit.
 - b. WIOA Title I-B Service Provider staff determines if the Non-WIOA training program’s outcomes meets the definition of an industry

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recognized credential in section 1107 of the Performance Accountability policy.

- H. To record the industry recognized credential, the service provider must enter the industry-recognized credential on the 4th Quarter Outcomes screen in the AJC system. The highest level credential earned must be listed at the top of this page.

410 INDIVIDUAL TRAINING ACCOUNT (ITA)

ITAs are established and used to provide training services to eligible WIOA Title I-B Adult, Dislocated Worker or Youth participants based on the training needs identified in the participant's IEP. ITAs are used for all training options that require use of the Eligible Training Provider List (ETPL). Each training program requires a separate ITA.

Approval of all ITAs issued for training must be documented in the participant's case file in the AJC system, providing evidence, based on real-time labor market information for identifying in-demand occupations for which training is sought.

A. ITA Payments

1. Payments from an ITA may be made in a variety of ways including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods.
2. Payments may also be made incrementally through payment of a portion of the costs at different points in the training course.
3. All ITAs are subject to approval by Service Provider Management.

B. ITA Limitations

1. The amount and duration of each participant's ITA must be justified based on the participant's needs as identified in the IEP and maintained in the participant's case file in the AJC system such as the occupational choice or goal and level of training needed to succeed in that goal.

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2. Eligible participants may select any approved training program that prepares the participant to work in an in-demand occupation or industry, and is in alignment with the participant’s ISS/IEP from the state-wide ETPL. Refer to the Local Plan, Arizona WIOA State Plan, or the [ARIZONA@WORK Job Market Trends](#) webpage for the lists of in-demand occupations and industries. However, ITA may not exceed 24 months in total, unless approved by Service Provider Management.
3. The IEP and associated case notes in the AJC system must clearly identify the start and targeted end date of the ITA and program of study.
4. The PCWDB has established a dollar amount limit of \$3,500 per participant per program year for ITAs. Funding ceilings may be adjusted with approval of the PCWDB.
 - a. On a limited case-by-case basis, Service Providers may request approval above the established limit in 410(B)(iii). Approvals must be justified in writing and based on such factors as alignment with in-demand occupations available in the service delivery area. All requests for this exception must be approved by the Service Provider Program management.
 - b. An individual may select a training program that costs more than the maximum amount available for ITAs when other sources of funds are available to supplement the ITA (e.g. Pell Grants, scholarships, etc.)
 - c. The ITA amount must not exceed the total cost that is listed on the ETPL.
 - d. Participants must carry a minimum of 12 credits per semester. However, due to limited availability of appropriate classes in rural areas, the 12-credit hour minimum may be waived. All classes must be required for the training program.
 - e. Participants must attend school year around. If there are no classes available during the summer session that would apply towards the chosen certificate or degree program, participants must get a letter

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from the school stating there are no classes available. When classes are not being offered during summer session, the participant must participate in Workforce Preparation Activities, and other career services.

- f. Participants who miss a full semester or other training program courses/modules when classes are available, may be subject to program exit. Written justification and approval must be obtained by the service provider program manager to retain the participant in the program if course work is missed.
- g. When an ITA is issued, the ITA Issued box must be checked on the WIOA Educational Grants page in the AJC system. The ITA amount and ITA begin and end dates must also be added to this page.

C. The ITA Plan must contain the following information:

- 1. The name of program of study with documentation that the program is listed as approved on the ETPL;
- 2. Total cost of the program including tuition, books, and supplies.
- 3. The dollar amount of additional sources of training funds, including funds from other job training programs and grants to be applied to the training cost;
- 4. Pell Grant eligibility and the award amount that will be applied to the training cost.

411 TRAINING CONTRACTS

A. PCWDB does not contract for training services, except contracts may be entered into with employers or training providers to provide customized training, and Incumbent worker training. See section 1200 Business Services. ITAs are used to provide all other types of training services.

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- B. Service providers may enter into contracts or agreements with businesses in the establishment of OJT training or work experience.

412 CONSUMER CHOICE

Training services provided through an ITA must be provided in a manner that maximizes consumer choice in selecting a training provider and training program from the ETPL, as described in 20 CFR § 680.340.

.01 Career Planning Consultations

Consultations with a career planner must include, at a minimum, an evaluation of the following:

- A. Participant’s assessment results to determine if skills are sufficient to successfully complete a selected training program;
- B. Program prerequisites;
- C. Availability of training funds;
- D. Cost of the training program;
- E. Comparison of training programs; and
- F. Availability of jobs in the local job market and the minimum entry wage for related occupations. Jobs must be in in-demand occupations or industries, as included in the PCWDB Local Plan, the Arizona WIOA State Plan or [ARIZONA@WORK Job Market Trends](#) webpage.

.02 Training Provider Selection Process

An individual who has been determined eligible for WIOA Title I-B training services may select any eligible training program listed on the state-wide *after consultation with a career planner*.

- A. The selected ETPL approved training program must prepare and qualify the individual to work in an in-demand occupation or industry listed in the Local Plan, the Arizona WIOA State Plan or the

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[ARIZONA@WORK Job Market Trends](#) webpage and be in alignment with the participant’s IEP/ISS.

- B. Unless the program has exhausted training funds, the ARIZONA@WORK Job Center must refer the individual to training and establish an ITA to pay for training.
- C. The referral may be provided to the individual in the form of a voucher or certificate to obtain the training.

.03 Service and Training Plan in AJC

All services provided to WIOA Title I-B participants must be entered on the S & T plan in AJC. When service provider staff enter a training service in the AJC system, ensure the following is completed:

- A. The appropriate O*net code and CIP Code is required; and
- B. If the service is an education service, only the CIP code is required, as not all training/educational services have an O*net code.

.04 Adult Education and Literacy Activities

- A. WIOA Title I-B Adult and Dislocated Worker funds must not be used to provide Adult Education and Literacy Activities without another type of training service.
 - 1. Individuals in need of Adult Education and Literacy Activities but not in need of another type of training service, should be referred to the WIOA Title II Adult Education Program. Such referrals are to be documented in Case Notes in AJC.
 - 2. Service provider staff are encouraged to co-enroll WIOA Title I-B Adult and Dislocated Workers with the WIOA Title II Adult Education Program when appropriate.
- B. When a reading, writing, or math class is a prerequisite for a training program and is paid for using WIOA Title I-B funds, service provider staff must add the Adult Education and Literacy Activities Provided in Combo w/ Another Training service to the S & T page in AJC.

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- C. Service provider staff must include the course titles and the cost of the prerequisites on the ITA, and in case notes in the AJC System, as required in Section 610.0.A.04 and 610.01.A.07 of the ETPL Policy. When a participant has already completed the training program’s prerequisites, the cost of the prerequisite classes must be deducted from the total cost of the program as listed on the ETPL, and not be included in the ITA limit.

.05 Barriers to Training Participation

WIOA Title I-B participants may face barriers that interfere with participation in training services, such as a lack of access to transportation or child care. When participants are facing barriers to participation, staff must:

- A. Not exclude participants from opportunities to participate in training services; and
- B. Provide supportive services, as appropriate, to assist participants in overcoming barriers (see [WIOA Title I-B Supportive Services Policy, Section 300](#)).

413 OCCUPATIONAL SKILLS TRAINING

- A. Occupational skills training for WIOA Title I-B Adult and Dislocated Workers is designed to provide vocational skills that lead to proficiency in performing actual tasks and technical functions required by specific occupational fields. Occupational skills training includes training in nontraditional employment. Nontraditional employment is defined as occupations or fields of work, for which individuals from the gender involved comprise less than 25 percent of the individuals employed in each such occupation or field of work (WIOA 3(37)). The selected training must meet the following criteria:
 - 1. Providers of occupational skills training must be listed on the ETPL and the specific training program must be listed as “WIOA approved”.
 - 2. Outcome-oriented and focused on the occupational goal specified in the IEP;

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3. Result in the attainment of a post-secondary credential; and
 4. Provide a reasonable expectation that the WIOA Title I-B participant will gain self-sufficient employment upon completion of training.
- B. Occupational skills training for youth is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by a certain occupational field at entry, intermediate or advanced levels.
1. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations, as included in the PCWDB Local Plan, the Arizona WIOA State Plan or the [ARIZONA@WORK Job Market Trends](#) webpage. Occupational skills training must:
 - a. Be outcome oriented and focused on an occupational goal specified in the ISS;
 - b. Be of sufficient duration to impact the skills needed to meet the occupational goal; and
 - c. Result in the attainment of a recognized postsecondary credential.
 2. The occupational skills training must meet the following criteria used to identify youth training providers in the local plan to include determining whether:
 - a. Training is related to in-demand occupations or career pathways identified in the Local Plan, Arizona WIOA State Plan, and [ARIZONA@WORK Job Trends](#) webpage; and
 - b. A recognized credential is awarded upon the successful completion of a training program.
 3. Occupational skills training must be competitively procured by contract or grant, or be provided by an ITA. Out-of-School Youth and In-school Youth may be issued an ITA with a specified dollar amount to provide

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training using WIOA Title I-B youth funds based on the needs identified in the ISS.

4. If an ITA is used to pay for the training, the training program must be listed as an approved program on the ETPL.

414 WORK-BASED TRAINING

Work-based training includes OJT, Incumbent Worker Training, and Customized Training. Work-based training is not subject to ETPL requirements.

.01 ADMINISTRATIVE REQUIREMENTS FOR WORK-BASED TRAINING

- A. Service providers must collect performance data to ensure employers who are participating in work-based training are fulfilling their commitment to hire training participants after they complete the training programs.
- B. Service providers must not contract with an employer who previously received payments under WIOA if the employer has exhibited a pattern of failure to provide training participants with continued long-term employment that includes wages, benefits (as well as health benefits) and working conditions that are equal to regular employees who worked the similar length of time and are doing the same type of work.

.02 WIOA TITLE I-B ADULT, DISLOCATED WORKER AND YOUTH SERVICE PROVIDER RESPONSIBILITIES FOR WORK-BASED TRAINING.

- A. Service provider responsibilities for work-based training consist of:
 1. Promoting all types of work-based training to employers in Pinal County;
 2. Identifying a point of contact who will assist the business customer with questions and concerns, and provide overall support for the contract;

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3. Determining eligibility for the WIOA Title I-B Adult, Dislocated Worker, and Youth Programs and training services eligibility, providing career planning, and tracking all participant and business services in the AJC System;
4. Identifying a WIOA Title I-B Adult and Dislocated Worker Program staff point of contact who will assist the business customer with questions and concerns, and provide overall support for the contract;
5. Incorporating the employer’s Training Development Plan into the IEP and identifying any other barriers or services needed;
6. Notifying the PCWDB of funding limitations;
7. Developing and entering into BATT (Customized, Incumbent Worker Training, and OJT) contracts with employers in Pinal County;
8. Referring eligible WIOA Title I-B Adult, Dislocated Worker and Youth participant to Customized Training and OJT opportunities;
9. Creating a list of employers who provide Incumbent Worker Training, Customized Training, and OJT opportunities;
10. Reviewing WIOA Title I-B participant progress in the Customized Training or OJT and determining if supportive services are needed;
11. Including a provision in the contract with the employer permitting Pinal County, state, and federal staff to review the training records; and
12. Visiting program OJT participants and their supervisors at the worksites to:
 - a. Assist in job-related or personal counseling; and
 - b. Provide job coaching.

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13. Determining the business’s eligibility for customized training and incumbent worker training, and participant’s eligibility in the case of incumbent worker training;
14. Referring incumbent workers who are in need of additional services to the ARIZONA@WORK Pinal County for possible enrollment in an ARIZONA@WORK Pinal County Partner program, including job coaching, career counseling and supportive services;
15. Entering all business services into the AJC system;
16. Entering required information on incumbent workers into the AJC system; and
17. Including a provision in the contract with the employer permitting Pinal County, state, and federal staff to review the training records.

B. Monitoring of Participant

1. Monitoring the work site upon placement of the WIOA Title I-B participant after completion of training to document whether the WIOA Title I-B participant is working in the agreed upon position, at the agreed upon salary, and utilizing the skills obtained through the customized training;
2. Monitoring each onsite contract for the purposes of determining that providers are in compliance with the contract, including:
 - a. Payroll, time, and attendance records substantiate the amounts claimed for reimbursement;
 - b. Training, wages, hours, benefits, and working conditions are provided in accordance with the contract;
 - c. Monitoring during the training period and upon completion of the training contract; and
 - d. Monitoring the performance and progress of the WIOA Title I-B participant on a regular basis to determine if:

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- i. Continued participation is required;
- ii. Transfer to another activity is appropriate;
- iii. Placement in unsubsidized employment has occurred; and
- iv. Other services would be more appropriate.

.02 PCWDB STAFF RESPONSIBILITIES FOR WORK-BASED TRAINING

A. PCWDB staff responsibilities for work-based training consist of:

- 1. Promoting all types of work-based training to employers in Pinal County;
- 2. Referring employers who are interested in providing the BATT Program opportunities to the WIOA Title I-B service providers.

B. Monitoring of the Business and Service Provider

PCWDB staff is responsible for monitoring:

- 1. The work site upon placement of the WIOA Title I-B participant after completion of training to document whether the WIOA Title I-B participant is working in the agreed upon position, at the agreed upon salary, and utilizing the skills obtained through the incumbent worker or customized training.
- 2. Each onsite service provider contract for the purposes of determining that businesses are in compliance with the contract, including:
 - a. Payroll, time, and attendance records substantiating the amounts claimed for reimbursement; and
 - b. Training, wages, hours, benefits, and working conditions provided in accordance with the contract.

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415 REGISTERED APPRENTICESHIP

Registered Apprenticeships is an industry-driven system of employment, OJT and related technical instruction. As an employee, the apprentice receives supervised, structured OJT, work experience, combined with technical instruction training and built-in career placement.

- A. Register Apprenticeships include a minimum of 2000 OJT hours and 144 hours a year of related technical instruction. An ITA may be developed for a participant to receive Registered Apprenticeship training. For an ITA to be used for a Registered Apprenticeship, the Registered Apprenticeship program must be listed on the ETPL.
- B. ITAs may be used to support Registered Apprenticeship participants in:
 - 1. Pre-apprenticeship training leading to a Registered Apprenticeship program;
 - 2. Training tuition for a Register Apprenticeship program to the training provider;
 - 3. Classroom instruction, in combination with an OJT contract, to cover some of all of the OJT portion of the Registered Apprenticeship; and
 - 4. Supportive services, in coordination with career, and/or training services, to Registered Apprenticeship participants (see [Chapter 300 Supportive Services Policy, Section 300](#)).
- C. Registered Apprenticeship programs must be listed on the ETPL for WIOA Title I-B funds to be used to pay for this type of training service.

416 Business Advancement Through Training Program

.01 Customized Training

Customized training is designed to meet the specific needs of an employer or a group of employers committed to employing an individual upon the successful completion of the program, for which the employer pays a significant portion of the training, as

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determined by the service provider. Customized Training is provided through the BATT Program in Pinal County.

- A. Customized training is generally designed so that participants are trained by a third party for the employer.
- B. Employers providing Customized Training are subject to requirements of the PCWDB’s Business Services policy. Customized Training is covered in section 1206.
- C. Participants of Customized Training must meet eligibility requirements for the WIOA Title I-B Adult, Dislocated Worker or Youth Programs and be enrolled in their respective program in the AJC system to participate in customized training.
- D. Employed individuals must not be making a self-sufficient wage to participate in customized training, as determined by the service provider.
- E. Customized training participants are not employed by the employer at the start of participation in the customized training.
- F. Employers must apply for customized training funds from the WIOA Title I-B Adult and Dislocated Worker Program service provider. Funds will be awarded based on the local availability of WIOA Title I-B funds at the time of the application.

.02 INCUMBENT WORKER TRAINING

Incumbent Worker Training is designed to help the ARIZONA@WORK Pinal County’s workforce obtain the skills necessary to retain employment and prevent job loss.

Incumbent Worker Training is provided through the BATT program in Pinal County. The BATT Program helps Pinal County businesses upgrade the skills of their current employees. See Business Service Policy.

Training activities are carried out by the WIOA Title I-B Adult, Dislocated Worker Program service provider in conjunction with

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employers or a group of employers (which may include employers in partnership with other entities for delivering such training) for the purpose of assisting such workers in obtaining the skills necessary to retain employment or avert layoffs.

An incumbent worker does not have to meet the eligibility requirements for career and training services for adults and dislocated workers under WIOA Title I-B, unless they also are enrolled as a participant in the WIOA Title I-B Adult or Dislocated Worker program.

A. Incumbent Worker Training Benefits

1. Benefits of incumbent worker training for employees include:
 - a. Advancement opportunities;
 - b. Increased employment opportunities; and
 - c. Transportable/transferable skills.
2. Benefits of incumbent worker training for employers include:
 - a. Increased competitiveness;
 - b. Skilled workforce;
 - c. Increased productivity;
 - d. Increased profit;
 - e. Company growth; and
 - f. Reduced turnover.

B. Incumbent Worker Definition

Individuals must meet the PCWDB’s definition of Incumbent Worker to qualify to receive training under the BATT program. An Incumbent Worker is defined as a individual who:

1. Is working for the business at least 37.5 hours per week or is working part-time but would prefer to work fulltime, and is receiving a Wage and Tax Statement (W-2);
2. Has an employee-employer relationship that meets Fair Labor Standards Act requirements;

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3. Is at least 18 years of age;
4. Is a citizen of the United States or a non-citizen whose status permits employment in the United States;
6. Is an Arizona resident working at a physical location within Pinal County; and
7. Employed a minimum of six months before the signature date of the application or is part of a cohort of employees receiving BATT training, a majority of which were employed six months before the signature date of the application.

C. Additional Requirements

1. Participants must be registered, and enrolled in a Incumbent Worker Training Program in the AJC System program.
Participants who are enrolled in Incumbent Worker Training in the AJC System are not included in the calculation of the WIOA performance measures.
2. The required elements for these incumbent worker individuals are limited to basic demographic information and the elements needed to calculate incumbent worker training performance indicators for employment in the 2nd and 4th quarters after exit, Median earnings in the 2nd quarter after exit, Measurable Skill Gains, and Credential Attainment.
3. Service Provider must collect documentation for the following information:
 - a. Legal Name of the participant;
 - b. Right to Work;
 - c. Average number of hours worked;
 - d. Hourly wage; and

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- e. Date of hire.
- 4. Collection of social security numbers is optional.
- 5. Individuals who also meet requirements for the WIOA Title I-B Adult, Dislocated Worker and Youth Programs may be co-enrolled in these programs to receive additional services.

.03 On-the-Job Training

OJT is training provided under a contract with an employer or a Registered Apprenticeship sponsor who is reimbursed a percentage of the wage rate of the participant being trained while engaged in productive work in a job.

OJT is intended to successfully prepare an individual for long-term, unsubsidized employment by providing the knowledge or skills essential to meet the full and adequate performance requirements of the job.

Employers or RA sponsors providing OJT are subject requirements in section 1200 “Business Services” policy. Participants must meet program eligibility requirements for a WIOA Title I-B Adult, Dislocated Worker Program, or Youth program, be determined eligible for training services and be enrolled in the respective program in the AJC system in order to participate in OJT.

A. Time Limits for OJTs

- 1. Time limits on OJTs must be based on the following criteria:
 - a. Skill requirement of the occupation;
 - b. Academic and skill level of the participant;
 - c. Prior work experience; and
 - d. The goals outlined on the participant’s IEP.

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2. OJTs are to be negotiated with the employer, and not to exceed six months in duration. The service provider must determine the length of the OJT based on Onet Specific Vocational Preparation (SVP) range, input from the employer on time required to learn new skills, and the participant current skill level.

OJT contracts may be written for [Onet SVP ranges 1 through 4](#). Justification for the length of the OJT must be detailed in case notes in AJC.

Any OJT originally written for less than six months may be extended for up to six months maximum. If an OJT is extended, the IEP and S&T Plan must also be revised to reflect the extension. Justification for the extension must include progress in obtaining skills outlined on the training plan, and new skills to be learned.

B. OJT for an Employer’s Existing Employees

OJT contracts may be written for eligible employed workers under the following conditions:

1. The employee is not earning at more than 159% of the LLSIL (see [Exhibit 500D](#)); and
2. The training relates to an:
 - a. Introduction of new technologies acquired by the business;
 - b. Introduction to new production or service procedures;
 - c. Upgrade to new jobs that require additional skills such as:
 - d. Workplace literacy; or
 - e. Other appropriate purposes identified by the PCWDB.
3. Requirements in section 1208 of the PCWDB’s Business Services Policy are met.

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C. OJT and Registered Apprenticeship Programs

1. OJT contracts may be developed with Registered Apprenticeship programs or participating employers in the Registered Apprenticeship program to cover OJT training portions. Depending on the length of the program, training funds may be used to cover some or all OJT and related technical instruction costs throughout the duration of the Registered Apprenticeship program.
2. ITAs may be combined with OJT contracts when placing participants into RA programs.
3. OJT contracts with Registered Apprenticeship programs must be consistent with other OJT requirements in this policy, including those for existing workers in section 417.B of this chapter.
4. OJT and Customized training contracts may also be developed with the same business to provide on-the-job experience and work related training concurrently or to provide an OJT after completion of Customized Training.

D. OJT and Performance Accountability

1. For the WIOA Title I-B Adult and Dislocated Worker program, OJT training is included in the Measurable Skills Gain (MSG) performance accountability measure but is excluded from the credential attainment rate.
2. For the WIOA Title I-B Youth Program, OJT training is not included in the MSG or credential attainment rate.