

PINAL COUNTY

Pinal County Workforce Development Board (PCWDB)**Policy Broadcast (PB)****PCWDB PB 22-01 Paperless Documentation of Participant's Files****Effective October 1, 2022**

Policy Broadcast 22-01 provides guidance for uniform, paperless documentation of participant files and includes instructions to protect customer information. Standardizing the collection of participant information expedites participant eligibility determinations and allows ARIZONA@WORK Pinal County staff more time to focus on providing services.

.01 Uploading into the AJC System

All ARIZONA@WORK Pinal County Adult, Dislocated Worker, and Youth required documents must be uploaded into the AJC System. **Required documents** include eligibility documentation, data validation documentation, supportive service documentation, training services documentation and other documentation related to services provided by the WIOA Title I-B Adult, Dislocated Worker and Youth Programs. All documents must be filed in the AJC System based on the type of document. Service providers must not maintain paper files in addition to uploading the document into the AJC System.

A. Required ARIZONA@WORK Pinal County Documents

1. Required documents for program eligibility and data validation are listed in the following documents:
 - [WIOA Title I-B Adult Program Eligibility Checklist](#)
 - [WIOA Title I-B Dislocated Worker Eligibility Checklist](#)
 - [WIOA Title I-B Youth Program Eligibility Checklist](#)
 - [WIOA Title I-B Adult/ Dislocated Worker/Youth Programs Data Validation Checklist](#)
2. Eligibility for training services must be documented using the [Training Services Justification Checklist](#). The Training Services Justification Checklist must be uploaded into the AJC System.

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3. Once a document is uploaded into the AJC System, the Career Planner must review the uploaded document in the AJC system to ensure it is legible, and properly scanned before destroying the document. **Once the document is verified, as a good quality upload, and legible, storing the original document is not needed, and must be destroyed.**
4. Uploading document into the AJC system constitutes compliance with e ARIZONA@WORK Pinal County Chapter 1400 Record Retention Policy.

B. Exception to the Requirement to Upload Documents into AJC

All documentation pertaining to medical/disability information must be maintained separately from the uploaded AJC system files to ensure confidentiality. Access to medical/ information must be limited to staff on a “need to know” basis in accordance with the ARIZONA@WORK Pinal County Chapter 1400 Record Retention Policy.

C. Application of Record

The AJC System Registration is the application of record for the WIOA Title I-B Adult, Dislocation Worker and Youth Programs, as well as, other ARIZONA@WORK Pinal County programs that use the AJC System for their case management and reporting system.

1. Service providers must not have supplemental eligibility applications that include additional eligibility questions or ask questions regarding information that has already been entered into the AJC System as part of the registration.
2. Career planners must review eligibility/demographic criteria in the AJC system, and if eligibility/demographic information is missing from system, assist the applicant with updating the information.

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3. Services providers may use paper/ electronic interest/referral forms, however information collected must be limited to the participant's name, Part ID (if known), the individual's contact information, services the participant is interested, the referring agency, and basic demographic information to ensure the individual is referred to the appropriate partner for initial assessment.
4. **Forms must never ask the participant for their Social Security Number (SSN), or include this information.** If staff encounters a required document that includes SSNs (e.g., DD214), the SSN must be redacted prior to uploading it to the AJC System.

D. Additional Forms Required by Service Providers

1. Service provider may require additional forms be completed by applicants and participants (e.g. Talent Release forms). These documents must also be uploaded into the AJC System.
2. Service providers must review current additional required documents to ensure that they are absolutely necessary and non-duplicative. Non-essential forms should be eliminated as the completion of these forms may delay enrollment or cause unnecessary burden for the applicant/participant to complete