

# ARIZONA DEPARTMENT OF ECONOMIC SECURITY

**Program Name:** Vocational Rehabilitation

**Policy Number:** VR-2.13-v1

**Effective Date:** July 8, 2024

**Last Revision:** July 8, 2024

**CHAPTER 2:** Client Information and Case Requirements

**Section 2.13:** Credential Attainment Reporting

## I. Policy Statement

This policy provides guidelines for documenting and reporting Credential Attainment as a performance indicator, as required by the Workforce Innovation and Opportunity Act (WIOA). WIOA assesses the effectiveness of the Vocational Rehabilitation (VR) program's ability to achieve positive employment outcomes through the reporting of Credential Attainment as a performance indicator.

## II. Authority

Authorities for policies contained in this document include the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. §
  - 361.155 What are the primary indicators of performance under the Workforce Innovation and Opportunity
- United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-03, Instructions for the Completion of the Case Service Report (RSA-911) for the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program,
  - Use of RSA-911 Data,
  - Data Reporting Requirements, and
  - Supporting Documentation
- United States Department of Education, Office of Special Education and Rehabilitative Services, Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Programs Technical Assistance Circular, RSA-TAC-17-01(b);
  - Primary Indicator Performance
    - D. Credential Attainment
- A.R.S. §§ 23-502 and 503

- Arizona Administrative Code, Title 6, Chapter 4.

### **III. Applicability**

This policy applies to all VR cases where a client's enrollment and participation in an education or training program lead to the achievement of a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during client's participation in the VR program or within one (1) year after exit from the VR program.

### **IV. Standards**

#### **A. General Provisions**

1. Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states in achieving positive outcomes for clients served by VR programs. VR must report and collect data on Credential Attainment based on the definitions and documentation requirements of Section 116 of WIOA.
2. The Credential Attainment indicator is the percentage of clients who are enrolled in an education or training program and who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during their participation in the VR program or within one (1) year after exit from the VR program.
3. Special Rule for Students in Secondary Education/Recognized Equivalents: A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.
4. On-the-job training (OJT) and customized training are not included in the Credential Attainment indicator because these types of training programs do not typically lead to a credential.
5. A recognized education or training program needs to be included on a client's IPE to document the credential earned, including a secondary school diploma or recognized equivalent.
6. Credential Attainment must be verified by supporting documentation.

7. Credential Attainment must be documented when it is achieved by the client.
8. The Credential Attainment indicator is an exit-based measure. VR Counselors are required to report all credentials earned during the client's participation in the VR program and within one (1) year of exiting the VR program.
9. The performance reporting period for Credential Attainment is a VR program year. A VR program year begins July 1 and ends June 30. Performance is reported on a quarterly and yearly basis.

**B. Types of Credential Attainment**

1. The Credential Attainment indicator measures the achievement of two (2) types of credentials:
  - a) Secondary school diploma (high school diploma) or its recognized equivalent, or
  - b) Recognized postsecondary credential.
2. Special Rule for Students in Secondary Education/Recognized Equivalents: A client who has attained a secondary school diploma or its recognized equivalent is included in the percentage of clients who have attained a secondary school diploma or its recognized equivalent, only if the client is also:
  - a) Employed, or
  - b) Enrolled in an education or training program leading to a recognized postsecondary credential within one (1) year after exit from the VR program.
3. A recognized postsecondary credential is awarded in recognition of an individual's achievement of measurable technical or industry/occupational skill gains necessary to obtain employment or advance within an industry or occupation. These technical or industry/occupational skills are generally based on standards developed or endorsed by employers or industry associations.

**C. Organizations and Institutions that can Award Recognized Postsecondary Credentials:**

1. A state educational agency or a state agency that is responsible for administering vocational and technical education within a state,
2. Higher Education Institutions and programs eligible to participate in the federal student financial aid programs (e.g., community colleges and

universities, both public and private, and programs that are Free Application for Federal Student Aid [FAFSA] eligible),

3. Higher education institutions that are formally sanctioned or chartered by the governing bodies of Native American Tribes,
4. A professional industry, employer organization, or product manufacturer/developer using a valid, reliable assessment of an individual's knowledge, skill, and abilities,
5. The U.S. Department of Labor's Employment and Training Administration (ETA) Office of Apprenticeship or a recognized state apprenticeship agency,
6. A public regulatory agency which awards a credential or license that is necessary to obtain employment in a particular profession or occupation (e.g., licenses awarded by a state's Regulation and Licensing Department),
7. Programs approved by the Department of Veterans Affairs to offer education benefits, and
8. ETA Job Corps, which issues certificates for completing career training programs that are based on industry skills standards and certification requirements.

**D.** Not all credentials issued by the organizations outlined in IV.(C) meet the definition of a recognized postsecondary credential.

**E. Types of Acceptable Credentials:**

1. Secondary school diploma or recognized equivalent,
2. Associate degree,
3. Bachelor's degree,
4. Graduate degree for the purpose of the VR program,
5. Occupational license,
6. Occupational certificates, including Registered Apprenticeship and Career and Technical Education certificates,
7. Occupational certification, and
8. Other recognized certificates of industry/occupational skills completion, sufficient to qualify for entry-level or advancement in employment.

**V. Procedure**

- A.** Refer to Standard Work, (if available).
- B.** Refer to WIOA RSA-911 Resources section on SharePoint.

### **C. Documenting Credential Attainment Procedures**

1. Credential Attainment is documented in the following, depending on when the credential was attained by the client:
  - a) Quarterly WIOA Documentation form, and
  - b) Post-Exit WIOA Documentation form.
2. Before entering the achievement of Credential Attainment in the Quarterly WIOA Documentation form, the VR Counselor must:
  - a) Include the educational or training program that leads towards a recognized postsecondary credential or employment on the client's IPE,
  - b) Obtain documentation confirming the client's enrollment in an educational or training program that leads to a credential or employment, and
  - c) Confirm Credential Attainment supporting documentation is scanned in the electronic case management system.
3. The VR Counselor must report the following information on the Quarterly WIOA Documentation form:
  - a) The client's WIOA Education Enrollment status for each of the following:
    - (1) Enrolled in secondary education,
    - (2) Enrolled in a recognized secondary school equivalency program, and
    - (3) Enrolled in postsecondary education or career or technical training.
  - b) The date the client was enrolled in a secondary or recognized equivalent or postsecondary training, after the initial IPE development, that leads to a postsecondary credential or employment. If the client was already enrolled in a secondary or recognized equivalent or postsecondary training at the time of IPE development, the enrollment date reported should be the date the initial IPE was implemented (i.e. when the IPE is signed by all required parties).
  - c) The date and type of credential achieved by the client. The date of the credential should correspond to the date it was achieved by the client, not the date the VR Counselor received the supporting documentation.

- d) The date the client completed or disenrolled from the education or training program listed on their IPE.
4. For post-exit Credential Attainments, the VR Counselor must report the following information on the Post-Exit WIOA Documentation form:
- a) The date the client enrolled in a post-exit education or training program leading to a recognized postsecondary credential.
  - b) The date of attainment of post-exit recognized credential. The date of attainment of post-exit recognized credential should correspond to the date the client achieved the credential. The date must be confirmed through supporting documentation.
  - c) The type of recognized credential obtained post-exit (e.g. diploma, degree, or credential).
5. A VR Counselor must review and complete the Post-Exit WIOA Documentation form by the end of each reporting quarter for one post-exit VR program year, in accordance with the following schedule:
- a) Performance Reporting Quarter Period: July 1 – September 30
  - b) Performance Reporting Quarter Period: October 1 – December 31
  - c) Performance Reporting Quarter Period: January 1 – March 31
  - d) Performance Reporting Quarter Period: April 1 – June 30
6. The first reporting quarter post-exit is not the quarter in which the client's case was closed, it is the quarter after. The date of closure and the first reporting quarter after exit cannot be the same quarter.

## **VI. Documentation Requirements**

- A.** The client's electronic case file shall include the following:
- 1. Documentation supporting credential attainment,
  - 2. Quarterly WIOA Documentation, and
  - 3. Post-Exit WIOA Documentation.