

.02 JPPO FAA Procedures

REVISION 48
(01/01/20 - 12/31/20)

When the participant refuses to comply with the JPPO at the interview, document, "JPPO Pre-Compliance not completed due to participant's refusal" in the [case file\(g\)](#) and deny the CA application. Key JP in the DENIAL CLOSURE REASON field on AFED. Send the Noncompliance With Jobs/New Orientation ([A208](#)) notice.

When the new CA participant agrees to comply, complete one of the following with the participant:

- Participants review the Jobs Program Preliminary Orientation (FAA-1808A) Video with an FAA worker when the interview is conducted in-person. The video is accessed from the [DES Document Center](#).
- Participants review the Jobs Program Preliminary Orientation (FAA-1807A) Audio with an FAA worker when the interview is conducted over the phone. FAA workers access and play the audio recording using the Cisco Finesse JPPO button or placing a conference call to the (602) 111-0053 number.
- The compliance requirement is met when the script, titled "Jobs Program Preliminary Orientation (FAA-1806A) Script" is read to the participant in English or their [spoken language](#). For participants requesting accommodations due to a visual impairment, large print version of the script is also available in the Document Center. For the hearing impaired, the script can be printed and provided to the participant.

When the participant completes the JPPO, document "JPPO Pre-Compliance completed" in the case file. When the participant meets all other eligibility requirements, approve the CA application. (See [JPPO FAA Requirements](#))

When the participant is unable to complete the JPPO Pre-Compliance during the interview, send the Information Needed (A011) notice.

Participants can call the phone number provided in the A011 notice or go into a local office to complete the JPPO compliance after the interview. When contacted, workers must complete any of the

following and document “JPPO Pre-Compliance completed” in the case file:

- Jobs Program Preliminary Orientation (JPPO) (FAA-1808A) Video
- Jobs Program Preliminary Orientation (JPPO) (FAA-1807A) Audio
- Jobs Program Preliminary Orientation (JPPO) (FAA-1806A) Script

When the compliance is not completed by the due date indicated on the A011 notice, the CA application may be denied the following [workday\(g\)](#) by completing the following:

- Key JP in the DENIAL CLOSURE REASON field on AFED.
- Document the case file that the CA participant did not comply with the JPPO requirement.
- Send the Noncompliance With Jobs/New Orientation ([A208](#)) notice.