

MAY 2, 2022

TO: Western Piedmont Workforce Development Area Title I **Service Providers**

SUBJECT: Workforce Innovation and Opportunity Act and Wagner-Peyser
Employment Act Eligibility Reference Guide Policy

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

CONTACT: Workforce Development Program Administrator

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Serving Alexander, Burke, Caldwell and Catawba Counties

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WORKFORCE INNOVATION AND OPPORTUNITY ACT AND WAGNER-PEYSER EMPLOYMENT ACT PARTICIPANT ELIGIBILITY REFERENCE GUIDE POLICY

PURPOSE: To distribute information on Workforce Innovation and Opportunity Act (WIOA) services and eligibility to assist in conducting of the WIOA Title I Programs. *To rescind Western Piedmont Workforce Development Area's Workforce Innovation and Opportunity Act and Wagner-Peyser Employment Act Participant Eligibility Reference Guide Policy dated April 29, 2021.*

BACKGROUND: President Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. The Act took effect on July 1, 2015. WIOA is comprehensive legislation that reaffirms, reforms, and modernizes the public workforce system, bringing together and enhancing several key employment, education, and training programs. WIOA provides resources, services, and leadership tools for the workforce systems to help individuals find and maintain good jobs and improves employer prospects for success in the global marketplace. It ensures that the workforce system operates as a comprehensive, integrated and streamlined system to provide pathways to prosperity for those it serves and continuously improves the quality and performance of its services.

This policy, as a companion to the WIOA Title I Eligibility Overview Guide (Attachment A) and the WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide (Attachment B) provides information on continuing services and eligibility to assist in conducting programs.

PROCEDURE: Title I **Service Provider (herein referred to as service provider)** staff will utilize the WIOA Title I Eligibility Overview Guide (Attachment A) in conjunction with the WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide (Attachment B) and all other pertinent guides and publications issued to assist with enrolling and serving participants in WIOA Title I Programs.

WIOA TITLE I ELIGIBILITY OVERVIEW GUIDE ADULT, DISLOCATED WORKER AND YOUTH SERVICES

The Workforce Innovation and Opportunity Act (WIOA) states there is no sequence of service requirement in order to receive training. However, Proposed §680.220 states that, at a minimum to be eligible for training, an individual must receive either an interview, evaluation, or assessment and career planning or any of the methods through which the NCWorks Career Center staff can obtain enough information to make an eligibility determination for training services. Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose. WIOA establishes two levels of employment training services for adults and dislocated workers: Career services and Training services.

Career Services

There are three types of career services available for adults and dislocated workers: Basic Career Services, Individualized Career Services, and Follow-up Services.

Basic Career Services

Basic career services must be made available to all individuals seeking services in the NCWorks Career Centers and includes the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the NCWorks Career Center system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including: job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in demand industry sectors and occupations; and
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the NCWorks Career Center system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information relating to the availability of support services or assistance, and appropriate referrals to those services and assistance;
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA, and Services provided at this level require minimal eligibility verification.

Individualized Career Services

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services must be available in all NCWorks Career Centers. These services include:

- Comprehensive and specialized assessments of the skills levels and service needs of adults, dislocated workers and youth which may include:

- Diagnostic testing and the use of other assessment tools; and
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the Title I Participant (herein referred to as participant) to achieve his or her employment goals, including the list of, and information regarding eligible training providers;
- Group counseling and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
- Internships and work experience that are linked to careers;
- Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Out-of-area job search and relocation assistance; and
- English language acquisition and integrated education and training programs.

Services provided at this level require full WIOA eligibility verification.

Training Services

WIOA is designed to increase participant access to training services. Training services are provided to equip individuals to enter the workforce and retain employment. Under WIOA, training services may be provided if the NCWorks Career Center Staff member determines, after an interview, evaluation or assessment, and career planning that the individual:

- Is unlikely to obtain or retain employment, that leads to economic self-sufficiency or wage comparable to or higher than wages from previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone, and
- Has the skills and qualifications to successfully participate in the selected program of training services.

Examples of training services include:

- Occupational skills training;
- On-the-job training (OJT), including registered apprenticeship;
- Incumbent worker training;
- Workplace training and cooperative education programs;
- Skills upgrading and retraining;
- Transitional jobs;

- Customized training;
- Adult education and literacy activities.

It is required that full WIOA eligibility verification is completed prior to the provision of training services. Training services must be provided either through an Individual Training Account (ITA) or through a training contract. Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the participant is willing to commute or relocate. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance.

WIOA funding for training is limited to participants who:

- Are unable to obtain grant assistance from other sources to pay for training costs; or
- Require assistance beyond that available under grant assistance from other sources to pay training costs and related supported services.

Individual Employment Plan (IEP)/Individual Service Strategy (ISS)

All WIOA services needed and provided during enrollment are required to be documented on each participant's IEP/ISS. The initial IEP/ISS document should be printed, signed, and uploaded in ncworks.gov in the IEP/ISS activity code along with a case note. The IEP/ISS is to be updated every 90 days with case notes entered in the IEP/ISS activity code. When objectives/goals are changed, the full IEP/ISS document should be printed, signed, and uploaded into ncworks.gov. Until system updates have occurred for the use of signature pads, it is required that all IEPs/ISSs are printed, signed, and uploaded into ncworks.gov. Regardless of the use of signature pads, it is not allowable for staff to upload a lone signature without the full IEP document attached. *Example: When the initial IEP/ISS objectives/goals are changed, the full document should be printed, signed, and uploaded into ncworks.gov. It is not sufficient to only have the participant to sign using the signature pad.*

Global Exclusions

Occasionally, circumstances arise that are beyond the control of both the participant and the program and are expected to last for an undetermined period beyond 90 days. Every participant (adult, dislocated worker, youth) receiving an exit date will be counted in WIOA performance with the exception of a participant satisfying one of the following global exclusions, either at the time of exit or during the three-quarter performance measurement period following the exit quarter:

- Institutionalized - The participant is residing in an institution or facility providing 24-hour support such as a prison or hospital and is expected to remain in that institution for at least 90 days. This does not apply to individuals with disabilities residing in institutions, nursing homes, or other residential environments.
- Health / Medical - The participant is receiving medical treatment that precludes entry into unsubsidized employment or continued participation in WIOA. This classification also applies to diagnosed disabilities which preclude employment (recipient qualifies for SSDI or SSI). Health/Medical does not include temporary conditions expected to last for less than 90 days.
- Deceased
- Reserve Forces Called to Active Duty (includes National Guard)

- Invalid or Missing SSN – Because the performance measures require grantees to match personally identifiable client records with wage and other administrative data in order to obtain outcome information, grantees may exclude those that do not have a valid social security number.
- Relocated to a Mandated Program (Youth only) - The participant is in the foster care system or another mandated (residential or non-residential) program and has *moved from the area* as part of such a program. This does not include relocation to a Job Corps center.

If the participant falls into any of the above categories, he/she can be exited immediately with no performance impact (**Case notes and/or other acceptable documentation** is required).

Follow-Up Services

Follow-up services for adults and dislocated workers must be made available, as appropriate—including counseling regarding the workplace—for participants in adult or dislocated worker activities who are placed in unsubsidized employment, for a minimum of 12 months after the first day of employment.

Priority for Adult Funds

Section 134(c) (3) (E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, **service provider** staff responsible for these funds must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized services and training services. Priority must be provided regardless of the level of funds. Refer to WPWDA's Priority of Service for WIOA Adult Funds policy statement (<http://wpcog.org/policy-statements>) for guidance.

Veterans and eligible spouses continue to receive priority of services for all DOL-funded job training programs, which includes WIOA Title I programs. See WPWDA Priority of Service for Veterans and Eligible Spouses policy statement (<http://www.wpcog.org/policy-statements>) for details.

WIOA requires priority be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient when providing career and training services using WIOA Title I Adult funds. See WPWDA's Priority of Service for WIOA Adult Funds policy statement (<http://www.wpcog.org/policy-statements>) for details.

Boards may establish criteria for providing priority to individualized career services and training services with WIOA adult funds. Based on local policy, Boards may establish a process that also gives priority to other individuals and choose to provide individualized career services and training services to adults whose income is above the WIOA income guidelines requirement but below the Board established self-sufficiency wage level.

Eligibility Documentation

Whether or not eligibility documentation is required to be obtained is based on the level of service an individual is provided. At the Basic Career Services level minimal documentation is required. However, at the Individualized Career Services and Training Services levels full WIOA Title I eligibility has to be determined and documented. All eligibility documentation should be scanned or uploaded into ncworks.gov. Although documents should be tagged/named when uploading or scanning, data validation coding of documents is not required.

When scanning and uploading eligibility documentation, it is imperative that personal information that is not being used for verification is redacted. Ncworks.gov provides a tool to redact the sensitive parts of the document, such as a driver's license number, the first five digits of the social security number and the mother's name and date of birth on the participant's birth certificate. However, information cannot be viewed, verified, or monitored if all fields of the document are redacted (entire document is blacked out). For further guidance on what is considered to be sensitive information, refer to Electronic File Storage and Protecting Personally Identifiable Information WFD Bulletin located at <http://www.wpcog.org/policy-statements>.

Unemployment insurance (UI) documents are an allowable source of documentation for several eligibility and data validation items. However, UI screen prints from the UI mainframe system cannot be copied, scanned, or uploaded into ncworks.gov or placed in paper participant files. If information from the UI mainframe is needed for eligible or data validation documentation, **service provider** staff must review the information and record it in participant case notes in ncworks.gov. Case note example of participant note receiving UI: "Elizabeth Hilliard viewed screens B.04 and B.07 on 1-31-16 and verified that Jane Doe is not eligible or receiving UI benefits. Jane is unable to obtain self-sufficiency with her current skill set and needs additional training to become self-sufficient". Case note example if participant is receiving UI: "Elizabeth Hilliard viewed screens B.04 and B.07 on 1-31-17 and verified that Jane Doe was laid off from Century Furniture, LLC on 10-1-16 and is eligible for, has received and exhausted UI benefits. Jane was laid off due to lack of work. Jane is unable to obtain self-sufficiency with her current skill set and needs additional training to become self-sufficient".

Written Customer Self-Attestation

Written customer self-attestation is an acceptable form of eligibility source documentation for several data elements. However, this form of documentation should only be utilized as a last resort when there is no other source of documentation available or producing other documentation causes undue hardship to individuals that are applying for service. At a minimum, the written customer self-attestation should include:

- The applicant's full name;
- Clear statements of the issue being documented (i.e. drop-out status, pregnancy);
- The applicant's signature;
- Date signed;
- **Service provider** staff's signature will serve as witness to all written customer self-attestation documents.

The WPWDA's Self-Attestation Policy (<http://www.wpcog.org/policy-statements>) states that if self-attestation is utilized to document eligibility data elements, a random sampling methodology must be incorporated to validate its accuracy. Each Board is required to have a policy/process/procedure that details how it will sample the self-attestations that are accepted as eligibility source documentation.

WIOA Adult Eligibility

To be eligible to receive WIOA services as an adult an individual must:

- Be 18 years of age or older;
- Be a citizen or noncitizen authorized to work in the United States; and

- Meet military Selective Service registration requirements (males only).

Family Income

For the purpose of determining WIOA income eligibility, the following types of payments are excluded from calculations:

1. **Military Pay or Allowances:** Special rules apply to veterans when income is a factor in eligibility determination. Under 38 U.S.C. 4213, when past income is an eligibility determinant for Federal employment or training programs, any amounts received as military pay or allowances by any person who served on active duty and certain other specified benefits must be disregarded. This applies when determining if a person is a “low-income individual” for eligibility purposes and applies if income is used as a factor in applying the priority provision under 20 DFE 663.600 when WIOA Title I Adult funds are limited. Questions regarding the application of 38 U.S.C. 4213 should be directed to the Veterans Employment and Training Service.

US Code: Title 38, Section 4213. Eligibility requirements for veterans under Federal employment and training programs:

Any (1) amounts received as pay or allowances by any person while serving on active duty, (2) period of time during which such person served on active duty, and (3) amounts received under chapters 11, 13, 30, 31 and 36 of this title by an eligible veteran, any amounts received by and eligible person under chapters 13 and 35 of such title, and any amounts received by an eligible person under chapter 106 of Title 10, shall be disregarded in determining eligibility under any public service employment program, any emergency employment program, any job training program carried out under Title I of the WIOA, or any other employment or training (or related) program financed in whole or in part with Federal funds.

Title 38:

Chapter 11 – Compensation for Service – Connected Disability or Death
 Chapter 13 – Dependency and Indemnity Compensation for Service-Connected Deaths
 Chapter 30 – All-Volunteer Force Educational Assistance Program
 Chapter 31 – Training and Rehabilitation for Veterans with Service–Connected Disabilities
 Chapter 35 – Survivor’s and Dependents’ Educational Assistance
 Chapter 36 – Administration of Educational Benefits
 US Code: Title 10 Chapter 106 – Educational Assistance for Members of the Selected Reserve

2. Federal non-cash benefits such as Medicare, Medicaid, SNAP, school lunches and housing assistance.
3. SSI
4. Capital Gains and Losses
5. Assets drawn down as withdrawals from a bank

6. Public Assistance payments: Payments received under TANF, Supplemental Security Income, Refugee Cash Assistance
7. The sale of property, house or an automobile
8. Tax refunds
9. One-time gifts
10. Loans
11. Lump sum inheritances
12. One-time insurance payments or compensation for injury.
13. Cash value of employer-paid or union-paid portion of health insurance or other employee fringe benefit.
14. Cash value of food or housing received in lieu of wages.
15. Cash value of food and fuel produced and consumed on farms.
16. Imputed value of rent from owner-occupied non-farm or farm housing.
17. Amounts received as pay or allowances by any person while on active duty.
18. Payments received under Trade Readjustment Act of 1974.
19. Black Lung payments received under the Benefits Reform Act of 1977.
20. Needs-based scholarship assistance
21. Financial Assistance under Title IV of the Higher Education Act, i.e. PELL Grants, BEOG Grants, Federal Supplemental Educational Opportunity Grants and Federal Work Study, PLUS, Stafford and Perkins loans like any other kind of loan are debt and not income.
22. Terminal leave pay: Severance pay or cash out of accrued vacation leave.
23. Stipends received in the following programs: Peace Corps, Senior Corps, Americorps Programs.
24. Foster Care Payments

NOTE: When a federal statute specifically provides that income or payments received under such statute shall be excluded in determining eligibility for the level of benefits received under any other federal statute, such income or payments shall be excluded in WIOA eligibility determination.

The following types of payments are **included** in income calculations:

1. Gross wages and salaries before deductions: Total money earnings received from work performed as an employee. If a family's only source of income was from wages and salary payments, family income would be equal to gross wages and salary received.
2. Income from non-farm self-employment: Net income (gross receipts minus operating expenses) from a business or other non-farm enterprise in which a person is engaged on his/her own account. If the business or enterprise has suffered a loss, this loss will be allowed to offset wage earnings.
3. Income from farm self-employment: Net receipts from farm self-employment (receipts from a farm which operates as an owner, renter, or sharecropper after deductions for farm operating expenses). If the farm has suffered a loss, this loss will be allowed to offset wage earnings. Money received under the Agricultural Crop Stabilization Program is considered income.
4. WIOA and Title V Older Americans Act Program Participation: Wages paid to participants of the WIOA OJT and the Title V Older Americans Program placements count as income.
5. Old age and survivor's insurance benefits received under section 202 of the Social Security Administration Act (42 U.S.C. 402)
6. Social Security Disability Insurance (SSDI): pays benefits to you and certain members of your family if you are "insured" meaning that you worked long enough and paid Social Security taxes.
7. Money received from such sources:
 - a. Unemployment Compensation
 - b. Child Support Payments
 - c. Net rents
 - d. Governmental and non-governmental pensions
 - e. Railroad retirement benefits
 - f. Strike benefits from union funds
 - g. Worker's Compensation
 - h. Training Stipends
 - i. Alimony
 - j. Military family allotments or other regular support from an absent family member or someone not living in the household; (except for military payments indicated above which are excluded from family income calculations)
 - k. Regular insurance or annuity payments
 - l. College or university scholarships, grants (excluding Pell grants), fellowships, and assistantships
 - m. Dividends and interest
 - n. Net Royalties
 - o. Periodic receipts from estates and trusts
 - p. Net gambling or lottery winnings

In ncworks.gov income verification is a required field. However, **service provider** staff may utilize a Dislocated Worker written customer self-attestation as a verification source of income for Dislocated Workers only. This is allowable because income is a reporting item for dislocated workers – not an eligibility requirement. See WPWDA’s Self-Attestation Policy Statement for guidance (<http://www.wpcog.org/policy-statements>). However, if the participant dually enrolls in the Adult program, this verification source cannot be utilized.

WIOA Dislocated Worker Eligibility

WIOA does not impose an age or income level standard or criterion on dislocated workers.

Individuals must meet the following eligibility requirements in order to participate in the Dislocated Worker Program:

- U.S. Citizen or otherwise legally entitled to work in the United States.
- Registered with Selective Service, if applicable (males born after January 1, 1960).
- Eligible for Training Services as defined in USDOL TEGL 19-16 (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851)
 - Is 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 through career services alone;
 - Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
 - Has the skills and qualifications to successfully participate in the selected program of training services.
- Meet the criteria of one of the following nine categories (WIOA definition Section 3(15)).

A(i)(ii)(iii)

An individual who has been terminated or laid off, or received notice of termination or layoff, from employment; **and** is eligible for or has exhausted entitlement to unemployment compensation; and is unlikely to return to a previous industry or occupation.

A(II)

An individual who has been terminated or laid off, or received notice of termination or layoff, from employment; **and** has been employed for a duration sufficient to demonstrate attachment to the workforce but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; **and** is unlikely to return to previous industry or occupation.

Guidance for Section 3(15)(A)(i)(ii)(iii) and A(II):

- Includes returning military service members that were honorably discharged defined in USDOL TEG L 19-16 (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851)
- Includes permanent full-time and part-time employees as well as leased employees through a staffing agency that were separated through "no-fault" of their own.
- Does not include independent **service providers** on temporary assignment or seasonal

workers.

- Previous industry is the specific industry which the employee was displaced from their job such as tobacco industry, apparel industry or telecommunications industry.
- Previous occupation is the specific job the employee was displaced from such as cigarette maker, sock maker or customer service representative.

B(i)

An individual who has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise.

Guidance for Section (B)(i):

- A number of Rapid Response services may be provided on-site such as employee information sessions, customized job seeking skills workshops, partner presentations.
- The thrust is to serve employees in training prior to separation from employment as to protect the solvency of the Unemployment Insurance (UI) Trust Fund.
- Any notice filed in compliance to the Worker Adjustment and Retraining Notification (WARN) Act serves as a notice of termination.
- A notice of termination may also be a letter addressed to the employee and on company letterhead.
- Self-attestation is acceptable if the company immediately closes and the employee is unable to get a letter of termination from their employer.
- Substantial layoff is defined as 20 or more employees.
- Laid off permanent full-time and part-time employees as well as leased -employees through a staffing agency that will be separated through "no-fault" of their own.
- Does not include independent **service providers** on temporary assignment.

B(ii)

An individual is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services, career services or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

Guidance for Section 3(B)(ii):

- A number of Rapid Response services may be provided on-site such as employee information sessions, customized job seeking skills workshops, partner presentations.
- The thrust is to serve employees in training prior to separation from employment as to protect the solvency of the Unemployment Insurance (UI) Trust Fund.
- Employees may begin to receive WIOA Training Services 6-months, 26-weeks or 180 days prior to their separation date.
- Includes permanent full-time and part-time employees as well as leased employees through a staffing agency that will be separated through "no fault" of their own.
- Does not include independent **service providers** on temporary assignment.

(C)

An individual that was self-employed (including employment as a farmer, a rancher or a fisherman) but is unemployed as a result of general economic conditions in the community in

which the individual resides or because of natural disasters.

Guidance for Section 3(C):

- Includes independent **service providers**.
- Paying into the Unemployment Insurance Trust Fund is not a requirement for participation in Career or Training Services.

(D)

An individual who is a displaced homemaker. The term "displaced homemaker" means an individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of deployment, a call or order to active duty, a permanent change of station or the service-connected death or disability of the member; **and** is unemployed or underemployed and is expecting difficulty in obtaining or upgrading employment. (WIOA Section 3(16)).

E(i)

An individual who is the spouse of a member of the Armed Forces on active duty, **and** who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.

E(ii)

Is the spouse of a member of the Armed Forces on active duty **and** is unemployed or underemployed **and** is experiencing difficulty in obtaining or upgrading employment.

F - Additional State Eligibility

An individual who is long-term unemployed through no fault of their own. Lost job for various reasons but did not quit or was not fired due to negligence, inappropriate behavior, etc. (If fired and filed an appeal and was subsequently awarded UI, individual may be deemed eligible).

WIOA Section 170

Individual does not meet criteria outlined for Dislocated Workers in sections A - F (Categories 1 - 9) listed above but is an individual that meets **Dislocated Worker Grant (DWG)** eligibility outlined under WIOA Title I national programs, Sec.170 National Dislocated Worker Grants, relating to Sec. 170(b)(1)(A) workers affected by major economic dislocations **or** Sec. 170(b)(1)(A) workers affected by an emergency or major disaster.

Division Technical Assistance

In some instances, determining whether an individual is a dislocated worker is based upon their eligibility (or lack thereof) for the State's Unemployment Insurance (UI) as stated in A(i)(ii)(iii) and A(II). A customer that has separated from employment through "no fault" of their own such as a company layoff, company closure or lack of work; and is unlikely to return to a previous industry or occupation, qualifies as a WIOA Dislocated Worker.

Reasons an individual may be unlikely to return to a previous industry or occupation:

- Skill Oversupply - State or local supply of persons with the specific skills exceeds current demand for those skills; or
- Obsolete Skills - No longer meet the minimum requirements of jobs available in their occupation; or

- Decline in Industry - Jobs in a particular industry decline because there is either negative growth or the growth is not at the rate of economic growth due to reasons such as evaporating consumer demand, and a deterioration in revenue; or
- Decline in Occupation - Jobs in a particular occupation decline due to automation and technological advances that decrease the demand for human labor; or
- Local Layoff Impact - A local plant or business closing or layoff has had a significant negative impact on the availability of jobs in the individual's primary occupation and accustomed wage/hour/skill level; or
- Physical Limitations or Disabilities - Newly acquired physical limitation or injuries occurring which limit the individual's ability to perform the job from which they were dislocated may make them unlikely to return to the previous occupation. Must have a doctor's release to work; or
- Other Factors - Factors that can be recorded in the individual's file from written or verbal sources, including staff judgement, indicating "unlikely of returning to the previous industry or occupation".

The following four scenarios may qualify an individual to be eligible as a WIOA Title I Dislocated Worker customer and receipt of Unemployment Insurance (UI) would suffice as documentation for the participant or the participant can attest to the reason:

- Fired/Terminated/Separated due to the inability to do the job.
- Quit due to medical reasons – the person can no longer perform their job.
- Quit due to an abusive spouse and is in a protective shelter program.
- Spouse who had to quit their job due to the other spouse being physically transferred/moved to another location and relocated in order to keep the family unit together.

Notice all of these reasons are based upon “no-fault” of the worker. The Career Advisor will determine “unlikely to return” status, which is whether or not the person can reasonably return to the same industry or the same occupation.

During the eligibility process the following should be considered:

- Part-time jobs or side jobs are not included in making the initial determination for Dislocated Worker eligibility.
- If someone is working a job that is not comparable to their last job, they can select “underemployed” rather than state “not employed”.

WIOA Youth Eligibility

To be eligible to receive WIOA youth services an individual must:

- Be a citizen or noncitizen authorized to work in the United States;
- Meet military Selective Service registration requirements (males only); and
- Be an In-School Youth (ISY) or an Out-of-School Youth (OSY).

In School Youth

An in school youth is an individual who is:

- Not younger than 14 and not older than 21 years;
- Attending school;
- Low-income, or lives in a high poverty area; **and**
- One or more of the following:
 - Basic skills deficient;
 - An English language learner;
 - An offender;
 - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under 477 of the Social Security Act (42 USC 677), or in an out-of-home placement;
 - Pregnant or parenting;
 - Individuals with disabilities; or
 - Requires additional assistance to enter or complete an education program or to secure or hold employment.

High Poverty Area

A youth living in a high poverty area automatically meets the low income criterion. A poverty area is defined as a Census tract, a set of contiguous Census tracts, Indian Reservation, tribal land, or Native Alaskan Village of a county that has a poverty rate of at least 30 percent. Each Board has the responsibility of obtaining information from the Labor and Economic Analysis Division (LEAD) in determining which areas within the regions are considered to be high poverty areas.

Out-of-School Youth

An out-of-school youth is an individual who is:

- Not younger than 16 and not older than 24 years;
- Not attending school; and
- One or more of the following:
 1. A school dropout, (a youth attending an alternative school at the time of enrollment is not considered to be a dropout);
 2. Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year's calendar quarter;
 3. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either:
 - Basic skills deficient; or
 - An English language learner;
 4. Subject to the juvenile or adult justice system;
 5. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under 477 of the Social Security Act (42 USC 677), or in an out-of-home placement;
 6. Pregnant or parenting;
 7. Individuals with disabilities; or
 8. A low-income individual who require additional assistance to enter or complete an educational program or to obtain or retain employment.

In nworks.gov income verification is a required field. Youth who qualify in categories 3 and 8 listed above are required to be low-income. Youth who qualify in any other category the verification of income source can be “income not verified for OSY barrier” and no document is required.

5% Exception

WIOA allows for an exception to the low-income eligibility requirement. No more than a total of 5% of those enrolled in the following categories each program year may be enrolled without meeting the low income criteria:

- All in school youth;
- Out of school individual that is a recipient of a secondary school diploma or its recognized equivalent and is either:
 - Basic skills deficient; or
 - An English language learner; **OR**
- Out of school individual who requires additional assistance to enter or complete an educational program or to obtain or retain employment.

5% Limitation

Not more than 5% of the in school youth enrolled each program year may be enrolled based on the youth who requires additional assistance to enter or complete an education program or to secure or hold employment criterion. See WPWDA’s Requires Additional Assistance for Youth Eligibility policy statement for guidance (<P:\Policy Statements\Requires Additional Assistance for Youth Eligibility.pdf>).

School

For the purpose of determining ISY or OSY eligibility, a youth is attending school if the youth is:

Enrolled in a school that leads to the attainment of a state-recognized credential, including a:

- Public or private school;
- Charter school; or
- Home school; or
- Alternative school; or
- Public or private colleges and universities; or
- Other credential or degree skills training programs.

The following programs are not considered to be schools under WIOA:

- Adult education provided under Title II;
- Youth Build programs;
- Job Corps programs.

Youth Program Elements

Boards must ensure that the following 14 services are available to all youth participants:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma, or its recognized equivalent (including a recognized certificate of attendance or

similar document for individuals with disabilities) or for a recognized postsecondary credential;

2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - Summer employment opportunities and other employment opportunities available throughout the school year;
 - Pre-apprenticeship programs—a program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship programs;
 - Internships and job shadowing;
 - OJT opportunities, as defined in WIOA §3(44)
4. Occupational skills training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the workforce area involved, if the Board determines that the programs meet the quality criteria described in WIOA §123;
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster – Training that integrates adult and literacy activities (programs, activities, and services such as English language services to achieve competence in reading, writing, speaking, and comprehension) with workforce preparation activities and workforce training. This program element allows workforce preparation activities, basic academic skills, and hands-on occupational skills to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway;
6. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
7. Support services, as defined in WIOA §3(59), which enable an individual to participate in WIOA activities. **Note:** Similar to the WIA program, incentive payments are allowable under the WIOA program. However, while incentive payments are allowable, the incentives must be in compliance with the requirements in 2 CFR part 200. For example, Federal funds may not be spent on entertainment costs. Therefore, incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Additionally, under 2 CFR part 200, there are requirements related to internal controls to safeguard cash which also apply to safeguarding of gift cards, which are essentially cash;
8. Adult mentoring for a duration of at least 12 months that may occur both during and after program participation;
9. Follow-up services for not fewer than 12 months after the completion of participation.

Follow-up is required and should be documented in ncworks.gov by entering data in the quarterly follow-up boxes and case notes. If services are provided during the follow-up quarters, an “F” service/activity should be entered in ncworks.gov;

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, and referrals to counseling, as appropriate to the needs of the individual youth;
11. Financial literacy education - Activities that assists with improving financial literacy and/or personal budgeting skills;
12. Entrepreneurial skills training - Training that provides the basics of starting and operating a small business;
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the workforce area, such as career awareness, career counseling, and career exploration services;
14. Activities that help youth prepare for and transition to postsecondary education and training – Activities that may include information about time management, practice interviews, independent living, and how to prepare for post-secondary education (applications, financial aid, scholarships), and legal responsibilities after the age of 18;

Youth that fall between the ages of 18 – 24 may be served as youth or adults. The determination can be made by **service provider** staff to serve the individual as an adult, youth, or dually as both. Ncworks.gov allows Board staff to select which **service provider** staff are allowed to enroll cohorts by assigning the appropriate privileges. A Request for Access (RFA) must be completed to ensure the appropriate rights are assigned.

Youth Follow-up

All youth participants must receive some form of follow-up services for a **minimum** duration of twelve months after exit from the program.

Follow-up services may include:

- Leadership development and supportive service activities;
- Regular contact with a youth participant’s employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career development and further education;
- Work-related peer support groups;
- Adult mentoring; and
- Services necessary to ensure the success of a youth in employment and/or post-secondary education.

WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide

Title I – Workforce Development Activities (Adult/Dislocated Worker/Youth), Title II – Adult Education and Literacy, Title III – Wagner-Peyser Act			
Wagner-Peyser Act Employment Activities			
N/A	All customers are determined eligible.	No source documentation is required for eligibility.	
WIOA Adult and Dislocated Worker Employment and Training Activities			
<p>To be eligible to receive WIOA Adult or Dislocated Worker services, an individual must:</p> <ul style="list-style-type: none"> Be 18 years of age or older [WIOA Sec. 3(2)]; Be a citizen or non-citizen authorized to work in the U.S. [WIOA Sec. 188 (a)(5)]; and Meet Military Selective Service registration requirements (males only). Dislocated Workers also must meet the criteria listed in one of the ten categories. (Categories 1-8, 12-13) (Categories are not in numerical order) <p style="text-align: center;">WIOA authorizes career services (Basic Career Services, Individualized Career Services, and Follow-up Services) for adults and dislocated workers. 20 CFR 678.430</p> <p>** Due to the impact of COVID-19, exceptions are being made regarding how required eligibility documentation is gathered and the processes that are normally adhered to. The exceptions detailed are allowable only during the COVID-19 pandemic. During this time, applicants/participants are allowed to scan documents directly into NCWorks. Staff must ensure redaction occurs after documents are loaded. Personally identifiable information, PII cannot be emailed, texted, or photographed. Specific guidance is detailed within each section of this guide and also in the “Notes Section”, located on the last page of this document. **</p>			
Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
Social Security Number	Adult, Dislocated Worker	<p><i>Applicant’s social security number</i></p> <p>Note: <i>Although an applicant cannot be denied WIOA services for failure to disclose their SSN, they must submit a valid SSN in order to receive wages paid while participating in WIOA.</i></p> <p>Reference Section 7 of the Privacy Act of 1974 – Social Security</p>	<p>Social Security Card DD-214, Report of Transfer or Discharge Paper School Records (<i>Must support or match the item being verified</i>) School/State or Federal Identification Card with SSN on card (to include Military ID) Individual refused to disclose SSN</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p>
Date of Birth	Adult, Dislocated Worker	<p><i>The applicant must be 18 years of age or older at the time of participation in WIOA Adult and/or Dislocated Worker (DW) programs.</i></p>	<p>Driver’s License (COVID-19: May be loaded in color, by applicant, with cell phone) Federal, State, or Local Government ID Card (to include Military ID) Passport US Birth Certificate Hospital Birth Record DD-214, Report of Transfer or Discharge Paper Public Assistance/Social Services Record School Records/Identification (<i>Must support or match the item being verified</i>) Work Permit Baptismal Record with Date of Birth Printout of US birth certificate from Register of Deeds Office</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p>

WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide

Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
Selective Service	Adult, Dislocated Worker	<p><i>All male U.S. citizens and male immigrants, born after December 31, 1959, who are 18 but not yet 26 years old, must be registered with the U.S. Military Selective Service.</i></p> <p><i>Section 189(h) of WIOA requires applicants to be in compliance with Section 3 of the Military Selective Service Act (50 USC Appr. 453) in order to participate in WIOA Title I funded programs.</i></p> <p><i>US citizens or immigrants who are born male and changed their gender to female are still required to register.</i></p> <p>Reference www.sss.gov for further details and exceptions.</p>	<p>Selective Service Registration Card Selective Service Acknowledgement Letter DD-214, Report of Transfer or Discharge Selective Service Registration Record Selective Service Status Information Letter Requested a documented exemption from registration Internet verification from www.sss.gov</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p> <p style="text-align: center;">Documents that do not have PII may be emailed, texted, or photographed.</p>
Citizenship	Adult, Dislocated Worker	<p><i>Citizenship options:</i></p> <ul style="list-style-type: none"> • <i>Citizen of U.S. or U.S. Territory</i> • <i>U.S. Permanent Resident</i> • <i>Alien/Refugee Lawfully Admitted to the U.S.</i> <p>Note: The Driver's license alone is no longer an acceptable form of documentation for citizenship.</p>	<p>US Birth Certificate Alien Registration Card Indicating Right to Work (USCIS Forms I-551, I-94, I-668A, I-197, I-179, I-797, I-766) DD-214, Report of Transfer or Discharge Paper Foreign Passport Stamped Eligible to Work Native American Tribal Document United States Passport Work Eligible Social Security Card-Only for Non-Citizens Documentation specified on the I-9 form (Documents must be selected from Columns B and C. Documents selected from only one of these columns is not acceptable.)</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p>
Veteran Status	Adult, Dislocated Worker	<p><i>A veteran is a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.</i></p> <p>Reference DWS PS 03-2017</p>	<p>DD-214, Report of Transfer or Discharge Paper VA Letter</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p>

WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide

Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
Employment Status at Participation	Adult, Dislocated Worker	<p><i>Employment status options:</i></p> <ul style="list-style-type: none"> • <i>Employed;</i> • <i>Not Employed;</i> • <i>Employed, but received notice of termination of employment/ military separation</i> 	<p>UI Records (Benefit History, Wages, Record) Employer Contacts Job Search Records Case Notes Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo, or uploaded directly into NCWorks</p> <p><i>**Note: Staff is not allowed to print or upload UI information from the UI reporting system. Staff may review the UI information and record the appropriate data in the participants' case notes in NCWorks Online. **</i></p>
TANF	Adult	<i>Temporary Assistance for Needy Families</i>	<p>Public assistance records/printout Telephone Verification from public assistance agency A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo, or uploaded directly into NCWorks</p>
SSI	Adult	<i>Supplemental Security Income</i>	<p>Public assistance records/printout Social Security Benefits Records A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
SSDI	Adult	<p><i>Social Security Disability Insurance</i></p> <p><i>SSDI payments are not excluded when determining low-income status.</i></p>	<p>Public assistance records/printout Social Security Benefits Records A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
RCA	Adult	<i>Refugee Cash Assistance</i>	<p>Public assistance records/printout Refugee assistance records Telephone Verification from Social Services agency A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
GA	Adult	<i>General Assistance</i>	<p>Public assistance records/printout Refugee assistance records A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide

Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
Member in Household Receiving Food Stamps	Adult	<p><i>Supplemental Nutrition Assistance Program (SNAP)</i></p> <p><i>An applicant receiving SNAP is not, by federal definition, receiving cash public assistance.</i></p> <p><i>Must be in receipt of SNAP within 6 months of application.</i></p>	<p>Current authorization to obtain SNAP (food stamps) Letter from SNAP disbursing agency Public assistance record/printout Telephone/Email Verification from Social Service Agency</p> <p align="center">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
Family Size	Adult	<p><i>The size of the family is determined by counting and identifying the number of persons living in a single residence at time of application who are related by blood, marriage, or decree of court, and who are included in one or more of the following categories:</i></p> <ul style="list-style-type: none"> • <i>A husband, wife (Gender-neutral), and dependent children</i> • <i>A parent and dependent children</i> • <i>A guardian and dependent children</i> • <i>A husband and wife (Gender – neutral)</i> • <i>Not a family member - (Family Size is “one”)</i> <p><i>Dependent child is defined as a youth under age 19, or under 24 if a full-time student, living in a single residence, and who is being claimed as a dependent on a parent’s or guardian’s income tax return.</i></p> <p><i>If FAMILY SIZE is used to determine low-income, it must be verified before a determination of eligibility is made.</i></p> <p align="center">**For further information on Gender-neutral reference TEGl 26-13**</p>	<p>Public Assistance/Social Service Agency Records Public Housing Authority records (if resident or on waiting list) Guardian Decree of Court Proof of disability to substantiate family of one determination Divorce Decree Landlord Statement Lease Marriage Certificate Most recent tax return supported by IRS documents Written statement from a publicly supported 24-hour care facility or institution (e.g. mental, prison) Email/Telephone Verification from Social Service Agency Income not verified for OSY barrier (Dropout, pregnant, parenting, offender) DW Eligible Only Self Attestation Local approved FLG Application Written Customer Self-Attestation</p> <p>COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual</p> <p align="center">A scanned/uploaded copy of the documentation is required</p> <p>COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
<p>Low-Income – Family Income</p>	<p>Adult</p>	<p><i>Priority of Service</i></p> <p><i>The term "low-income individual" means:</i></p> <ol style="list-style-type: none"> 1. <i>an individual who currently receives SNAP, or has received SNAP within 6 months of the WIOA application, OR is a member of a family that is receiving or has received SNAP within 6 months of application; or</i> 2. <i>recipient of TANF; or</i> 3. <i>recipient of SSI; or</i> 4. <i>in a family whose total income that does not exceed the higher of - the poverty line; or 70 percent of the lower living standard income level; or</i> 5. <i>a homeless individual or</i> 6. <i>an individual with a disability whose own income meets the income requirement listed in number 4, but who is a member of a family whose income does not meet this requirement</i> <p>Reference WIOA Sec. 3(36) for additional information on low-income</p>	<p>Pay stubs Social Security benefits Public Assistance Eligibility Verification (Photocopy of benefit card is not acceptable) Award letter from Veterans Administration Bank statements (Direct deposit) Workers' Compensation Award Letter Court award letter Pension/Annuity statement Employer statement/contact (including email and telephone verification) Farm, Family, or Business financial records Housing Authority verification Quarterly estimated tax for self-employed persons (Schedule C) Workers' Compensation Records Applicant and/ (when applicable) family member statement of no income, cash gifts, and/or self-employment income Unemployment insurance documents and/or printout</p> <p>COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual</p> <p>A scanned/uploaded copy of the documentation is required</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p> <p>**Note: Staff is not allowed to print or upload UI information from the UI reporting system. Staff may review the UI information and record the appropriate data in the Participants' case notes in NCWorks Online. **</p> <p>**Dislocated Workers are not required to verify income as an eligibility requirement. However, it is a reporting requirement. Staff may utilize the verification option "DW Self-Attestation" rather than requiring the applicant to bring in income documentation. Information recorded should be accurate. \$0 should only be entered if that is the actual amount of income. **</p>

WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide

Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
Category 1	Dislocated Worker	<i>Terminated or Laid off or has received notice of termination or layoff and is eligible for or has exhausted entitlements to UI (Unemployment Insurance) and is unlikely to return to previous industry or occupation.</i>	Military Paperwork detailing transfer Separation Notice **UI Records Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks <i>Note: It may be necessary to obtain multiple sources of documentation to substantiate that the applicant is terminated or laid off, is eligible for unemployment, and is unlikely to return to the previous industry or occupation (may be staff determination). NCWorks, however, will allow only one selection to be saved.</i> **Note: Staff is not allowed to print or upload UI information from the UI reporting system. Staff may review the UI information and record the appropriate data in the Participants' case notes in NCWorks Online. **
Category 2	Dislocated Worker	<i>Terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration to demonstrate workforce attachment but is not eligible for UI due to insufficient earnings, or the employer is not covered under state UI law, and is unlikely to return to previous industry or occupation.</i>	Military Paperwork detailing transfer category Separation Notice **UI Records Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks **Note: Staff is not allowed to print or upload UI information from the UI reporting system. Staff may review the UI information and record the appropriate data in the Participants' case notes in NCWorks Online. **
Category 3	Dislocated Worker	<i>Terminated or Laid off, or has received notice of termination or layoff, from employment as a result of the permanent closure of, or substantial layoff at, a plant, facility or enterprise.</i>	WARN notice Written Customer Self Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks

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Eligibility Item	Program	Eligibility Definition	Required Eligibility Documentation
Category 4	Dislocated Worker	<i>Individual is employed at a facility which the employer has made a general announcement that the facility will close.</i>	Documentation of “General Announcement” Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Category 5	Dislocated Worker	<i>Individual was previously self-employed (including farmers, ranchers, and fishermen) but is unemployed due to general economic conditions in the community of residence or because of natural disaster.</i>	Receipt of Notice of Foreclosure or intent to foreclose Proof of failure of the farm, business or ranch to return a profit during preceding 12 months Proof of entry of individual into bankruptcy proceedings Proof of inability to obtain capital necessary to continue operations A debt-to-asset ratio sufficiently high to be indicative of the likely insolvency of the farm, ranch, or business Other events indicative of the likely insolvency of the farm, ranch, or business Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Category 6 Displaced Homemaker	Dislocated Worker	<i>An individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by that income; OR</i> <i>- is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member; AND</i> <i>-is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.</i>	Court Records Divorce decree or legal separation Bank Records Spouse’s Layoff Notice Spouse’s Death Certificate Written Customer Self-Attestation Copy of Spouse’s Permanent Change Station (PCS) orders (for a military move or assignment) COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks

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Eligibility Item	Program	Eligibility Definition	Eligibility Documentation Requirement
Category 7	Dislocated Worker	<i>The spouse of a member of the Armed Forces on active duty, and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.</i>	Spouse’s Military Paperwork detailing transfer Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual <p align="center">A scanned/uploaded copy of the documentation is required.</p> COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Category 8	Dislocated Worker	<i>The spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.</i>	Case file documents proving active duty Armed Forces spouse is unemployed or under employed and having difficulty obtaining or upgrading employment. Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual <p align="center">A scanned/uploaded copy of the documentation is required.</p> COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Category 12	Dislocated Worker	<i>National Dislocated Worker Grant (NDWG) eligibility: Individual does not meet criteria outlined for Dislocated Workers in Categories 1-8 above, but is an individual that meets NDWG eligibility outlined under WIOA Title I National programs, Sec. 170 National dislocated grants, relating to Sec. 170 (b)(1)(A) workers affected by major economic dislocations OR Sec. 170 (b)(1)(B) workers affected by emergency or major disaster.</i>	NDWG Documentation showing proof of eligibility Other Application Documentation (Specify) Written Customer Self-Attestation COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual <p align="center">A scanned/uploaded copy of the documentation is required.</p> COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Category 13	Dislocated Worker	<i>State-Defined Dislocated Worker Eligibility</i> <i>Long-term unemployed through no fault of their own.</i>	UI Records Other Application Documentation (Specify) Written Customer Self-Attestation COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual <p align="center">A scanned/uploaded copy of the documentation is required.</p> COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks.

Youth Workforce Innovation & Opportunity Act Activities

To be eligible to receive WIOA Youth services, an individual must:

- Be a citizen or noncitizen authorized to work in the United States;
- Meet Military Selective Service registration requirements (males only); and
- Be an In-School Youth (ISY) or Out-of-School Youth (OSY).

An **In-school youth** is an individual who is:

- Not younger than 14 and not older than 21 years;
- Attending school;
- **Low-income**, or lives in a high poverty area; and
- One or more of the following:
 - Basic skills deficient;
 - An English language learner;
 - An offender;
 - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under 477 of the Social Security Act (42 USC 677), or in an out-of-home placement;
 - Pregnant or parenting;
 - Individuals with disabilities; or
 - Requires additional assistance to complete an education program or to secure or hold employment.

An **Out-of-school youth** is an individual who is:

- Not younger than 16 and not older than 24 years;
- Not attending school; and
- One or more of the following:
 - A school dropout, (a youth attending an alternative school at the time of enrollment is not considered to be a dropout);
 - Within the age of compulsory school attendance but has not attended school for at least the most recent complete school year’s calendar quarter;
 - A recipient of a secondary school diploma or its recognized equivalent who is a **low-income** individual and is either:
 - Basic skills deficient; or
 - An English language learner;
 - Subject to the juvenile or adult justice system;
 - A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under 477 of the Social Security Act (42 USC 677), or in an out-of-home placement;
 - Pregnant or parenting;
 - Individuals with disabilities; or
 - A low-income individual who require additional assistance to enter or complete an educational program or to obtain or retain employment.

5% Limitation – Not more than 5% of the **In-School Youth** enrolled each program year may be enrolled based on: Requires additional assistance to complete an education program or to secure or hold employment. *Reference DWS PS 10-2018*

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5% Exception - 5% of the youth enrolled each program year **do not** have to be low-income. This exception includes all **In-School Youth** that are normally low-income and the low-income **Out-of-school Youth** categories listed below.

Out-of-School Youth enrolled who are recipients of a secondary school diploma or its recognized equivalent **and** who are either basic skills deficient **or** an English language learner, **may be enrolled without being** low-income; **OR**

Out-of-School Youth enrolled who require additional assistance to enter or complete an educational program or to obtain or retain employment, **may be enrolled without** being low-income.
Reference DWS PS 10-2018

Eligibility Item	Program	Eligibility Definition	Eligibility Documentation Requirement
Social Security Number	Youth	<p><i>Applicant's social security number</i></p> <p><i>Note: Although an applicant cannot be denied WIOA services for failure to disclose their SSN, they must submit a valid SSN in order to receive wages paid while participating in WIOA.</i></p> <p>Reference Section 7 of the Privacy Act of 1974 – Social Security</p>	<p>Social Security Card DD-214, Report of Transfer or Discharge Paper School Records (<i>Must support or match item being verified</i>) School/State or Federal Identification Card with SSN on card (to include Military ID) Individual refused to disclose SSN</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p>
Date of Birth	Youth	<p><i>Must be “not less than age 14” and “not more than age 24” at the time of First Youth Service</i></p>	<p>Driver's License (COVID-19: May be loaded in color, by applicant, with cell phone) Federal, State, or Local Government ID Card (to include Military ID) Passport US Birth Certificate Hospital Birth Record DD-214, Report of Transfer or Discharge Paper Public Assistance/Social Service Record School Records/Identification (<i>Must support or match item being verified</i>) Work Permit Printout of US birth certificate from Register of Deeds Office</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov, but should not email or text that scanned copy or photograph to career center employees.</p>

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Eligibility Item	Program	Eligibility Definition	Eligibility Documentation Requirement
Selective Service	Youth	<p><i>All male U.S. citizens and male immigrants, born after December 31, 1959, who are 18 but not yet 26 years old, must be registered with the U.S. Military Selective Service.</i></p> <p><i>Section 189(h) of WIOA requires applicants to be in compliance with Section 3 of the Military Selective Service Act (50 USC Appr. 453) in order to participate in WIOA Title I funded programs.</i></p> <p><i>Reference www.sss.gov for further details and exceptions.</i></p>	<p>Internet verification from www.sss.gov Selective Service Registration Card Selective Service Acknowledgement Letter DD-214, Report of Transfer or Discharge Selective Service Status Information Letter Selective Service Registration Record Requested a Documented Exemption from Registration</p> <p align="center">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov, but should not email or text that scanned copy or photograph to career center employees.</p>
Citizenship	Youth	<p><i>Citizenship options:</i></p> <ul style="list-style-type: none"> • <i>Citizen of U.S. or U.S. Territory</i> • <i>U.S. Permanent Resident</i> • <i>Alien/Refugee Lawfully Admitted to the U.S.</i> <p><i>Note: Driver's license is no longer an acceptable form of documentation for citizenship.</i></p>	<p>U S Birth Certificate Alien Registration Card Indicating Right to Work (USCIS Forms I-551, I-94, I-668A, I-197, I-179, I-797, I-766) DD-214, Report of Transfer or Discharge Paper Work Eligible Social Security Card - Only for Non-Citizens Foreign Passport Stamped Eligible to Work Native American Tribal Document United States Passport</p> <p align="center">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov, but should not email or text that scanned copy or photograph to career center employees.</p>

Eligibility Item	Program	Eligibility Definition	Eligibility Documentation Requirement
Disability	Youth	<ul style="list-style-type: none"> <i>The presence of an Individualized Education Plan (IEP) does not automatically mean the applicant is basic skills deficient, unless basic skills test results from the last 6 months are included in the IEP.</i> <i>For the purpose of calculating family income, a Youth with a documented Disability may be considered a Family of One.</i> 	Medical Records Social service record/referral Psychologist's Diagnosis Rehabilitation Evaluation Social Security Administration Disability Records School Records (<i>Must support or match item being verified</i>) Letter from drug or alcohol rehabilitation agency Observable and/or obvious conditions (applicant statement with the interviewer serving as the corroboration witness) Physician's Statement Psychiatrist's Statement Sheltered Workshop Certification Email/telephone Verification from Social Service agency, Vocational Rehabilitation Agency, or authorized school personnel Veteran's Administration Letter/Records Vocational Rehabilitation Letter 504 Records and Assessment Test Results <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p style="text-align: center;">COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

Definitions of School, Alternative Education, and Compulsory School Age

In North Carolina, a school is defined as an organizational subdivision of a school system consisting of a group of pupils composed of one or more grade groups, organized as one unit with an assigned principal, or person acting in the capacity of principal, to give instruction of the type defined in the North Carolina Standard Course of Study and housed in a school plant of one or more buildings. Schools also include home schooling, charter schools, alternative schools, and private schools. Those enrolled in colleges, universities, and other degree/credential training programs are considered to be in-school.

State definition of Alternative Education - In North Carolina, **alternative education** is defined by guidance provided in N.C. Legislative Statutes Chapter 115C. An alternative program is established in affiliation with an existing school. The information that is generated by the participants of the program becomes a part of the history and documentation of the associated school. A program may be housed within a school, on the same site, or at a different location within the district. The second type of alternative education setting is an alternative school. An alternative school has a school number. An official school number is the primary factor that distinguishes an alternative school from an alternative program. Alternative Learning Programs must follow established criteria.

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State definition of Compulsory School Age – North Carolina has the following law for attending school: § 115C-378. Children required to attend: Every parent, guardian or other person in this State having charge or control of a child **between the ages of seven and 16 years** shall cause such child to attend school continuously for a period equal to the time which the public school to which the child is assigned shall be in session. Every parent, guardian, or other person in this State having charge or control of a child **under age seven** who is enrolled in a public school **in grades kindergarten through two** shall also cause such child to attend school continuously for a period equal to the time which the public school to which the child is assigned shall be in session unless the child has withdrawn from school.

Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
In-School Youth (ISY)	Youth	<i>Attending any School</i> <i>Note: Under WIOA, providers of education under Title II (Youth Build, Job Corps, and Community College system) <u>are not</u> considered to be schools.</i> <i>Reference TEGL 21-16</i>	School Records (<i>Must support or match item being verified</i>) Written Customer Self-Attestation COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Out-of-School Youth (OSY)	Youth	<i>Not attending any school</i>	School Records (<i>Must support or match item being verified</i>) Written Customer Self-Attestation COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
School Status at Registration	Youth	<i>School status of youth at the time of eligibility determination</i>	School records (I.E. GED, Certificate, Diploma, Post-Secondary Enrollment, Attendance record, Transcripts, Dropout letter, School Documentation) (<i>Must support or match item being verified</i>) Written Customer Self-Attestation COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
Dropout	Youth	<i>If the individual has not received, and is no longer attending any school in pursuit of, a secondary school diploma, certificate of achievement, graduation certificate or GED. A youth attending an alternative school is not a dropout.</i>	School records (<i>Must support or match item being verified</i>) Drop-out letter Written Customer Self – Attestation COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
English Language Learner	Youth	<i>Youth who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family or society.</i>	Test Scores Applicable Records from Educational Institution (transcripts or other school documents) Staff Observation (Observations should be detailed in case notes) A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Employment Status at Participation	Youth	<i>Employment status options:</i> <ul style="list-style-type: none"> • <i>Employed;</i> • <i>Not Employed;</i> • <i>Employed, but received notice of termination of employment /military separation</i> 	**UI Records Employer Contact Job Search Worksheet Case Notes Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks **Note: Staff is not allowed to print or upload UI information from the UI reporting system. Staff may review the UI information and record the appropriate data in the participants’ case notes in NCWorks Online. **

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
Pregnant/ Parenting Youth	Youth	<p><i>If the applicant is under 25 years of age AND is pregnant.</i></p> <p><i>Also, if the applicant is under 25 years of age (male or female) AND</i></p> <p><i>is providing custodial care for one or more dependent children under the age of 18.</i></p> <p><i>Custodial care implies a custodial arrangement in which the child resides with the parent for some percentage of time; it can be full or partial custody and does not necessarily require a legal arrangement.</i></p> <p><i>Financial support alone does not equate to custodial care.</i></p>	<p>US Birth certificate (for child listing participant's name as a parent)</p> <p>Hospital record of Live Birth</p> <p>Statement from Social Services agency or Health Department</p> <p>Baptismal Record with Date of Birth</p> <p>Statement from program for Pregnant or Parenting Youth</p> <p>Physician's note</p> <p>Most recent tax return supported by IRS documents</p> <p>School program record for pregnant teens</p> <p>Medical card</p> <p>Referrals from official agencies</p> <p>School records</p> <p>Written Customer Self-Attestation</p> <p>COVID-19 – Written Customer Self-Attestation</p> <ul style="list-style-type: none"> -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual <p>A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov but should not email or text that scanned copy or photograph to career center employees.</p>
Homeless	Youth	<p><i>An individual who lacks a fixed, regular, an adequate nighttime residence; and includes:</i></p> <p><i>i. Children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement;</i></p> <p><i>ii. Children and youths who have a primary nighttime residence that is a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings;</i></p> <p><i>iii. Children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and</i></p> <p><i>iv. Migratory children who qualify as homeless for the purposes of this subtitle because the children are living in circumstances described in clauses (i) through (iii) above.</i></p> <p>Homeless determination qualifies as automatic low-income.</p> <p>Reference the McKinney-Vento Homeless Assistance Act for additional information</p>	<p>Written statement from a Shelter</p> <p>Written statement from Social Service Agency, Mental Health Agency, Health Department or Substance Abuse Agency</p> <p>Written statement from an individual providing residence</p> <p>Telephone Verification from Social Service agency, Mental Health Agency, Health Department or Substance Abuse Agency</p> <p>Written Customer Self-Attestation</p> <p>COVID-19 – Written Customer Self-Attestation</p> <ul style="list-style-type: none"> -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual <p>A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
Foster Child	Youth	<i>State or local foster child payments are made for the applicant.</i> <i>Foster Care determination qualifies as automatic Low-income.</i>	Court documentation of foster care status Written statement from state/local agency Written confirmation from Social Services Agency Verification of payments made on behalf of the child A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Free or reduced lunch	Youth	<i>Youth currently receives, or is eligible to receive, free or reduced lunch under the Richard B. Russell National School Lunch Act</i>	School Document Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Foster Care Status (current or aged out)	Youth	<i>Youth is currently a foster child or youth that has aged out of foster care system.</i>	Statement/Referral from Social Services Agency Court documentation of foster care status A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Out of Home Placement	Youth	<i>Out of home placement includes family foster care, kinship care, treatment foster care and residential group care</i>	Letter from appropriate state/local Social Services Agency Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Eligible under Section 477 of the Social Security Act	Youth	<i>Youth is eligible based on Section 477 of the Social Security Act</i>	Letter from appropriate state/local Social Services agency Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
Runaway	Youth	<p><i>If, at the time of application, the applicant is an individual under the age of 18, who has left home or place of legal residence without the permission of parents or legal guardian, and who is unlikely to voluntarily return.</i></p> <p><i>Runaway does not necessarily denote a homeless individual. (Runaway Youth can still live with extended family, i.e. aunt, uncle).</i></p> <p><i>A runaway is a Family of One.</i></p>	<p>Written statement from a shelter Written statement from Social Service Agency, Mental Health Agency, Health Department or Substance Abuse Agency Written statement from an Individual providing temporary residence Telephone Verification from Social Service Agency, Mental Health Agency, Health Department or Substance Abuse Agency Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
Ex-Offender <i>(individual has been arrested/convicted of a crime)</i>	Youth	<p><i>An individual who is or has been subject to any stage of the criminal justice process and for whom services under this Act may be beneficial.</i></p> <p>OR</p> <p><i>Is an individual who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.</i></p>	<p>NC Department of Public Safety printout Documents from Juvenile Justice/Criminal Justice Court documents Letter of Parole Copies of Prison records Letter from Probation Officer Police records Telephone Verification from the court system, Public Safety, Criminal Justice, or Prison agencies only Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
Basic Skills/Literacy Skills Deficient	Youth	<p><i>If the applicant is a person who computes or solves problems, reads, writes, or speaks English at or below the 8.9 grade level. Assessments must be dated within the last 6 months from the time of the WIOA application.</i></p>	<p>Standardized assessment test results School records (<i>Must support or match item being verified</i>) Case Notes (including test name with scores in school year – month format) A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>
TANF	Youth	<p><i>Temporary Assistance for Needy Families</i></p>	<p>Public Assistance Eligibility Verification Statement from Social Services agency Telephone Verification from public assistance agency A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
SSI	Youth	<i>Supplemental Security Income</i>	Public Assistance Eligibility Verification Social Security Benefits Records A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
SSDI	Youth	<i>Social Security Disability Insurance</i> <i>SSDI payments are not excluded when determining low-income status.</i>	Public Assistance Eligibility Verification Social Security Benefits Records A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
RCA	Youth	<i>Refugee Cash Assistance</i>	Public Assistance Eligibility Verification Refugee assistance records Telephone Verification from Social Services agency A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
GA	Youth	<i>General Assistance</i>	Public Assistance Eligibility Verification Refugee assistance records A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Member in Household Receiving Food Stamps	Youth	<i>Supplemental Nutrition Assistance Program (SNAP)</i> <i>An applicant receiving SNAP is not, by federal definition, receiving cash public assistance.</i> <i>Must be in receipt of SNAP within 6 months of WIOA application.</i>	Current authorization to obtain SNAP (food stamps) Letter from SNAP disbursing agency Public assistance record/printout Telephone/Email Verification from Social Service Agency A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
High Poverty Area	Youth	<i>Youth living in a high poverty area are automatically considered to be low-income.</i> <i>A high poverty area is a Census tract, a set of contiguous Census tracts, Indian Reservation, tribal land, or Native Alaskan Village or county that has a poverty rate of at least 30 percent.</i>	Staff verified based upon address <i>Note: Boards must utilize the Census Map tool to determine which areas in the regions may be considered as high poverty areas.</i> A scanned/uploaded copy of the documentation is required.

Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
<p>Requires Additional Assistance (to complete an educational program / secure employment)</p>	<p>Youth</p>	<p>In-School Youth AND</p> <ul style="list-style-type: none"> • <i>Has poor attendance patterns in an educational program during the last 12 calendar months</i> OR • <i>Has been expelled from school within the last 12 calendar months;</i> OR • <i>Has been suspended from school at least within the last 12 calendar months;</i> OR • <i>Has below average grades;</i> OR • <i>Has previously been placed in out-of-home care (foster care, group home, or kinship care) for more than 6 months between the ages of 14-21;</i> OR • <i>Has a currently incarcerated parent(s) /guardian</i> <p style="text-align: center;">OR</p> <p>Out-of- School Youth AND</p> <ul style="list-style-type: none"> • <i>Has dropped out of a post-secondary educational program during the past 12 calendar months;</i> OR • <i>Has a poor work history, to include no work history, or has been fired from a job in the last 6 calendar months;</i> OR • <i>Has previously been placed in out-of-the home care (foster care, group home, or kinship care) for more than 6 months between the ages of 16-21);</i> OR • <i>Currently has an incarcerated parent(s) /guardian.</i> 	<p>Individual Service Strategy School Records (<i>Must support or match item being verified</i>) Copy of transcripts Letter from the school system Report card Letter from school/program representative Written certification from School for Below Average Grades Written certification from parent or guardian for Below Average Grades Written Customer Self-Attestation</p> <p>COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p> <p><i>Note: 5% Limitation: Not more than 5% of the In-School-Youth may enrolled based on Requires Additional Assistance criterion</i></p> <p>Refer to DWS PS 10-2018</p>

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
<p>Family Size</p>	<p>Youth</p>	<p><i>The size of the family is determined by counting and identifying the number of persons living in a single residence at time of application who are related by blood, marriage, or decree of court, and who are included in one or more of the following categories:</i></p> <ul style="list-style-type: none"> • <i>A husband, wife (gender-neutral), and dependent children</i> • <i>A parent and dependent children</i> • <i>A guardian and dependent children</i> • <i>A husband and wife (gender – neutral)</i> • <i>Not a family member</i> <p><i>Family size is "One"</i></p> <p><i>Dependent child is defined as a youth under age 19, or under 24 if a full-time student, living in a single residence, and who is being claimed as a dependent on a parent's or guardian's income tax return.</i></p> <p><i>If FAMILY SIZE is used to determine low-income, it must be verified before a determination of eligibility is made.</i></p> <p>**For further information on Gender-Neutral, please refer to TEGl 26-13**</p>	<p>Public Assistance/Social Service Agency Records Public Housing Authority records (if resident or on waiting list) Guardian Decree of Court Proof of disability to substantiate family of one determination for youth Divorce Decree Landlord Statement Lease Marriage Certificate Most recent tax return supported by IRS documents Written statement from a publicly supported 24-hour care facility or institution (e.g. mental, prison) Email/telephone Verification from Social Service Agency DW eligible only Self-Attestation Income not verified for OSY barrier (Dropout, pregnant, parenting, offender) Written Customer Self-Attestation</p> <p>COVID-19 - Written Customer Self-Attestation -Printed and signed document received via email, text, or photo -Electronic signature (e.g. DocuSign, Adobe) -Self-attestation letter from individual</p> <p>A scanned/uploaded copy of the documentation is required.</p> <p>COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
<p>Low-Income – Family Income</p>	<p>Youth</p>	<p><i>If the applicant is NOT a Family of One, the family’s income must be computed based upon the documentation of family size.</i></p> <p><i>The term "low-income individual" means:</i></p> <ol style="list-style-type: none"> 1. <i>an individual who currently receives SNAP, or has received SNAP within 6 months of the WIOA application, OR is a member of a family that is receiving or has received SNAP within 6 months of application; or</i> 2. <i>recipient of TANF; or</i> 3. <i>recipient of SSI; or</i> 4. <i>in a family whose total income that does not exceed the higher of - the poverty line; or 70 percent of the lower living standard income level; or</i> 5. <i>a homeless individual or</i> 6. <i>an individual with a disability whose own income meets the income requirement listed in number 4, but who is a member of a family whose income does not meet this requirement</i> <p>Reference WIOA Sec. 3(36) for additional information on low-income</p>	<p>Pay stubs Social Security benefits statements **Unemployment insurance documents and/or printout Public Assistance Eligibility Verification (Photocopy of benefit card is not acceptable) Award letter from Veterans Administration Bank statements (direct deposit) Worker’s Compensation Award Letter Court award letter Pension/Annuity statement Employer statement/contact (including email and telephone verifications) Farm, Family, or Business financial records Housing Authority verification Quarterly estimated tax for self-employed persons (Schedule C) Workers’ Compensation Records Applicant and/ (when applicable) family member statement of no income, cash gifts, and/or self-employment income</p> <p style="text-align: center;">A scanned/uploaded copy of the documentation is required</p> <p>COVID-19: Participants can upload a scanned copy or photograph of PII information directly into NCWorks.gov, but should not email or text that scanned copy or photograph to career center employees.</p> <p>**Note: Staff is not allowed to print or upload UI information from the UI reporting system. Staff may review the UI information and record the appropriate data in the participants’ case notes in NCWorks Online. **</p> <p>***For OSY that are not required to be low-income, the verification source of “Income not verified for OSY barrier (dropout, pregnant, parenting, offender)” may be utilized. ***</p>

NOTES

The instructions listed below provide guidance to maneuver through hardships that may occur during the enrollment process, due to the COVID-19 pandemic. Specific instructions have been provided for various required eligibility documents. However, if documentation can be gathered by normal procedures, the COVID-19 specific guidelines do not have to be followed.

COVID-19 Specific Instructions: Due to social distancing guidelines, it may be necessary for applicants/participants to transmit documents by email, text, photo or by scanning and uploading documents directly into NCWorks. In order to scan and upload documents into NCWorks, an NCWorks account must be created first. Documents that have **personally identifiable information (PII)**, must be scanned directly into NCWorks. It will be the staff member's responsibility to ensure the documents are redacted once they are loaded into NCWorks.

It may be necessary for staff to video chat/video conference/FaceTime in order to complete the application process. This form of communication could also allow staff to view documents, such as social security cards, that may be redacted prior to emailing or scanning. North Carolina has determined that Zoom **cannot** be utilized for any type of WIOA communications, due to security risks. DWS does not endorse any activities that are carried out utilizing this method. NCWorks has an option for staff to "Live Chat" with participants. Detailed instructions on how to load documents during the Live Chat can be found on the Staff Online Resources page in NCWorks.

Under normal circumstances, it is not allowable for driver's license to be loaded into NCWorks in color. However, during COVID-19 **only**, applicants may load their driver's licenses in color, utilizing their cell phone. However, staff may not duplicate/copy the license in color.

In this guide, it is stated throughout that a document must be scanned or loaded into NCWorks. It may be necessary for applicants/participants to directly upload many of the acceptable eligibility documents themselves. Staff will be responsible for ensuring redaction occurs within NCWorks.

Detailed case notes should be entered by staff to document the process/procedures followed during enrollment and service delivery. These notes should also detail who has loaded documents into NCWorks.

Utilizing the COVID-19 exceptions will not result in monitoring findings. However, staff must utilize these exceptions only during the time period allowed for COVID-19.

COVID-19 Specific Instructions: Signatures for documents, such as the WIOA application, Individual Employment Plan, and Objective Assessment may be captured electronically with signature pads, DocuSign, Adobe, and various other software. Coming soon, NCWorks will have the option for the WIOA application to be signed within the system. Other agency documents that are required at enrollment may also be signed according to the guidance provided below.

Steps to follow if an applicant/participant is not able to sign a document electronically.

1. Staff may provide the document to the applicant/participant by email, text, photo, or mail.
2. The document should be printed, signed, emailed, scanned, texted, or mailed back to staff. If mailing, a stamped self-addressed envelope should be provided to the applicant/participant.

Telephone Verification Forms used for eligibility and data validation must have all the following minimum elements per US DOL:

1. The name of the applicant;
2. The name of the source, employer or agency contacted;
3. Address and telephone number (email address if applicable) for the source;
4. The name of the person providing verification;
5. The period for which the verification applies (“to” and “from” dates);
6. Total amount of income from employment, if applicable;
7. The type of public assistance received and the amount, if applicable;
8. The date of telephone contact;
9. The name of the Case Manager obtaining the information.

Written Customer Self-Attestation is used to verify those eligibility items that, in some cases, are not verifiable or may cause undue hardship for individuals to obtain. This type of verification should be utilized as a last resort. At a minimum, a self-attestation form must include:

1. The applicant’s full name;
2. Clear statements of the issue being documented (i.e. drop-out status, pregnancy);
3. The applicant’s signature;
4. Date signed;
5. Case manager’s signature will serve as witness to all self-attestation documents.

COVID-19 Specific Instructions for Written Customer Self-Attestation. Please follow these instructions in addition to the written customer self-attestation guidance listed above. Due to COVID-19, it is acceptable to utilize written customer self-attestation more than in normal circumstances. It is not expected that staff only use self-attestation as a last resort. However, written customer self-attestation can only be utilized where it is stated as acceptable within this eligibility guide.

Due to social distancing and not meeting with the applicant/participant in person, self-attestation documents may be provided to applicants/participants in the following manner:

- Staff may mail, photo, text, or email a document to the applicant/participant and that document should be printed, signed and returned to staff by U.S. mail, photo, text, email, or may be scanned directly into NCWorks. However, if the participant/applicant is expected to mail the document back, a self-addressed stamp envelope should be provided.
- Staff may provide a document that can be signed electronically by utilizing software such as DocuSign, or Adobe.
- Staff may instruct the applicant/participant to provide a letter of self-attestation. Staff is advised to provide the appropriate language to be included in the letter so that all pertinent information is captured. This letter of self-attestation may be provided by U.S. mail, photo, text, email, or may be scanned directly into NCWorks.

Email Verification is used for eligibility purposes **only** and **must** have all the following elements:

1. The name of the applicant;
2. The name of the source, employer or agency contacted;
3. Email address for the source (see #2 above);
4. The name and title of the person providing verification;
5. The period for which the verification applies (“to” and “from” dates);
6. The type of assistance received and the amount, if applicable.

COVID-19 Specific Instructions for Email Verifications. Please follow these instructions in addition to the Email Verification guidance listed above. Documents may be captured via email or may be uploaded directly into NCWorks by the individual or staff. PII cannot be transmitted by email, text, or photo. This information must be redacted prior to sending the email. If the PII is needed for verification purposes, the document must be loaded directly into NCWorks. Staff is responsible for redaction within NCWorks.

Staff Verification may be used for the verification of UI (unemployment insurance) benefits and information viewed in the UI reporting system that provides documentation of eligibility criteria. UI reporting system screens **may not** be printed or uploaded into NCWorks. The appropriate data, such as what was verified, by whom, and when the information was verified, should be recorded in the participants’ case notes in NCWorks.

Dislocated workers must meet the criteria listed in one of the ten dislocated worker categories. In North Carolina these categories are listed as Categories 1 thru 8 and Categories 12 thru 13. Categories 9 thru 11 do not exist.

Deferred Action for Childhood Arrivals (DACA) must meet the requirements set forth in TEGL 02-14 (Eligibility of Deferred Action for Childhood Arrivals [DACA]). These individuals are granted relief under the DACA Initiative with employment authorization documents.

Staff must ask if the individual is authorized to work in the US. DACA recipients with authorization to work are eligible for all WIOA Title I services. DACA recipient who are not authorized to work are eligible for basic career services. Basic career services include; eligibility determination, outreach and intake, assessment, LMI services, local performance information, information on support services, information regarding UI benefits, assistance in establishing eligibility for education and financial assistance.

All verification documents must be typed. However, during COVID-19, handwritten documents may be accepted, as applicable. The use of white-out is prohibited. Errors should be lined through, initialed and correct information added.


WIOA and Wagner Peyser Employment Act Eligibility Reference Guide Policy - Final - 5-2-2

Final Audit Report


2022-04-27

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