



TO: Workforce Development Board Directors

FROM: Jay L. Mendoza, Policy Manager` J M  
Office of Workforce Development

Date: March 23, 2020

RE: **WIOA Adult & Dislocated Worker Flexibility Guidance for COVID-19**

Please review the following guidance that provides temporary WIOA adult & dislocated worker program flexibility while Ohio has restricted travel to reduce the spread of COVID-19.

### **WIOA Adult & Dislocated Worker Application**

The WIOA adult and dislocated worker application may be conducted with the client over the phone. Case managers must read all contents of the application to the client, including all acknowledgements and a statement of understanding. A verbal signature from the client will be accepted.

#### Example Statement of Understanding

“Do you acknowledge, agree and affirm that the information you have provided to me over the phone to complete this form is true and correct to the best of your knowledge?”

And, that by signing this form verbally, do you understand, acknowledge, and agree that you are authorizing the County Department of Job and Family Services and/or OhioMeansJobs Center to obtain whatever information or documentation we may need to determine your eligibility and suitability for workforce-related services or training, and that you are also authorizing the county department of job and family services and OhioMeansJobs Center to disclose any information we have about you to employers, training facilities, and other organizations for the purpose of determining your eligibility and suitability for services or training, and for the purpose of providing you with any approved services?”

### **WIOA Adult & Dislocated Worker Eligibility and Documentation**

By completing and having the client/applicant verbally sign the [JFS 13188, WIOA Telephone Eligibility Verification form](#), the [JFS 13186, Self-Attestation](#), and the [JFS 13187, Citizenship Status/Authorization to Work Self-Attestation](#) may also be temporarily signed by clients/applicants verbally over the phone, and thereafter utilized as documentation for all WIOA adult and dislocated worker criteria. Within this self-attestation, the individual must document which specific elements of eligibility he or she

is attesting (e.g., age, birthdate, authorization to work, income, barrier to employment, etc.) and how he or she meets the eligibility criteria.

For the criteria in which the [JFS 13188](#), [JFS 13186](#) or the [JFS 13187](#) is not currently accepted in accordance with [Attachment A](#) of [WIOAPL 15-07.2](#) such as age/birthdate, source documentation must be collected from the client at a later date or verified through another source. Case notes must be entered in OWCMS with specific dates of conversations, communication method and details on what documentation must still be collected.

### **Verbal Signatures**

Verbal signatures are allowed on WIOA forms while Ohio has restricted travel to reduce the spread of COVID-19.

Verbal signatures should be documented in OWCMS in case notes using the following language: “On [Insert date] [Insert client name] provided a verbal signature to the [Insert form name(s)]. This verbal signature is in accordance with the Temporary WIOA Adult & Dislocated Worker Flexibility Guidance for COVID-19 that was issued on March 23, 2020. A copy of the [Insert form name(s)] has been mailed to the client.”

Prior to accepting a verbal signature, case managers must read all contents of the form to the client, including a statement of understanding. Following the acceptance of any verbal signature(s), a copy of the document must be mailed to the client.

### **Electronic Documents and Signatures**

Local areas may accept electronic documents and signatures from clients. Any documentation gathered electronically must be done in a manner that is secure and encrypted to protect a client’s personally identifiable information (PII). Please refer to Section VI(D) of [WIOAPL 15-07.2](#) for guidance on the handling and protecting of PII.

### **Standardized Testing**

Local areas that are currently using standardized testing as an assessment for training may create a plan to administer alternative testing methods during this time of restricted travel. OhioMeansJobs.com contains several practice assessments, which may be used to assist local areas determine a participant's appropriateness for training services. Please collaborate with your local workforce development board on which assessments are acceptable.

### **Monitoring**

The state’s monitoring system has been notified of this temporary guidance and will take this flexibility into consideration during the annual onsite monitoring reviews.

Please contact [OWDPOLICY@jfs.ohio.gov](mailto:OWDPOLICY@jfs.ohio.gov) if you have questions regarding this guidance. We will continue to provide updated guidance related to COVID-19 as changes occur federally and at the state level.