

The Seventh Planning District Consortium Workforce Development Board

Administrative Office

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Matt Wheeler, Chairman | Candle Sattler, Interim Director of Workforce Development

Seventh Planning District Consortium Workforce Development Board

Subject: LWDB 70 WIOA Electronic Enrollment and Eligibility Verification of Services

Purpose: The purpose of this policy is to provide guidance on the appropriate use of electronic signatures and eligibility verification for program enrollment and services for the Workforce Innovation and Opportunity Act (WIOA) programs and special projects administered by LWDA 70 staff.

Procedure: LWDA 70 Staff should refer to Louisiana Workforce Commission polices OWD 2-24.2 and OWD 2-21-2 for full eligibility requirements in addition to Department of Labor TEGs 19-16 and 21-16.

Background: Due to the impact of the coronavirus (COVID-19) outbreak, the LWDB 70 recognizes the need for LWDA 70 staff to have maximum flexibility in providing WIOA services. The goals are to minimize disruption to service delivery while protecting the health and safety of the workforce development community, and to ensure that both WIOA requirements and the needs of individuals are being met.



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□ Caddo Parish
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Natchitoches, LA 71457
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Coushatta, LA 71019
(318) 932-9570

□ Sabine Parish
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Mery, LA 71449
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□ Webster Parish
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POLICY

Self-Attestation

Self-attestation (verbal or email verification) is acceptable in lieu of wet or electronic signatures on all enrollment forms for WIOA Title I programs and special projects.

The method of self-attestation (verbal or email verification) must be documented in the HiRE case notes. If verbal verification is used, LWDA 70 staff may attest in writing that the information is true and correct on behalf of the participant. If email verification is used, the email verification must be placed in the participant's case file (electronic or paper).

Electronic Signatures

The use of an electronic signature is allowable for all program documents requiring the participant's signature, including but not limited to, the WIOA Eligibility Application, Supportive Service Request Form, Individual Employment Plan (IEP), Individual Service Strategy (ISS), and any other LWDA 70 WIOA program forms.

Acceptable electronic signature formats may include, but are not limited to:

- A hard copy document that is signed and then electronically sent or uploaded for submission.
- An email or other form of written notification that is sent electronically stating acceptance of a document as submitted.
- A signature through the use of an electronic signature software or program (DocuSign, Adobe, etc.).

When feasible, efforts should be made to obtain the participant's wet signature on documents that were sent electronically or used an electronic signature.

PROCEDURE

Eligibility Verification

Eligibility documents not able to be verified using self-attestation may be submitted via email through a secure system. Photos of eligibility documents are acceptable and may be emailed to LWDA 70 staff, provided the documentation is legible. All eligibility documents must be maintained in the participant's file (electronic or paper). All activity related to the verification of eligibility documents submitted electronically must be properly documented in HiRE case notes.

Program Enrollment

Electronic signatures or self-attestation may be used for program enrollment into services and activities. Self-attestation or the participant's electronic signature must be verified by staff and included in the file. All activity related to the submission and review of electronic signatures must be properly documented in HiRE case notes.

Career Services and Training

Electronic signatures are allowable when creating or updating an Individual Employment Plan (IEP) or an Individual Service Strategy (ISS). Electronic signatures are also permissible for

supportive service requests and all training documentation, including but limited to, Individual Training Accounts (ITA), On-the-Job Training, Customized Training, and Work Experience. All activity related to the submission and review of electronic signatures must be properly documented and recorded in HiRE case notes.

Protection of Personally Identifiable Information (PII)

All communication from the LWDA 70 staff must be sent from approved work accounts and equipment only. Transmitting or storing PII on personally owned equipment, or on personal email accounts is not permitted. Where hard copies of documents are required to be included in a participant's file, service providers should wait to print, file, and store these documents until they are able to do so at their assigned office.

Effective Date: December 4, 2020

References

- Guidance Letter Issued April 23, 2020, LWDA 70 WIOA Electronic Enrollment and Eligibility Verification Requirements during COVID-19 Pandemic.

This policy shall remain in effect until revised or canceled by the Seventh Planning District Consortium Workforce Development Board.

Passed and Approved on this 4 Day of December 2020.



The Seventh Planning District Consortium Workforce Development Board
Title: Matt Wheeler, Chairperson

12/4/2020
Date