

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.	
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>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><i>Reference Section 7 of the Privacy Act of 1974 – Social Security</i></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>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 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 birth certificate from Register of Deeds Office Prison Records Verification Tribal Record with Date of Birth</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>

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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>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 letter Requested a documented exemption from registration Internet verification from www.sss.gov</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>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: Driver's license is no longer an acceptable form of documentation for citizenship.</p>	<p>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 School/State or Federal ID Card Documentation specified on the I-9 form Baptismal Certificate with Place of Birth Food Stamp Records Foreign Passport Stamped Eligible to work Hospital Birth Record Native American Tribal Document Naturalization Certification Public Assistance Records United States Passport Work Eligible Social Security Card-Only for Non-Citizens</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>

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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 Military document (ID, other DD form) indicating dependent spouse VA Records/Printout Driver's License with Veteran Designation (COVID-19: May be loaded in color, by applicant, with cell phone) 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>
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.</p> <p>COVID-19: Document captured via email, text, photo, or uploaded directly into NCWorks</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>
TANF	Adult	<p><i>Temporary Assistance for Needy Families</i></p>	<p>Public assistance records/printout Statement from Social Services agency Telephone Verification from public assistance agency 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>
SSI	Adult	<p><i>Supplemental Security Income</i></p>	<p>Public assistance records/printout Statement from Social Services agency Social Security Benefits Records 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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SSDI	Adult	<i>Social Security Disability Insurance</i> <i>SSDI payments are not excluded when determining low in status.</i>	Public assistance records/printout Statement from Social Services agency 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	Adult	<i>Refugee Cash Assistance</i>	Public assistance records/printout Refugee assistance records Statement from Social Services agency 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	Adult	<i>General Assistance</i>	Public assistance records/printout Refugee assistance records Statement 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
Member in Household Receiving Food Stamps	Adult	<i>Supplemental Nutrition Assistance Program (SNAP)</i> <i>An applicant receiving SNAP is not, by federal definition, receiving cash public assistance. Must be in receipt of SNAP within 5 months of application.</i>	Current authorization to obtain SNAP (food stamps) Letter from SNAP disbursing agency Public assistance records/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
Family Size	Adult	<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> <ul style="list-style-type: none"> • A husband, wife (Gender-neutral), and dependent children • A parent and dependent children • A guardian and dependent children • A husband and wife (Gender – neutral) • Not a family member - (Family Size is “one”) <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> <i>If FAMILY SIZE is used to determine low-income, it must be verified before a determination of eligibility is made.</i> **For further information on Gender-neutral reference TEGL 26-13**	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 Income not verified for OSY barrier (Dropout, pregnant, parenting, offender) DW Eligible Only Self Attestation Local approved FLG Application Written Customer Self-Attestation COVID-19 – Written Customer Self-Attestation <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 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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<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>is a homeless individual</i> <p>Reference WIOA Sec. 3(36) for additional information on low-income</p>	<p>Pay stubs Social Security benefits Public Assistance records Alimony agreement Award letter from Veterans Administration Bank statements (Direct deposit) Compensation award letter Court award letter Pension/Annuity statement Employer statement/contact Farm, Family, or Business financial records Housing Authority verification Quarterly estimated tax for self-employed persons (Schedule C) Telephone Verification from Employer Workers' Compensation Records Applicant and/ (when applicable) family member statement of no income, cash gifts, and/or self-employment income Income not verified for OSY barrier (Dropout, pregnant, parenting, offender) DW Eligible Only Self Attestation Local approved FLG Application 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>

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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 Participant's 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 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 Participant's 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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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 event 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 Public Assistance Records Bank records Spouse’s Layoff Notice Spouse’s Death Certificate 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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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 A scanned/uploaded copy of the documentation is required. 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 A scanned/uploaded copy of the documentation is required. 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 A scanned/uploaded copy of the documentation is required. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks
Category 13	Dislocated Worker	<i>State-Defined Dislocated Worker Eligibility Additional NC DW eligibility for being unemployed >= 13 consecutive weeks</i>	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 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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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 educational 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.

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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*

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><i>Reference: Section 7 of the Privacy Act of 1974 – Social Security</i></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 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 Baptismal Record with Date of Birth Printout of birth certificate from Register of Deeds Office Prison Records Verification Tribal Record with Date of Birth</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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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>Reference www.sss.gov for further details and exceptions.</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 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>
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>Note: Driver's license is no longer an acceptable form of documentation for citizenship.</p>	<p>Birth Certificate Alien Registration Card Indicating Right to Work (USCIS Forms I-551, I-94, I-668A, I-197, I-199, I-797, I-666) DD-214, Report of Transfer or Discharge Paper School/State or Federal ID Card Documentation specified on the I-9 form Work Eligible Social Security Card - Only for Non-Citizens Baptismal Certificate with Place of Birth Food Stamp Records Foreign Passport Stamped Eligible to Work Hospital Birth Record Native American Tribal Document Naturalization Certification Public Assistance Records United States Passport</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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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 Workers' Compensation Record Social Security Administration Disability Records School Records (<i>Must support or match item being verified</i>) Letter from child study team stating specific disability 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 Fax/telephone Verification from Social Service agency, Vocational Rehabilitation agency, or authorized school personnel Veteran's Administration Letter Records Vocational Rehabilitation Letter <p align="center">A scanned/uploaded copy of the documentation is required.</p> <p align="center">COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p>

Rescinded

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	<p><i>Attending any School</i></p> <p>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.</p> <p>Reference TEGL 21-16</p>	<p>School Records (<i>Must support or match item being verified</i>)</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>
Out-of-School Youth (OSY)	Youth	<p><i>Not attending any school</i></p>	<p>School Records (<i>Must support or match item being verified</i>)</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>
School Status at Registration	Youth	<p><i>School status of youth at the time of eligibility determination</i></p>	<p>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>)</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
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 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 ** <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> **

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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>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</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, and 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>Written Law Enforcement verification</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 (payments)	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/ aged out)	Youth	<i>Youth is currently a foster child or youth has aged out of foster care system.</i>	Statement/Referral from Social Services agency Court documentation of foster care status Youth/Guardianship documents 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 Written Law Enforcement verification Telephone Verification from Social Service agency, Mental Health agency, Health Department or Substance Abuse agency 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. 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 align="center">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</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. 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)</p> <p>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 records/printout Statement from Social Services agency Telephone Verification from public assistance agency</p> <p>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 records/printout Statement from Social Services agency 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 records/printout Statement from Social Services agency 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 records/printout Refugee assistance records Statement from Social Services agency 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 records/printout Refugee assistance records Statement 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
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.

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Eligibility Item	Program	Eligibility Definition	Eligibility Required Documentation
<p>Requires Additional Assistance (to complete an educational program / secure employment)</p>	<p align="center">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 OR</i> • <i>Has been expelled from school within the last 12 calendar months; OR</i> • <i>Has been suspended from school at least within the last 12 calendar months; OR</i> • <i>Has below average grades; OR</i> • <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; OR</i> • <i>Has a currently incarcerated parent(s) /guardian</i> <p 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; OR</i> • <i>Has a poor work history, to include no work history, or has been fired from a job in the last 6 calendar months; OR</i> • <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); OR</i> • <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 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. COVID-19: Document captured via email, text, photo or uploaded directly into NCWorks</p> <p align="center">Rescinded</p> <p><i>Note: 5% Limitation: Not more than 5% of the In-School-Youth may be 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
Family Size	Youth	<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 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. 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
<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>is a homeless individual.</i> <p>Reference WIOA Sec. 3(36)</p>	<p>Pay stubs Social Security benefits statements **Unemployment insurance documents and/or printout Public Assistance records Alimony agreement Award letter from Veterans Administration Bank statements (direct deposit) Compensation award letter Court award letter Pension/Annuity statement Employer statement/contact Farm, Family, or Business financial records Housing Authority verification Quarterly estimated tax for self-employed persons (Schedule C) Telephone Verification from employer Workers’ Compensation Records Income not verified for OSY barrier (Dropout, pregnant, parenting, offender) Local approved FLG Application Applicant and adult family members statement of no income, cash gifts, and/or self-employment income</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> <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>

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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 licenses 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.

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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.

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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.

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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.

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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.

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.