



OPERATIONS MANUAL CHAPTER 7. PART 2: WIOA TITLE I: YOUTH ELIGIBILITY

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I. INTRODUCTION

The purpose of the Workforce Innovation and Opportunity Act (WIOA) eligibility policies for youth programs are to provide local Youth Service Providers (YSPs) with guidance for establishing WIOA Title I program eligibility. This policy guidance is based on the WIOA legislation, U.S. Department of Labor (DOL) regulations in the form of the WIOA Final Rules, the WIOA Notice of Proposed Rulemaking (NPRMS), Training and Employment Guidance Letters (TEGLS) and State of California Employment Development Department (EDD) Directives related to these programs. The guidelines will be updated as necessary to reflect further guidance from the DOL, EDD or SDWP.

YSPs must be familiar with and follow the requirements in this SDWP Youth Program Eligibility Manual:

- Ensuring that a well-developed eligibility certification system is maintained that is sufficient to guard against serving ineligible individuals; and
- Registration/enrollment of ineligible individuals in WIOA programs in most cases will result in disallowed costs for the SDWP, and the Provider(s), and may negatively affect performance standards.

A. Sources for WIOA Eligibility Requirements

Guidelines and requirements of the SDWP's WIOA Title I eligibility certification process are based on the DOL and EDD official source documents listed below:

a) DOL Final Rules and Resources

<https://www.doleta.gov/wioa/about/final-rules/>

b) DOL Notices of Proposed Rule-Making (NPRMS)

<https://www.federalregister.gov/documents/2015/04/16/2015-05530/workforce-innovation-and-opportunity-act-notice-of-proposed-rulemaking>

c) DOL Training and Employment Guidance Letters (TEGLS)

https://wdr.doleta.gov/directives/all_advisories.cfm

d) The Code of Federal Regulations (CFR)

<https://www.ecfr.gov/> - The Code of Federal Regulations (CFR) is the official legal print publication containing the codification of the general and permanent rules published in the Federal Register by the departments and agencies of the Federal Government.

e) EDD Directives & Information Notices

http://www.edd.ca.gov/jobs_and_training/Active_Directives.htm

http://www.edd.ca.gov/jobs_and_training/View_Draft_Directives_Closed_for_Comment.htm

http://www.edd.ca.gov/jobs_and_training/View_and_Comment_Open_Directives.htm

https://www.edd.ca.gov/Jobs_and_Training/Information_Notices.htm

B. Customer Centered Eligibility Process

The documentation and verification process should be customer friendly and not add to the frustrations already experienced by individuals who are out of work. It is the purpose of WIOA programs to assist people who are having difficulty finding employment. It is not the intention of this program to discourage participation by imposing difficult documentation and verification requirements. Therefore, staff, conducting eligibility determination, should be selected for their excellent customer service skills and ability to obtain required documentation while being sensitive to the needs of the applicants.

C. Eligibility Verification Assurances

During the eligibility certification process, YSP staff must make sure that:

- Documentation is uniform and standard;
- The documentation burden for the applicant is limited to the minimum necessary and required to adequately verify WIOA eligibility; and
- To the extent applicable, documentation requirements shall not discourage the participation of WIOA-eligible individuals.

D. Partner Portal (Salesforce)

The Partner Portal is a required system (Site: <https://portal.workforce.org/Partner/s/>) during the intake and case management process, which houses the Intake Assessment and Program Referral, the Objective Assessment (OA), Jobs Portal, Training Programs Portal, and additional information and resources for case management and overall program management. Guides and support for the Partner Portal can be found under “Resources.”

E. CalJOBS

CalJOBS is the required system administered in partnership with EDD to document all youth program activities. For processes and requirements, refer to ***SDWP Operations Manual, Chapter 5: CalJOBS Data Entry Policies and Procedures.***

1. CalJOBS Registration

CalJOBS registration begins an information collection process and is used to help manage the individual, create resumes, enroll the individual in programs, and provide services. Youth participants will be registered in CalJOBS at the completion of the eligibility process.

2. CalJOBS Case Notes

All case notes related to program activities should be concise, clear, spelled properly, and grammatically correct. Case notes should be professional, ethical, and objective. Case notes are part of the participant’s legal file and may be used to determine the legitimacy of expenditures, complaints, grievances and/or disputes.

3. WIOA Application & Participation Form

Once CalJOBS registration has been completed, a WIOA application and participation form must be created to indicate program eligibility and participation. The participation form will trigger the Objective Assessment and Individual Service Strategy (ISS) requirements.

4. CalJOBS Forms and Procedures Handbook

The CalJOBS Forms and Procedures Handbook (user guide) can be found in the Partner Portal under “Resources” and via direct link at <https://workforce.org/operations/>.

F. Workforce eFile

Various participant documents must be managed electronically through Workforce eFile. The Workforce eFile system is a secure, web-based document management system that provides a process for subrecipients to conduct eligibility and provide file documentation for services remotely or in-person. Participants will be able to acknowledge/sign receipts, as well as upload required documentation from their phone or computer.

1. Workforce eFile User Guide

The Workforce eFile Web Access User Guide is an instruction and guidance manual on how to track participant documentation through the Workforce eFile. The user guide is located in the Operations Resources section the SDWP website (<https://workforce.org/operations/>) and under “Resources” in the Partner Portal.

G. Procedures for Exiting Ineligible Participants

Each YSP is responsible for taking immediate action to exit participants who, subsequent to enrollment, are discovered to be ineligible due to having established WIOA eligibility by providing false information or fabricated documentation, as well as any who are found ineligible during a subsequent monitoring review, due to staff error.

Process

- Inform SDWP Program Specialist via email,
- Make every attempt to assist the individual in obtaining services provided through partner organizations’ resources, and/or through referrals to reduce any negative effects of the exit from training or services,
- Send a letter to participant verifying the exit from the program and maintain a copy in participant file, and
- CalJOBS: Enter *standalone* case note with details of the exit.

H. Monitoring, Accessibility and Condition of Records

SDWP, EDD, and in some cases DOL will conduct monitoring of eligibility certification reviews of the eligibility certification records during oversight visits. Refer to [SDWP Operations Manual, Chapter 8: Oversight and Monitoring](#).

WIOA requires that YSPs receiving WIOA funds provide access to all documentation/records used in the verification of WIOA participant eligibility. Participant files (via Workforce eFile) must be available and easily accessible to federal, state and local monitors and other authorized persons, including documentation of required corrective actions.

All case notes and required forms related to eligibility certification should be complete, concise, legible, spelled properly, grammatically correct, and signed (if applicable). Case notes should be professional, ethical, and objective. Case notes are part of the participant’s legal file and may be used to determine the legitimacy of expenditures, complaints, grievances and/or disputes. White out, correction tape, or correction fluid is not permitted on any of the eligibility forms and will not be accepted as valid by the SDWP or EDD monitors if found on a document.

Note: Case notes, printed or not, and any documentation cannot include any language that would include medical or disability-related information, including, but not limited to using the following words: “medical file, disability, reasonable accommodation, SSI,” or anything related. Any printed materials in the participant’s case file, or electronic case notes in CalJOBS that include it will be considered a finding.

I. Record Retention

WIOA record-retention requirements dictate that participant hard copy files, including all documentation that supports an eligibility determination, must be maintained and made available, if requested, by the SDWP or state /federal funding sources for a period of four (4) years from the YSPs contract closeout. If any open findings, grievances or other claims related to the records exist at the end of the four-year (4) period, the records must be maintained indefinitely, until all findings or other issues are fully resolved.

In the event a YSP ceases operations and has no place for storage of the records, the YSP shall notify the SDWP and deliver the records to a location designated by the SDWP. All participant records must be accounted for. Missing records may result in disallowed costs.

J. Intake Assessment and Program Referral

All subrecipients must begin the Objective Assessment using the Intake Assessment and Program Referral in Partner Portal (Portal) to:

- Determine initial eligibility;
- Create a referral to the YSP; and
- Begin intake, including the Objective Assessment

Refer to [*SDWP Operations Manual, Chapter 4, Part 2: WIOA Youth Program Activities*](#) for the Objective Assessment policy and process.

II. ELIGIBILITY CERTIFICATION

A. Customer Rights Notices

Applicants must receive copies of the customer rights notices. Refer to *SDWP Operations Manual, Chapter 9: Equal Opportunity Policy, Complaint and Grievance Process and Criminal Activity Reporting Procedures*. Copies of these forms can be viewed and emailed to the participant through Workforce eFile. The participant can access the forms from their participant eFile app.

- Equal Opportunity Notice (English/Spanish);
- Complaint Form;
- Complaint and Incident Report Policy Notice; and
- Incident Report Form

B. Collection of Medical, PII and Disability Information

While collection and data entry of medical information, including disability-related information, and Personally Identifiable Information (PII) may be required on any or all of the required eligibility forms or recorded as data entry on CalJOBS, the documentation **must be kept in a secure location in the participant's eFile**. When asking any question that could lead to the disclosure of a disability (including, but not limited to: headaches, allergies, addiction, etc.) the service provider must follow the following steps to ensure privacy and confidentiality of the information.

Process

- Complete any required forms and documents to establish WIOA eligibility;
- If an individual discloses they have a disability, “check” the disability box in CalJOBS;
- If there is medical or disability-related information indicated on any of the forms/documents, those forms/documents must be kept in the secure location in Workforce eFile by checking “*This document contains Personally Identifiable Information (Medical, SSN, etc.)*”

1. Access to Medical Information

Persons in the following categories may be informed about an individual's disability or medical condition **and have access** to the information in related files under the following listed circumstances:

- (A) **Program staff** who are responsible for documenting eligibility, where disability is an eligibility criterion for a program or activity.
- (B) **First aid and safety personnel** who need access to underlying documentation related to a participant's medical condition in an emergency.
- (C) **Government officials** engaged in enforcing this part, any other laws administered by the Department, or any other Federal laws.

Supervisors, managers, and other necessary personnel may be informed regarding restrictions on the activities of individuals with disabilities and regarding reasonable accommodations for such individuals but **may not have access** to the information in related files.

Refer to *SDWP Operations Manual, Chapter 4, Part 2: Youth Program Activities* and *Chapter 5: CalJOBS Data Entry Policies and Procedures* for more information regarding collection of medical information.

C. WIOA Application and Participation Process

1. Application Process

The WIOA CalJOBS Application is a form used to record basic individual characteristics to be input into the case management system (CalJOBS) and to establish eligibility as required by the WIOA program. CalJOBS generates a WIOA Application Number, which may be used to uniquely identify individuals throughout their WIOA cycle. The required signature on the WIOA Application is a certification by the applicant and/or parent/guardian that the information provided during eligibility determination is true, complete, and correct and is used for data validation under [EDD Directives](#). Refer to the CalJOBS Forms and Procedures Handbook located in “Operations Resources” and [SDWP’s Operation’s Manual Chapter 5-CalJOBS Data Entry Policies and Procedures](#) for information on obtaining signatures on the Title I application.

2. Participation Process

Once eligibility certification is completed in Workforce eFile and the individual is deemed eligible for WIOA, then participation into WIOA services can be initiated. Participation is the point at which information that is used in performance measurements begins to be collected.

Process

Workforce eFile

- Complete the WIOA Eligibility Wizard
 - Upload and verify required eligibility documentation
- Complete Universal Participation Agreement Form (UPAF);
- Complete Multimedia and Communication Release Form (MCRF);

CalJOBS

- Complete and **sign** WIOA Application and save in CalJOBS; and
- Complete Participation Form.
- *Note: The WIOA Application will “expire” if not completed and signed within 30 days. Staff must submit a new application if a previous application has expired.*

D. WIOA Eligibility Determination

The WIOA Eligibility Wizard (formerly the Eligibility Certification Review Form (ECRF)), is a step-by-step process used to collect information for the WIOA Application and Participation Form. The applicant will be asked to provide documentation to verify all information required for eligibility determination. Acceptable documents that can be used to verify eligibility criteria are listed on the [ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY](#). The verification process is required by SDWP, the State, and DOL to determine the validity of the eligibility information collected:

- To indicate which documents have been used to verify eligibility information provided on the WIOA Application and Participation Form;
- To serve as a prompt to intake staff to query CalJOBS to see if the individual was, or is, currently enrolled in the WIOA CalJOBS system;
- To serve as a place to document that the internal review process has been conducted by someone other than the original eligibility staff, prior to the applicant's enrollment;
- To record the name and date of staff persons conducting eligibility and the internal review; and record the date of eligibility determination; and
- To be used as a guide by monitors during a file review, indicating which documents have been used to verify specific WIOA eligibility criteria, and that the second review was conducted to ensure the eligibility policy and process was followed.

1. Eligibility Wizard Sections

The following sections are included in the eligibility wizard based on the information entered in the participant profile and each preceding section. Date of birth is entered on the participant profile and age is calculated based on that entry and auto-filled in the Eligibility Wizard. All sections and prompts are required and must be completed:

- School Status
- Date of Birth/Age
- Selective Service Registration
- Employment Barriers
 - Five Percent Eligibility Exception Request (ISY)
- Low Income Status
 - Five Percent Eligibility Exception Request (Low Income)
- Enrollment Type
 - Request for Re-Enrollment/Dual-Enrollment

Process

Workforce eFile

- Add and/or update the eFile participant profile
 - Name, address, email, date of birth, and SSN or Psuedo SSN
- Add a new enrollment by selecting the enrollment type “WIOA Youth”
- Complete all sections and prompts in the WIOA Eligibility Wizard
 - Upload and verify required eligibility documentation under each section when prompted
 - Staff can upload documentation from their computer and/or participants can submit documentation through the Workforce eFile App
 - Staff must verify each document that is being used for eligibility is saved in the DocuBin
 - Ensure additional forms are uploaded and verified, if applicable, including:
 - **ATTACHMENT - TELEPHONE VERIFICATION**
 - **ATTACHMENT - APPLICANT STATEMENT**
- Staff determining eligibility must submit eligibility verification to a different staff person for second review to ensure eligibility was properly determined, correct and complete;
 - The verification of the second review will determine the “date of eligibility determination” and that staff is responsible for the accuracy of the record
 - *Note: The Eligibility Wizard will not allow staff to submit for review and verification if sections and/or documentation is incomplete or missing.*
- Eligibility verification (second review) must be completed on the same day or prior to the signature on the WIOA Application
 - Eligibility verification will expire after 90 days
- All selections verified and approved in the Eligibility Wizard must be marked on the WIOA Application in CalJOBS
 - Additional barriers must also be marked on the WIOA Application **EXCEPT ISY who “Require Additional Assistance” should only be marked when that criterion is used to establish eligibility and a 5% eligibility exception request has been approved by SDWP.** It should not be marked otherwise.
- Once the WIOA application has been completed in CalJOBS, update the enrollment record in Workforce eFile with the WIOA Application number.

After the date of eligibility determination, any changes made to the information that was used to determine eligibility may result in disallowed costs if the participant was found ineligible. **CHANGES TO ELIGIBILITY CRITERIA OR DOCUMENTATION AFTER ELIGIBILITY VERIFICATION REQUIRES SDWP APPROVAL AND WILL BE TRACKED IN WORKFORCE EFILE AS A MONITORING FINDING.** Staff must ensure they have reviewed the eligibility criteria and documentation prior to submitting for approval and creating a WIOA application for enrollment.

E. Universal Participation Agreement Form (UPAF)

Initials and signature on this form (including parent, legal guardian or other responsible adult for youth under 18 years of age) allows for the information as follows:

- Acknowledgement that eligibility does not guarantee services and is based on assessment of need and available funding;
- Acknowledgement that information is collected and stored in a secure database and is used determine eligibility and outcomes under WIOA (including Social Security Numbers (SSN));
- Authorization of release of records from various agencies and organizations to verify eligibility and/or performance;
- The requirement of active participation, feedback, and documentation by the participant;
- Authorization for those under 18 to receive transportation and/or medical care while enrolled;
- Verification that the Menu of Program Services were provided **and**
- Verification that Customer Rights Notices were provided.

Process

Workforce eFile

- Complete all sections of **ATTACHMENT-UNIVERSAL PARTICIPATION AGREEMENT FORM (UPAF)**;
- Initials, signatures and dates must be completed on the same day or prior to the signature on the WIOA Application
- Minors: Applicant's parent, legal guardian or other responsible adult must also sign and give consent prior to or at enrollment. Provide copy of signed UPAF to applicant or parent, legal guardian or other responsible adult; and
- Documentation: Maintain completed form in participant eFile.

F. Multimedia and Communication Release Form (MCRF)

The Multimedia & Communications Release Form grants permission to San Diego Workforce Partnership (SDWP) to use individual's involvement in a variety of multimedia and communications methods in perpetuity. Individuals may accept or decline authorization. Authorization is voluntary. Refusal to sign this authorization will have no effect on individual's current or future involvement in programs and services.

Process

Workforce eFile

- Complete all sections of **ATTACHMENT – MULTIMEDIA & COMMUNICATION RELEASE FORM**;
- Initials, signatures and dates must be completed on the same day or prior to the signature on the WIOA Application
- Minors: Applicant's parent, legal guardian or other responsible adult must provide initials and signatures prior to or at enrollment.
- Documentation: Maintain completed form in participant eFile.

G. Re-Certification Process

If necessary, a re-certification process would occur if the individual had not been enrolled into training and/or services within 90 days of the eligibility determination date.

Process

Workforce eFile

- Conduct new eligibility determination
 - *A person's situation may change within the 90 days from the original eligibility determination date; therefore, all information subject to change (residence, income, some barriers, etc.) must be re-verified with current documents. Documents originally used to verify static information, such as SSN, age, etc., do not have to be duplicated but must be available to monitors in the file with the current eligibility verification documents.*
- Complete new Eligibility Certification Review Form (ECRF); and
- Complete new Universal Participation Agreement Form (UPAF).
- *Note: The WIOA Application in CalJOBS will "expire" if not completed and signed within 30 days. Re-certification is not required in this instance unless 90 days has passed.*

H. Re-Enrollment

For applicants who have previously been enrolled in a WIA or WIOA program as documented in CalJOBS, the provider must submit a request for re-enrollment in the WIOA Eligibility Wizard.

Approval will be on a case-by-case basis; however, the re-enrollment should be to the benefit of the participant and WIOA program outcomes. Re-enrollments will count twice in performance – once for the original enrollment, and again during the re-enrollment. Staff should assess whether or not their needs can be met through a non-WIOA source.

Process

Workforce eFile

- Select "Re-Enrollment" in the Eligibility Wizard
- Complete all sections and prompts in the Re-Enrollment section
- Submit for verification of eligibility determination as part of the WIOA Eligibility Wizard process

1. Re-Enrollment Limitations and Exceptions

SDWP reserves the right to limit the number of re-enrollments based on the YSPs performance.

For those applicants seeking to re-enroll for only employment services, it will be SDWP's recommendation to refer those individuals to the local America's Job Center of California (AJCC) and/or other SDWP funded programs. The program staff should assist those individuals with a warm hand-off and connect them via direct referral.

If the applicant was unsuccessful in their previous participation, but shows active interest in re-enrollment, it is up to the provider to screen the individual's level of commitment to the new program. SDWP reserves the right to disallow a re-enrollment of an individual who has previously been enrolled due to lack of active participation. Participants may not receive duplicate services if received in previous participation, unless those services are documented in the ISS as a continuation of services. It is the responsibility of the YSP to review past participation to ensure that any repeated services are part of the youth's goals/objectives on the ISS.

I. Dual and Co-Enrollments

1. Co-Enrollments

YSPs may choose, at the benefit of the participant, to enroll them in more than one non-Title I program to access a wide-range of services. Co-Enrollment would be enrollment into more-than-one of the four core programs and/or enrollment by a single service provider into multiple SDWP funded programs:

- WIOA Title II: Adult Education and Literacy
- WIOA Title III: Wagner-Peyser
- WIOA Title IV: Vocational Rehabilitation
- SDWP-funded special projects/programs (Non Title I)

SDWP encourages the YSPs to leverage resources, including using co-enrollment, to ensure participant success.

2. Dual-Enrollments

Eligible participants may be dual-enrolled into two or more WIOA Title I programs. Dual-enrollment will allow participants to access a wider array of services that might otherwise be unavailable. YSPs should seek to dual-enroll for the benefit of the participant with services from other programs that supplement and/or enhance those services not to duplicate them.

a) Dual-Enrollment Limitations

Participants cannot dual-enroll into two Title I programs of the same type (e.g. Youth and Youth) Additionally, the following Participants do not qualify for dual-enrollment and would be considered a re-enrollment:

- Participants with a Closure Form, or
- Participants who have Exited, or
- Participants receiving Follow-up Services, or
- Participants who have completed Follow-up Services.

b) Dual-Enrollment Accountability and Performance

Staff must coordinate eligibility, services, and follow up. Subrecipient coordination of dual-enrollment will eliminate the duplication of services and reduce the amount of time staff spends providing intensive services such as case management, job search assistance, and follow-up services. Both Service Providers will be accountable for their own contractual obligations and performance measures.

- Each enrollment counts towards the enrollment goals of the individual grant.
- Active services must be coordinated between both service providers.
- Exit/closure decisions must be coordinated, only one Service Provider can be the “exiting” agency.
- Performance measures will count towards both service providers
 - Normally, a dual-enrolled Participant may receive only one Individual Training Account (ITA) but may receive an On-the-Job (OJT) that is linked to the vocational training provided by the ITA. In some instances, a second ITA may be approved if it will ensure career progression. Training caps must be maintained per individual enrollment period. These are not meant to be life-time caps.
- Follow-up activities and services must be coordinated between both service providers.

Dual-Enrollment Process

Participant is already enrolled in another Title I program

Workforce eFile

- Conduct WIOA Eligibility Determination
- Select “Dual-Enrollment” on the Eligibility Wizard
- Coordinate which services will be provided by each Title I provider to avoid duplication of services and discuss the reason(s) for the dual-enrollment. The provider conducting new eligibility determination is responsible for entering those services on the request in the Eligibility Wizard.
 - *Both Title I providers should make every effort to coordinate dual-enrollment without creating additional barriers for the participant.*

CalJOBS

- Update the WIOA application in CalJOBS to include the new/updated eligibility criteria AND complete a participation form for the added program
 - *Only one WIOA application can be active in CalJOBS*
 - *There must be one Participation Form for each funding source.*
- On the participation form select the appropriate OA code as the first activity.
 - Under the OA activity code, the provider should document that the OA has been completed and they have coordinated a dual-enrollment to address barriers noted on the OA.
 - Open and close the activity on the same day.
- Open a new ISS/IEP Activity Code.
 - Update the ISS/IEP with which services will be provided by each provider under their specific goals/objectives.
 - Open and close the activity on the same day.

Participant is not yet enrolled, but would benefit from a dual-enrollment

- Coordinate the referrals from the Intake Assessment and Program Referral

Workforce eFile

- Coordinate and conduct WIOA Eligibility Determination (i.e. who will be first/second)
- The first enrolling provider will select “New Enrollment” on the Eligibility Wizard
- The second enrolling provider will select “Dual-Enrollment” on the Eligibility Wizard
- Coordinate which services will be provided by each Title I provider to avoid duplication of services and discuss the reason(s) for the dual-enrollment. The provider conducting eligibility determination second is responsible for entering those services on the request in the Eligibility Wizard.

CalJOBS

- Coordinate the Title I Application and include eligibility from both providers
- Coordinate the Intake Assessment and Program Referral and
- Follow the steps to create a participation form for each program, including determining completion the Objective Assessment and the IEP/ISS. Ensure activities are opened and closed on the same day.

Reminder: A participant is not fully enrolled until a first service activity (beyond the OA and ISS) is provided.

III. DOCUMENTATION METHODOLOGY

DOL, EDD, and SDWP has implemented source documentation requirements for data validation to ensure local areas maintain and report accurate program information. These source documentation requirements are listed in the [ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY](#), and are the only documentation sources local areas may accept in establishing WIOA program eligibility.

Documentation means to maintain eFile physical evidence, which is obtained during the verification process. Such evidence would be copies of documents (Documentary Evidence), completed Telephone Verification, and/or, as a last resort if other documentation is not available, signed Applicant Statements, following the case notes requirements, as described below.

A. Documentary Evidence

Official written evidence of the applicant's circumstances as issued by a governmental agency, social service organization, or business entity. Photocopies (unless expressly prohibited on the document) must be made of the documents submitted at the time of eligibility certification. These copies are maintained in the applicant's eFile for subsequent monitoring reviews and/or audits by local, EDD or DOL monitors.

1. Documentation of Additional Barriers

YSPs are required to document, at minimum, one barrier to employment to establish eligibility. Additional barriers with self-attestation **must** be recorded on the signed WIOA application and the Objective Assessment Summary (OAS).

B. Telephone Verification

For cases where documentation cannot or may not be copied, and/or is not readily obtainable, documents may be inspected, or information verified by telephone. When documentation of WIOA eligibility certification is accomplished by telephone or document inspection, the staff person verifying the information is required to use the [ATTACHMENT-TELEPHONE VERIFICATION FORM](#), in order to establish uniformity for monitoring and auditing purposes. The Telephone Verification Form serves a dual purpose:

1. Cognizant Agencies

The Telephone Verification Form is used to verify eligibility information through phone contact with a governmental agency, social service organization, or business entity. Information recorded on this form must include all the applicable information, to enable a monitor or auditor to adequately verify eligibility (i.e. items to be verified, date and time of verification, document name, contact name, telephone numbers, addresses, intake workers' signature and date, etc.).

Examples of cognizant agencies that may assist in verifying eligibility information via telephone contact are:

- Local Schools
- Social Security Administration
- Veterans Administration
- Medical and Health Facilities
- Vocational Rehabilitation Facilities
- Drug and Alcohol Rehabilitation Facilities
- Housing Authorities
- Homeless Shelters

- Judicial Agencies and Institutions
- Employers
- Other state or local government agencies

2. Cognizant Individual

In some cases, a telephone verification with a cognizant individual may be used to document eligibility criteria in lieu of an Applicant Statement, where applicable. In these cases, reasonable justification must be provided on why the documentation could not be obtained through official documentation on **ATTACHMENT - TELEPHONE VERIFICATION**.

Examples of cognizant individuals that may assist in verifying eligibility information via telephone contact are:

- Parent/legal guardian/responsible adult
- Counselor
- Co-worker/Employer

Process

Workforce eFile

- Complete all sections of **ATTACHMENT - TELEPHONE VERIFICATION**
- Signatures and dates must be completed on the same day or prior to the eligibility determination date

C. Applicant Statement

An Applicant Statement is a self-attestation of the required eligibility information and may be used **only after** all reasonable attempts to secure official documentation listed in **ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY** have been made and failed. SDWP allows for the use of an Applicant Statement to document some items which, in some cases, are not verifiable, or which may cause undue hardship for individual applicants to obtain.

Process

Workforce eFile

Note: Only one criterion per Applicant Statement form is allowed. If multiple Applicant Statement forms are used, each criterion determined must have its own Applicant Statement.

- Complete all sections of **ATTACHMENT - APPLICANT STATEMENT**;
- Signatures and dates must be completed on the same day or prior to the eligibility determination date
 - Minors: Applicant's parent, legal guardian or other responsible adult must provide signature as corroborative witness; and
 - Corroborative Witness: Obtain corroborative witness signature if there is doubt about the accuracy of the applicant statement or if the eligibility staff decides that additional backup information is necessary, or the information appears to be contradictory to other information gathered.

IV. GENERAL ELIGIBILITY REQUIREMENTS

In order to participate in any WIOA program, individuals must provide the following information and documentation as indicated in the [ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY](#).

A. Data Validation

A Social Security Number (SSN) is used for data validation purposes only; a SSN is not required to certify eligibility and enroll in a WIOA program. If individuals are unable or refuse to provide a verifiable SSN, a pseudo-SSN must be assigned during the WIOA application process. Refer to [SDWP's Operation's Manual Chapter 5-CalJOBS Data Entry Policies and Procedures](#) for more information. If the individual does not have SSN documentation, the subrecipient should assist the participant with obtaining it, if possible.

B. Date of Birth and Age

Proof of birth date and age is required for all applicants for eligibility determination and identification. Age is determined at eligibility based on the age the applicant will be on the first date of enrollment. Once meeting the age requirement at enrollment, they can continue to receive services beyond the age of 24 for OSY and 21 for ISY.

C. Right to Work in the United States

Authorization to work **cannot** be verified at eligibility, however, the federal Immigration Reform and Control Act requires employers to verify a job seeker's authorization to work documents prior to employment. Therefore, staff **must** verify right to work when services necessitate coordination with an employer such as work experience and job placement, etc. Refer to [SDWP Operations Manual, Chapter 4, Part 2: Youth Program Activities](#) for more information on right to work verification for employment services.

1. DACA Recipients

Individuals granted relief under the Deferred Action for Childhood Arrivals (DACA) with employment authorization documents are eligible to access programs and services under the Workforce Innovation and Opportunity Act (WIOA). DACA recipients with valid work authorization remain eligible for WIOA services and should be encouraged to participate in WIOA programs until their work authorization permit expires or is otherwise revoked. Note that Right to Work is not collected upon eligibility but must be verified with the first employment services as stated above. For additional guidance and resources on serving DACA youth, English Language Learners, and Immigrants and Refugees, refer to [EDD WSIN 21-52](#).

D. Selective Service Registration

Selective Service System <https://www.sss.gov/Home/Verification> Section 189 (h) of WIOA requires that all male persons receiving any assistance or benefits under this title follow Selective Service Registration requirements, under the Military Selective Service Act (MSSA), if otherwise eligible.

MSSA requires that male persons born on or after January 1, 1960, are required to register with Selective Service within 30 days of their 18th birthday and up to, but not including their 26th birthday. All men in this age group must meet Selective Service registration requirements unless exempt from the registration requirement and can provide documentation to prove it. Failure to register in a timely manner does not relieve a man of his duty to register. Even if late, the duty to register remains until age 26. Refer to [WSD16-18: Selective Service Registration](#) for more details on the requirements.

1. Required Persons

Men required to register include those males who are:

- U.S citizens;
- Veterans discharged before their 26th birthday;
- Non-U.S. citizens, including undocumented immigrants, legal permanent residents, and refugees, who take up residency in the U.S. prior to their 26th birthday; and
- Dual nationals of the U.S. and another country, regardless of whether they live in the U.S.

2. Transsexuals, Transgendered and Intersex Individuals

The requirement for transsexual, transgendered, and intersex individuals to register for Selective Service depends upon the gender recorded on their birth certificate. If an individual is recorded as a male on their birth certificate, that individual would be required to register for Selective Service, unless exempt, regardless of their present sexual identity (e.g. sex change from male to female). However, if that individual's birth certificate is changed, after a sex change, for instance, to reflect a female identity, that individual would not be required to register.

3. Exceptions

Exceptions to mandatory registration for U.S. citizens are as follows:

- Male who are serving in the military on full-time active duty;
- Male attending the service academies;
- Disabled males who were continually limited to a residence, hospital or institution;
- Male hospitalized, incarcerated or institutionalized are not required to register during their confinement; however, they must register within 30 days of release if they have not reached their 26th birthday; and
- Male veterans discharged after their 26th birthday.

4. Non-U.S. Citizens

Selective Service registration is not required if the male falls within one of the following categories:

- Non-U.S. male who came into this country for the first time after his 26th birthday. Acceptable forms of supporting documentation include:
 - Date of entry stamp in his passport; or
 - USCIS Form I-94 with date of entry stamp; or
 - Letter from the USCIS indicating the date the man entered the U.S. present in conjunction with documentation establishing the individual's age;
- Non-U.S. male who first entered the United States illegally after his 26th birthday; and
- Non-U.S. male on a valid non-immigrant visa.

5. Verification of Selective Service Registration

When an applicant states that he has registered with the Selective Service, verification of his registration is required. Sources of Selective Service registration verification, as indicated in the **ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY**. Staff should assist with the selective service verification and registration process.

If the applicant has no documentation to verify that he has registered, acknowledgment of registration may be obtained with a Social Security Number online at the website or by calling the number below:

- Log on to the Selective Service website at: <https://www.sss.gov/verify/> and follow the prompts.
- The applicant can register on-line through this website: <https://www.sss.gov/register/>
- The applicant can call the Selective Service Data Management Center at (847) 688-6888 between 9:00 a.m. to 5:00 p.m. (Central Time) and ask for documents

How to register or verify for Selective Service without a SSN

Males 18-26 who refuse to or cannot provide a Social Security Number must still register with the selective service. Those without a SSN cannot register or verify online and must do so over the phone or by mail. If participants are unable to verify online because they do not have a social security number, please call the Selective Service at 888.655.1825. Additionally, participants can visit a local post office to pick up a form or [download it here](#) and mail to:

- Selective Service System, P.O. Box 94739, Palatine, IL 60094-4739

A Male Who Turns 18 While Enrolled in a WIOA Youth Program

A male who turns 18 years of age while enrolled in a WIOA program is required to register with the Selective Service within 30 days of his 18th birthday or must be suspended from services until he registers. The YSP must have a system in place to flag such persons, so the Selective Service registration can be conducted within 30 days of their 18th birthday and documented by a *standalone* case note in CalJOBS.

E. Veteran and Covered Spouse Status for Veterans Priority

All WIOA-funded programs are required to implement the Veteran's priority provisions of the Jobs for Veterans Act. Veterans and covered spouses, who are determined eligible for WIOA services, are entitled to priority of service under WIOA Title I Adult, Dislocated Worker, and Youth-funded programs.

The Jobs for Veterans Act requires that Veterans and Covered Spouses must first meet any of the WIOA program's existing youth program eligibility requirements in order to obtain priority of service under the Veterans priority.

V. WIOA YOUTH PROGRAM ELIGIBILITY CRITERIA

All youth applicants must meet the General Eligibility Criteria listed in General Eligibility Requirements and the following WIOA Youth Program Eligibility Criteria. YSP contracts specify limitations on which populations they may serve, therefore YSPs must enroll participants that meet the eligibility criteria for the program they were funded for, based on the Request for Proposals (RFP) and their specific contract.

1. San Diego Priority Populations

For the Population Specific Youth contracts, YSPs **must** use their specific criterion to establish eligibility:

- Justice Involved/Offender
- Homeless
- Foster Youth (Current or Former)/Out-of-home placement
- Low income - Black Opportunity Youth
- Low income - Immigrant or Refugee
- Low income & has high school diploma – English Language Learner

Youth Career Centers must refer youth who identify as Out-of-School or In-School (Foster Youth) with the above barriers to the appropriate YSP. If youth have multiple barriers that meet WIOA eligibility, the youth can choose the program they wish to enroll in.

B. School Status

YSP must provide documentation for In-School (ISY) and Out-of-School (OSY) status, as indicated in the **ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY**.

Definitions for ISY and OSY are defined below:

1. In-School Youth

- Age 14-21;
- Attending school;
- Low income, AND
- Meets one or more of the employment barriers listed in section B below for ISY.

2. Out-of-School Youth

- Age 16-24;
- Not attending any school (For exclusions refer to **ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY**); AND
- Meets one or more employment barriers listed in section B below for OSY.

Note – OSY Youth who are Basic Skills Deficient and/or English Language Learners must have a high school diploma or equivalency to be eligible.

C. Employment Barriers

YSP must provide documentation for, at minimum, one documented barrier for ISY and OSY eligibility, as indicated in the **ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY**. Refer to Section III, Documentation Methodology regarding requirements for documentation of employment barriers.

1. In-School Employment Barriers

Low-income and fall within one or more of the following barriers:

- Individual with a disability;
- Offender;
- A homeless individual who meets the criteria defined in
 - Violence Against Women Act of 1994, sec. 41403(6), or
 - McKinney-Vento Homeless Assistance Act, sec. 725(2), or
 - A runaway youth;
- Foster youth;
 - An individual who is in foster care or has aged out of the foster care system, or
 - Who has attained 16 years of age and left foster care for kinship guardianship or adoption, or
 - An individual who were formerly in foster care, but returned to their families before turning 18, or
 - A child eligible for assistance under sec. 477 of the Social Security Act, or
 - In an out-of-home placement;
- Pregnant or parenting;
- Basic skills deficient;
- English language learner; or
- An individual who requires additional assistance to complete an educational program or to secure or hold employment, as defined locally below:
(No more than 5% of youth can be enrolled under this category)
 - Who lives in an area with high rates of poverty, or unemployment, or lives in a designated Promise Zone as indicated in **ATTACHMENT - LIVES IN A BARRIER AREA**,
 - Who reside in a public housing program;
 - Who is refugee/immigrant;
 - Who have serious emotional, medical, or psychological barriers,
 - Who has substance abuse problem, or has a history of having such a problem; or
 - Who has a parent or legal guardian that is incarcerated.

2. Out-of-School Employment Barriers

Meets one or more of the following barriers that **does not** require proof of low-income:

- Individual with a disability;
- School dropout;
- Within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter (as defined by the local school district);
- Offender;
- A homeless individual who meets the criteria defined in
 - Violence Against Women Act of 1994, sec. 41403(6), or
 - McKinney-Vento Homeless Assistance Act, sec. 725(2), or
 - A runaway youth;
- Foster youth;
 - An individual who is in foster care or has aged out of the foster care system, or

- Who has attained 16 years of age and left foster care for kinship guardianship or adoption, or
- An individual who were formerly in foster care, but returned to their families before turning 18, or
- A child eligible for assistance under sec. 477 of the Social Security Act, or
- In an out-of-home placement;
- Pregnant or parenting; or

Low-income and fall within one or more of the following barriers:

- An individual who requires additional assistance to complete an educational program or to secure or hold employment, as defined locally below:
 - Black Opportunity Youth
 - Dislocated Worker, Ages 18-24
 - Underemployed, Ages 18-24
 - Never Held a Job, Ages 18-24
 - Who lives in an area with high rates of poverty, or unemployment, or lives in a designated Promise Zone as indicated in **ATTACHMENT - LIVES IN A BARRIER AREA**,
 - Who reside in a public housing program;
 - Who is refugee/immigrant;
 - Who have serious emotional, medical, or psychological barriers,
 - Who has substance abuse problem, or has a history of having such a problem; or
 - Who has a parent or legal guardian that is incarcerated; or

Low-income recipient of a *secondary school diploma or its recognized equivalent and:

- Basic skills deficient; or
- English language learner

***MUST POSSESS A HIGH SCHOOL DIPLOMA OR GED TO BE ELIGIBLE.**

3. Lives in a Barrier Area

Individuals can be determined eligible if they reside in one or more of the barrier areas within San Diego County in the region they are applying to. Based on Census Tract data and local data, barrier areas have been defined locally as:

- Lives in an area of high poverty, including an Indian/Native American Reservation
- Lives in an area of high unemployment; or
- Lives in a designated Promise Zone

Process

Workforce eFile

- Enter the address of the participant in the participant profile to determine the Census Tract number
 - Those that live on Indian/Native American Tribal Land should select the appropriate tribe from the list provided;
- Determine barrier eligibility by cross-checking census tracts on **ATTACHMENT - LIVES IN A BARRIER AREA**;
- Low Income Determination using the “Lives in a high poverty area” census tract will be automatically checked in the Eligibility Wizard to determine low-income status

4. Basic Skills Deficient

If using Basic Skills Deficient, also known as Educational Functioning Level, as the Employment Barrier for eligibility, the pre-test must be uploaded to **BOTH** Workforce eFile (DocuBin) and CalJOBS (Measurable Skills Gain). Refer to ***SDWP Operations Manual, Chapter 4, Part 2: Youth Program Activities*** for more information on Educational Functioning Level (Literacy/Numeracy).

D. Determining Low Income Status

All ISY and some categories of OSY must be determined to meet the WIOA low-income guidelines. Guidelines for determining if low income is required are provided in the section B above and in the **ATTACHMENT-TABLE OF DOCUMENTATION TO ESTABLISH WIOA PROGRAM ELIGIBILITY**.

1. Public Assistance

An applicant who receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under Title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance.

2. Free or Reduced Lunch

Eligible to receive a free or reduced price lunch under the Richard B Russell national School Lunch Act. In Schools where the whole school automatically receives free or reduced price lunch, WIOA programs must base low-income status on an individual student's eligibility to receive free or reduced price lunch or on meeting one of the other low-income categories under WIOA.

If an OSY is a parent living in the same household as a child who receives or is eligible to receive free or reduced-price lunch based on their income level, then such an OSY would meet the low-income criteria based on his/her child's qualification.

3. Living in a High Poverty Area

WIOA contains a new provision that allows for youth living in a high-poverty area to automatically meet the low-income criterion. In order to maintain consistency across the country, the Department proposes that a high-poverty area be defined as a Census tract; a set of contiguous Census tracts; an American Indian Reservation, tribal land; or a county that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey 5-Year data. These are provided in **ATTACHMENT-LIVES IN A BARRIER AREA**.

4. Homeless Individual

A homeless individual who meets the criteria as defined in:

- Violence Against Women Act of 1994, Sec. 41403(6),
- McKinney-Vento Homeless Assistance Act, sec. 725(2), or
- A runaway youth.

5. Foster Child

A foster child on behalf of whom State or local government payments are made.

6. Individual with a Disability (ISY Only)

An individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

7. Low-Income/Family Size Determination

The individual receives an income, or is a member of a family that received a total family income, for the six-month period prior to WIOA registration that does not exceed the higher of the poverty line or 70 percent of the lower living standard income level (LLSIL) provided in **ATTACHMENT-METHODS FOR CALCULATING INCOME**. If using the Low Income/Family Size Determination, YSPs can use the **YOUTH INCOME CALCULATION FORM** as tool to work with the participant.

E. Five Percent Eligibility Request

1. 5% Exception Request - Low Income

WIOA provides a five percent (5%) eligibility window to allow for the participation of youth who would benefit from services but do not meet the income eligibility requirements, provided they have one or more of WIOA defined barriers. No more than 5% of the **total youth enrolled** across all programs, per program year.

2. 5% Exception Request - ISY Additional Barriers

Additionally, WIOA states that only five percent (5%) eligibility criteria for in-school youth that require additional assistance to complete an educational program or to secure or hold employment can be enrolled in the program under this criterion. No more than 5% of the **total youth enrolled** per program year.

Process

For In-School (ISY) Employment Barriers

Workforce eFile

- Under the “Employment Barriers” section of the Eligibility Wizard, select an ISY barrier under “Requires additional assistance...”
- Submit a 5% ISY Eligibility Exception Request
 - SDWP staff will verify the number of youth enrolled under the 5% ISY barrier exception divided by the total enrolled and determine how many enrollments are available.
 - Staff will either “approve” the request or select “not yet available.” Those youth will remain in a queue and when space is available can be “approved” at a later date. Staff should inquire about spots “not yet available” on a monthly basis.

For Low Income

Workforce eFile

- Under the “Low Income” section of the Eligibility Wizard, complete the Low-Income Determination – Family Size/Income calculation.
- If a youth’s individual/family income is found to exceed the LLSIL threshold, the Eligibility Wizard will prompt for submission of a 5% low-income exception request.
- Submit a 5% Low Income Eligibility Exception Request
 - SDWP staff will verify the number of youth enrolled under the 5% low income exception divided by the total enrolled and determine how many enrollments are available.
 - Staff will either “approve” the request or select “not yet available.” Those youth will remain in a queue and when space is available can be “approved” at a later date. Staff should inquire about spots “not yet available” on a monthly basis.

F. Related Definitions

1. Other Responsible Adult

For purposes of authorizing a minor to participate in WIOA programs, the signature of a parent, legal guardian, or other responsible adult is required. This provision allows the SDWP to enroll minors with the authorization of individuals other than a parent or legal guardian. The definition of "other responsible adult" includes:

- A relative with whom the individual resides;
- An adult who has been delegated custodial or administrative responsibilities in writing, either temporarily or permanently, by parents or by an appropriate agency;
- An agency or organization representative who is in a position to know the individual's circumstances (i.e., that they could not get a parent's or legal guardian's signature authorizing participation), for example, a clergy person, a school teacher or other school official, a probation or other officer of the court, a foster parent;
- A representative of an agency which provided support services to the individual and who is aware of the individual's circumstances (i.e., that they cannot get a parent's or legal guardian's signature authorizing participation) for example, a social worker, a homeless shelter official, a child protective worker, a health clinic official;
- Other responsible adults determined by the Local Workforce Board as appropriate to authorize the individual's participation.

2. Out-of-Family Youth

Court adjudicated youth separated from the family (including incarcerated youth), homeless, runaway, and emancipated youth for purposes of determining income eligibility are a "family of one."

3. Foster Care Situations in San Diego County

Includes youth who are in one of the following situations:

- Children's Services Bureau of the Health & Human Services Agency -W&I #300 - The minor's parent(s) has neglected or abused the minor and Juvenile Court has declared the minor a Dependent Child of the Juvenile Court; or
- Probation Department - A minor has committed a criminal offense and the Juvenile Court declares the minor a Ward of the Juvenile Court.

The Juvenile Court has ultimate authority over all these children, reviews each situation at least twice a year, and orders the placement (where the child will live) of the minor.

Possible Foster Care and Out-of-Home Placements include:

- Relative's home;
- Non-relative's home;
- Foster Family Agency (FFA) non-relative's home;
- FFA group home; and
- Residential 24-hour care facility.

Note: Placement of the youth, who is a Ward of the Juvenile Court with the parent(s), does not constitute a foster care placement.

VI. ATTACHMENTS

Universal Participant Agreement Form (UPAF)

Multimedia & Communication Release Form (MCRF)

Table of Documentation to Establish WIOA Youth Eligibility

Lives in a Barrier Area

Telephone Verification

Applicant Statement

Methods for Calculating Income