



# FREQUENTLY ASKED QUESTIONS

**UPDATED 4/4/23**

**QUESTION:** Does an individual have to sign their social security card before using it for source documentation.

**ANSWER:** The social security card does not have to be signed. Per OWD, there is no state requirement for the social security card to be signed.

**QUESTION:** If a service has an incorrect start or end date, what should be done?

**ANSWER:** Per OWD, all services have to have a correct start and end date as well as the correct outcome. Change requests will have to be submitted to correct any errors in services.

**UPDATED 3/28/23**

**QUESTION:** How often does a customer have to complete the WIOA Equal Opportunity/ Complaint Grievance Form?

**ANSWER:** Customers only need to sign and date the EO/ Compliant Grievance Form when they are completing eligibility. If a WIOA application CLOSE NEVER ENROLLED, it is not necessary to make the individual re-sign this form.

**QUESTION:** Is a work experience a goal or an objective in the employment plan?

**ANSWER:** Completing a work experience should be a goal per OWD Issuance 09-2020. Example: Participant's short term goal would be obtaining the HISET. The objective would be completing the SEAL Program (completing a work experience).

**QUESTION:** Do we have to collect source documentation for or verify employment status?

**ANSWER:** Collecting source documentation is not required but staff must still document employment status at participation in a case note in MO Jobs.

**QUESTION:** What happened to tables for Issuance 07-2022? There are no listings of source documentation for disability, ex-offender, BSD, English Language Learner, employment status, school status, etc.?

**ANSWER:** The barriers were removed from the table because they are not applicable to eligibility and the TAG is Technical Assistance Guide to Adult and Dislocated Worker Program Eligibility. The source documentation requirements for barriers can be found in TEGL 23-19, Change 1, Attachment 2.



# FREQUENTLY ASKED QUESTIONS

**QUESTION:** In OWD Issuance 07-2022, it lists source documentation for Date of Birth as self-attestation (last resort). Does this mean that we can use self-attestation for Date of Birth as a last resort if the participant did not have anything else for Date of Birth?

**ANSWER:** We can use self-attestation for documentation of date of birth. This should be utilized as a **last resort**.

**QUESTION:** What is the correct result for the 136 referral?

**ANSWER:** The 136 referral should be resulted as ***Eligible or Ineligible***.

**QUESTION:** When is the Mandatory Initial Case Note entered?

**ANSWER:** OWD Issuance 09-2022 Statewide Case Note Policy states that that any individual moved to participant status must have a Mandatory Initial Case Note entered at the time of enrollment. Enrollment occurs when the participant receive their first countable service in MO Jobs.

**QUESTION:** What does seamless delivery mean?

**ANSWER:** Seamless delivery means the individual is assisted in a timely fashion, case notes are entered with enough detail for another case manager to assist that person if their case manager is not available, and there are no delays in assisting the customer.

**QUESTION:** When should a WIOA Adult Basic Career enrollment be completed?

**ANSWER:** An Adult Basic Career Enrollment should be completed when a WIOA-funded staff member has provided any of the staff-assisted basic career services. Staff are required to enroll the individual in WIOA ABC when they have provided a staff-assisted service, even if full WIOA enrollment is being sought.

**QUESTION:** SNAP is a low income automatic qualifier. Does this only apply to SNAP recipients who are currently receiving benefits?

**ANSWER:** No. OWD Issuance 07-2022, Attachment 1 Page. 6 states that low income individual means someone that receives SNAP, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received SNAP.

**QUESTION:** When is it appropriate to use an Applicant Statement and what must be done?

**ANSWER:** An Applicant Statement may only be used in very specific instances and only after all practicable attempts to secure documentation have failed and have been documented in a case note in OWD's statewide electronic case management system. This means that staff should assist the individual in obtaining documentation and ALL attempts need to be documented in a case note.

An applicant statement can be used in the following instances:

- Family Size - when birth certificates or federal IRS Forms 1040 are not available;
- Individual Status - Persons ordinarily included in the definition of family, but claiming to be no longer dependent, must complete an Applicant Statement



## FREQUENTLY ASKED QUESTIONS

attesting to their individual status. Such statements should be corroborated by the head of household in which that person resides, if possible. The individual must also document the source of his/her support on the Applicant Statement; and/or

- Proof of income for individuals who claim no income or undocumented income – the Applicant Statement must document the means of support; e.g., family support or donations, for previous six month period.
- Proof of Category 5, 6, 7, or 8 Dislocated Worker eligibility

**QUESTION:** How often should the Employment Plan be updated?

**ANSWER:** The employment plan should be updated as changes occur; it is a living document. If participant has completed objectives or goals, the employment plan needs to be updated to reflect that. When changes occur, staff should open/close the appropriate employment plan service and enter a case note explaining what was done with the employment plan.