



FREQUENTLY ASKED QUESTIONS

UPDATED 8/8/23

QUESTION: Can the WP application be used as self-attestation for elements in the WIOA Application?

ANSWER: Per OWD, the WP application can be used, but it cannot be more than 30 days old. The reason being is that many things can change quickly such as employment status, education status, etc. The attestation must be accurate when it's being used as a verification source document for the WIOA enrollment. **Best Practice is to have staff upload the signed WIOA application when completing the enrollment if it is being used as a self-attestation for any element.**

QUESTION: For post-secondary transcripts that don't have a date, can the SKT form be used as source documentation along with the transcripts to verify actual attainment of the MSG? transcripts?

ANSWER: Yes, this would be acceptable.

QUESTION: For secondary transcripts without a date, can a school schedule that shows the semester end date along with the transcript be used for the attainment date of the MSG?

ANSWER: Yes, this would be acceptable.

QUESTION: For individuals who are attending post - secondary training to obtain a degree and we may be funding multiple semesters; do we only open the training service under the group we funded it under first (individual is enrolled in Adult and DW) or do we open both (Adult and DW)?

ANSWER: Only open the training under the program funding the training. In the second program, you only need to post **one** service that triggers participation. For example, you do not need to post the 205, 213 and/or 115 under each program. You just post one of the countable services you provided under the second enrollment.

QUESTION: If an individual is enrolled in Adult and Youth and attending training (only one payment made for the training) funded by Adult, can we or should we open both the 300 and the 416?

ANSWER: Both services can be opened. Opening the 416 youth service will show that we are using that element (14 elements that must be made available to youth).



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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 HSET. 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.



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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 referrals?

ANSWER: The 136 referrals 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 receives 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



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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.