



**SPOKANE  
WORKFORCE  
COUNCIL**



A partner of the **americanjobcenter** network

## Attachment A

# WorkSource System Services & Program Eligibility Handbook

SWC Eligibility & Documentation Requirements  
Policy #WS816, Revision 5

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## Introduction

The content of this procedural handbook is equivalent to SWC Policy WS816, Revision 5 and serves as the vehicle for implementing and managing eligibility policy guidance and changes.

This handbook provides guidance to WorkSource System staff concerning service eligibility and program eligibility requirements for the Youth, Adult, and Dislocated Worker programs under WIOA Title I and the Wagner-Peyser employment service programs under WIOA Title III. This handbook provides guidance and minimum requirements for service providers as outlined in SWC Policy WS816 R5.

Section 1 covers eligibility requirements to receive the different types of services offered under WIOA.

Sections 2, 3 and 4 cover program eligibility requirements for the WIOA Title I Youth, Adult, and Dislocated Worker programs. Section 5 covers additional guidance that applies to multiple (though not necessarily all) programs. To receive a WIOA-funded service from the Spokane WorkSource system, a job seeker must:

1. Be registered in Washington State's WIOA management information system as described in SWC Policy WS800 R2 – Front-end Services Policy.
2. Meet the eligibility requirements for the service being requested, and
3. Be eligible for and enrolled in a program authorized to provide the service.

**Note:** Wagner-Peyser employment service programs do not have program eligibility requirements, but services provided under the Wagner-Peyser program can only be provided by state-merit staff as described in Section 1.

The Eligibility Matrix in Section 6 serves as a tool to review eligibility and documentation requirements for each program.

Section 7 covers local SWC guidance for validating eligibility documentation.

This handbook is based on the best information available at this time per WIOA law and rules, DOL guidance, and state policies and guidance. The handbook will be revised as relevant DOL and State guidance is issued. With SWC approval and where practical, service providers may utilize more recent guidance from DOL and Washington State when it is not otherwise included in this policy.

## Common Acronyms

- **BSD** – Basic Skills Deficient
- **CFR** – Code of Federal Regulation
- **DEV** – Data Element Validation
- **DOL** – Department of Labor
- **DOLETA** – Department of Labor – Employment and Training Administration
- **ESD** – Employment Security Department
- **ETO** – Efforts to Outcomes
- **MIS** – Management Information System
- **SWC** – Spokane Workforce Council
- **TEGL** – Training and Employment Guidance Letter
- **WIOA** – Workforce Innovation and Opportunity Act
- **WSWA** – WorkSourceWA.com
- **WIT** – WorkSource Integrated Technology

## Definitions

- **Basic WIOA Title I eligibility determination** – A determination of eligibility for WIOA Adult and Dislocated Worker-funded programs that utilizes self-attestation for documentation of appropriate eligibility criteria, federal reporting elements, and Veteran's priority of service as defined in [Section 6](#) of this handbook. An individual must complete a basic or comprehensive WIOA Title I eligibility process (defined below) for the program in question and be determined eligible to receive basic career services funded by that program.

- **Note:** Basic WIOA Title I eligibility determination does not apply to youth programs. All WIOA youth program services require a comprehensive WIOA Title I eligibility determination as defined below.
- **Career planning** – The term “career planning” means the provision of a client-centered approach in the delivery of services, designed to ([WIOA Section 3\(8\)](#)):
  - Prepare and coordinate comprehensive employment plans (such as service strategies, individual employment plans, training plans, etc.) for individuals to ensure access to necessary workforce investment activities using computer-based technologies where feasible; and
  - Provide job, education, and career counseling, as appropriate, during program participation and after job placement.

**Note:** Career planning is an individualized career service that requires registration and enrollment in a WIOA Title I and/or WIOA Title III program.
- **Case notes** – In the context of this policy, case notes refer to either paper or electronic statements by the staff that identify, at a minimum, the following:
  - An individual’s status for a specific data element,
  - The date on which the information was obtained, and
  - The staff person who obtained the information ([TEGL 23-19, Change 2](#)).
- **Code of Federal Regulations (CFR)** – A CFR is a codification of general and permanent rules published in the Federal Register by executive departments and agencies of the Federal Government (<https://gov.ecfr.io/cgi-bin/ECFR>).
- **Co-enrollment** – The process of determining eligibility for, and enrollment into, two or more WorkSource System-funded programs for the purposes of delivering basic career services, individualized career services, supportive services, training services, and/or youth services.
- **Comprehensive WIOA Title I eligibility determination** – A determination of eligibility for Adult, Dislocated Worker, or youth-funded programs that requires validation beyond self-attestation of appropriate eligibility criteria, federal reporting elements, and Veteran’s priority of service as defined in [Section 6](#) of this handbook. Comprehensive Adult and Dislocated Worker eligibility also includes assessing need for services beyond basic career services and determination of Adult priority of service. To receive individualized career, training, and supportive services funded by an Adult or Dislocated Worker program, or youth services funded by a youth program, an individual must complete the comprehensive WIOA Title I eligibility process for the corresponding program and be determined eligible to receive such services under that program.
- **Cross-match** – A cross-match requires service providers to identify detailed evidence that confirms the data element in a secondary database. Service providers must also confirm supporting information such as dates of participation and services rendered. Service providers must have data sharing agreements in place as appropriate. ([TEGL 23-19, Change 2](#)).
- **Data validation** – Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. The establishment of a shared data validation framework that requires a consistent approach across programs ensures that all program data consistently and accurately reflect the performance of each service provider ([WorkSource System Policy 1003, Revision 6](#); [TEGL 23-19, Changes 1 & 2](#)).
- **Demand-decline list** – A list that identifies occupations that are "in demand," "balanced," and "not in demand" across a state and within individual workforce development areas. In Washington state, this list is located at [ESD’s “Learn about an occupation”](#) website.
- **Electronic records** – Electronic records may include:
  - Participant source documents: Participant source documents maintained in the grantee’s management information system (MIS) or other official record keeping system.
  - Grantee participant service record: Grantee participant information generated and maintained by the grantee regarding the specific services received by a participant. The information may be

generated and maintained through the grantee's MIS or other official recordkeeping system. ([TEGL 23-19, Change 2](#)).

- **Eligible spouse (of a veteran)** – The spouse of any of the following ([Jobs for Veterans Act Section 2\(a\)](#)):
  - (1) Any veteran who died of a service-connected disability;
  - (2) Any member of the Armed Forces serving on active duty who, at the time of application for priority of service, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
    - (i) missing in action;
    - (ii) captured in line of duty by a hostile force; or
    - (iii) forcibly detained or interned in the line of duty by a foreign government or power;
  - (3) Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
  - (4) Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.
- **Employment Security Department (ESD)** – Washington State Employment Security Department - The department that administers the federal Workforce Innovation and Opportunity Act (WIOA) funds at the state level; one of the primary sources of funds for employment training in Washington (<https://wpc.wa.gov>).
- **Employment status** – An individual's status as employed or not employed, determined in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as [employed or unemployed](#).
  - **Employed** – An individual who, in the past 7 days:
    - (1) Is performing any work at all as a paid employee;
    - (2) Is performing any work at all in his or her own business, profession, or farm;
    - (3) Is performing any work as an unpaid worker in an enterprise operated by a member of the family; or
    - (4) Is an individual who is not working but has a job or business from which he or she is temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time-off, and whether or not seeking another job.
  - **Employed, but received notice of termination of employment or military separation is pending** – An individual who, although employed in the past 7 days, either:
    - (1) Has received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close; or
    - (2) Is a transitioning service member (within 12 months of separation or 24 months of retirement).

**Note:** An individual who has received a notice of termination or layoff (including notice of military separation) or is subject to a notice of facility or enterprise closure, is considered unemployed for all individualized career and training service eligibility requirements.
  - **Not in labor force** – an individual who is not employed as defined above and is not actively looking for work, including those who are incarcerated.
  - **Unemployed** – an individual who is not employed as defined above but is seeking employment, makes specific effort to find a job, and is available for work.

- **Local labor market information** – Data about training/retraining information, job requirements, labor supply and demand, earnings, employment and unemployment statistics, job outlook, and demographics of the labor force in the area in which an individual resides or is willing to relocate. In Washington State, the Labor Market and Economic Analysis (LMEA) team of the Employment Security Department (ESD) collects and analyzes statistical data about the labor market in each county of Washington State (<https://esd.wa.gov/labormarketinfo>). Sources of local labor market information can include but are not limited to job postings, course descriptions, economic statistics, demand/decline lists, news articles, career exploration websites, and state or US labor statistic agencies, such as LMEA or the US Bureau of Labor Statistics (BLS).
- **Offender** – The term “offender” means an individual who ([WIOA Section 3\(38\)](#)):
  - Is or has been subject to any stage of the criminal justice process; or
  - Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.
- **Referral** – In the context of this policy, the act of a staff member facilitating a direct connection, either in person or virtually, of an individual to a service provider so the former is acknowledged by the latter and the former receives program-related information, an eligibility determination, and, if eligible and agreeable, is offered services. A referral in this context is considered a staff-assisted basic career service ([ESD Policy 5617, R3 – Co-enrollment of TAA Participants into WIOA Title I Dislocated Worker Program](#)).
- **Self-attestation** – Self-attestation means a written or electronic/digital declaration of information for a particular data element that is signed and dated by the participant. Electronic signatures or submission from the participant such as an email, text, or unique online survey response are considered an electronic signature or verification; it must be participant generated and traceable to the participant. For more information see [Self-attestation](#) in section 6 of this handbook. Self-attestation forms for each program can be found under “Forms” on the [SWC website](#). ([ESD Policy 1019, R10 - Eligibility Policy and Handbook](#)).
- **Service provider** – A provider of workforce development services in Spokane County, such as the local one-stop center or other entity designated by the Spokane Workforce Council (SWC), that is responsible for determinations of program eligibility, documentation, self-attestation guidelines, and other eligibility and documentation requirements as defined by the SWC ([2 CFR 200.331](#)).
- **State management information system (MIS)** – A state-wide, shared electronic database for storing data. A management information system (MIS) provides information that organizations require to manage themselves efficiently and effectively. Management information systems are typically computer systems used for managing five primary components: 1.) Hardware, 2.) Software, 3.) Data (information for decision making), 4.) Procedures (design, development, and documentation), and 5.) People (individuals, groups, or organizations). Washington State’s MIS for WIOA programs is WorkSource Integrated Technology (WIT).
- **Veteran** – For the purpose of providing Priority of Service (using the broad definition) and Dislocated Worker eligibility, veteran means 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, as specified in [38 U.S.C. 101\(2\)](#). Active service also includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes ([ESD Policy 1019, R10 - Eligibility Policy and Handbook](#)).
- **WorkSource Integrated Technology (WIT)** – Washington State’s management information system for DOL programs. WIT is comprised of two interconnected systems, Efforts to Outcomes (ETO) for staff and WorkSourceWA.com for job seekers and employers (WSWA).

## References

- [Public Law 113-128, Workforce Innovation and Opportunity Act \(WIOA\) of 2014](#)
- [WIOA Final Rule; 20 CFR Parts 676, 677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2016](#)



- [WIOA Final Rule; 20 CFR Parts 603, 651,652, et al; Federal Register, Vol. 81, No. 161, August 19, 2016](#)
- [Public Law 107-288, Jobs for Veterans Act \(JVA\) of 2002](#)
- [Training and Employment Guidance Letter \(TEGL\) 22-04](#)
- [Training and Employment Guidance Letter \(TEGL\) 22-04, Change 1](#)
- [Training and Employment Guidance Letter \(TEGL\) 10-09](#)
- [Training and Employment Guidance Letter \(TEGL\) 11-11, Change 2](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-13](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-13, Change 1](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-13, Change 2](#)
- [Training and Employment Guidance Letter \(TEGL\) 26-13](#)
- [Training and Employment Guidance Letter \(TEGL\) 23-14](#)
- [Training and Employment Guidance Letter \(TEGL\) 04-15](#)
- [Training and Employment Guidance Letter \(TEGL\) 08-15](#)
- [Training and Employment Guidance Letter \(TEGL\) 10-16, Change 2](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16](#)
- [Training and Employment Guidance Letter \(TEGL\) 21-16](#)
- [Training and Employment Guidance Letter \(TEGL\) 21-16, Change 1](#)
- [Training and Employment Guidance Letter \(TEGL\) 07-18](#)
- [Training and Employment Guidance Letter \(TEGL\) 23-19, Change 1](#)
- [Training and Employment Guidance Letter \(TEGL\) 23-19, Change 2](#)
- [Training and Employment Guidance Letter \(TEGL\) 07-20](#)
- [ESD WorkSource System Policy 1003, Revision 6 - Data Element Validation](#)
- [ESD WorkSource System Policy 1019, Revision 10 – Eligibility Policy and Handbook](#)
- [ESD WorkSource System Policy 1030 – Gubernatorial Designation of Additional Populations with Barriers to Employment Under the WIOA](#)
- [ESD WIOA Title I Policy 5617, Revision 3 – Co-enrollment of TAA Participants into DW Program](#)
- [WorkSource Information Notice \(WIN\) 0027, Change 4 - Assisting Customers Using the UI Claimant eServices Website](#)
- [SWC Policy A103 – Records Retention](#)
- [SWC Policy W406, Revision 2 – Measure of Economic Self-Sufficiency](#)
- [SWC Policy W409, Revision 6 – Supportive Services & Needs-Related Payments](#)
- [SWC Policy W414 – Incumbent Worker Training](#)
- [SWC Policy W418, Revision 1 – Follow-up Services for Adults & Dislocated Workers](#)
- [SWC Policy WS815, Revision 2 – Co-enrollment & Integrated Service Delivery](#)

# 1. Eligibility for WIOA Title I and WIOA Title III Program Services

## 1.1. Purpose

According to [Training and Employment Guidance Letter \(TEGL\) 04-15](#), the overarching vision for the One-Stop system is the coordination of fully integrated programs, services, and governance structures so job seekers have access to a seamless system of workforce investment services. This intent is accomplished by establishing career services that are consistent across federally funded workforce development programs. In addition, the U.S. Department of Labor (DOL) has furthered its integration efforts by establishing common performance metrics ([TEGL 10-16, Change 2](#)) and developing an integrated performance reporting system (Participant Individual Record Layout or PIRL) for DOL-funded workforce programs.

The SWC and Washington State encourage the utilization of common intake, case management, and job development systems to take full advantage of the one-stop's potential for efficiency and effectiveness. WIOA core programs, such as WIOA Title I Adult and Dislocated Worker programs and WIOA Title III Wagner-Peyser (Employment Service), are mandated to provide the same set of career services described in WIOA section 134(c)(2)(A) ([20 CFR 678.430](#)).

This section covers guidelines and requirements for providing career, training, and supportive services funded by WIOA Title I Adult, Dislocated Worker, and Youth and WIOA Title III Wagner-Peyser programs.

To ensure seamless service delivery, minimize referrals, and leverage resources between programs, the provision of career, training, and supportive services to individuals under WIOA Title I Adult and Dislocated Worker and WIOA Title III Wagner-Peyser (Employment Service) programs must align with [SWC Policy WS815, R2 – Co-enrollment and Integrated Service Delivery](#).

Guidelines on services and their definitions can be found in the [WorkSource Spokane](#) and [Next Generation Zone](#) Services Catalogs.

**Note:** Personal records of WIOA registrants are private and confidential and not disclosable to the public. Refer to [SWC Policy A103 – Records Retention](#), [SWC Policy WS823 – Data Privacy](#), and [RCW 50.13](#) for additional guidance on data privacy and security.

## 1.2. Career Services

There are three types of career services: basic, individualized, and follow-up. There is no sequence requirement for basic and individualized career services. They can be provided in any order to offer flexibility in targeting services to the needs of the individual. Follow-up services, however, can only be provided after exit (refer to [Section 7.3](#) below). Most career services require a front-end assessment as described in [SWC Policy WS800 R2 – Front-End Services](#).

Note: Sections 1.2.1 and 1.2.2 cover eligibility requirements for career services provided by Wagner-Peyser under WIOA Title III Wagner-Peyser. Priority of service requirements for the Wagner-Peyser program for veterans and eligible spouses use the definitions described in [Definitions](#) above and follow the priority of service requirements described in [Section 5.3](#) below. Career services provided by Wagner-Peyser must be provided by ESD State merit-staff employees ([20 CFR 652.215](#)).

### 1.2.1. Basic Career Services

Generally, these services involve little staff time and involvement and include services such as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. Basic services are divided into three subtypes: informational, self-service, and staff-assisted. Informational, self-service, and staff-assisted basic career services are expected to be universally accessible to all individuals legally entitled to work in the US and must be made available to all individuals seeking employment and training services ([20 CFR 678.430\(a\)](#)). Basic career services must be provided by Adult, Dislocated Worker, or Wagner-Peyser-funded staff in coordination with other one-stop center partners. Guidelines on providing basic career services are as follows:

1. Self-service and informational basic services can be provided to any individual without registration in WIT and without completing a front-end assessment<sup>1</sup>.

2. To receive staff-assisted basic career services under Wagner-Peyser, individuals must complete a front-end assessment as described in [SWC Policy WS800, R2](#).
3. To receive staff-assisted basic career services funded by Adult or Dislocated Worker, individuals must:
  - a. Complete a front-end assessment as described in [SWC Policy WS800, R2](#);
  - b. Be determined eligible utilizing a basic or comprehensive WIOA Title I eligibility determination for the appropriate program; and
  - c. Be enrolled in an Adult or Dislocated Worker program.
4. Job placement services provided by DOLETA funded grants, including WIOA Title I and Title III programs, require verification of work authorization as described in [Section 5.1](#) below ([TEGL 10-23 – Reducing Administrative Barriers in ETA Grant Programs](#)).

<sup>1</sup>Per 20 CFR 680.110, self-service and informational activities are services made available and accessible to the general public that are designed to inform and educate individuals about the labor market and the range of services appropriate to their situation, and that do not require significant staff involvement with the individual in terms of resources or time. Both can be provided before registration and neither constitutes enrollment as neither is formally recognized as a staff assisted WIOA service. More information on reportable individuals and self-service and information-only activities can be found in Sections 8 and 9 of [TEGL 10-16, Change 2](#).

### **1.2.2. Individualized Career Services**

Generally, these services involve significant staff time and customization to each individual's need, and include services such as: specialized assessments, developing individual employment plans, counseling, and work experiences. Individualized career services must be provided to any individual legally entitled to work in the U.S. and for whom individualized career services are determined to be appropriate in order for the individual to obtain or retain employment, consistent with veteran's and Adult priority of service requirements ([20 CFR 678.430\(b\)](#)). Individualized career services may be provided by Wagner-Peyser (Employment Service) staff in coordination with Adult and Dislocated Worker staff and other one-stop center partners. Guidelines on providing individualized career services are as follows:

1. WIOA Title III Wagner-Peyser (Employment Service) – to receive individualized career services under the employment services program, individuals must:
  - a. Complete a front-end assessment as described in [SWC Policy WS800, R2](#); and
  - b. Be determined to need individualized career services in order to obtain or retain employment.
2. WIOA Title I Adult or Dislocated Worker – to receive individualized career services under the Adult or Dislocated Worker programs, individuals must:
  - a. Complete a front-end assessment as described in [SWC Policy WS800, R2](#); and
  - b. Be determined to need individualized career services in order to obtain or retain employment,
  - c. Be determined eligible using a comprehensive Adult or Dislocated Worker eligibility determination, and
  - d. Enrolled in an Adult or Dislocated Worker program.
3. Work experience services require verification of work authorization as described in [Section 5.1](#).

### **1.2.3. Follow-up Services**

These services can involve a wide range of staff time, depending on the needs of the individual and include services such as counseling about the workplace, assistance in resolving work-related problems, and providing information about additional educational or employment opportunities. Follow-up services must be available for up to 12 months to any individual who has participated in an Adult or Dislocated Worker program after their first day of employment ([20 CFR 680.150\(c\)](#)). Refer to [SWC Policy W418](#) for further information on follow-up services for Adults and Dislocated Workers. To receive follow-up services, individuals must be:

1. Exited from an Adult or Dislocated Worker program,
2. Placed in unsubsidized employment, and
3. Determined to need follow-up services to obtain or retain employment.

### 1.3. Training Services

Training services can be critical to the employment success of an individual and include services such as occupational skills training, on-the-job training (OJT), and entrepreneurial training. Training services are funded and provided to participants under the Adult and Dislocated Worker programs. To receive Adult or Dislocated Worker-funded training services, individuals must:

1. Complete a front-end assessment as described in [SWC Policy WS800, R2](#);
2. Be determined eligible for Adult or Dislocated Worker using a comprehensive eligibility determination, including a determination to receive training services based on the following ([20 CFR 680.210](#)):
  - a. After an interview, evaluation, or assessment, followed by career planning, it is demonstrated that the individual:
    1. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
    2. Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
    3. Has the skills and qualifications necessary to successfully participate in the selected program of training services (including work-based learning such as OJT);
  - b. The individual has selected a program of training services that is directly linked to employment opportunities in the local area or in another area to which the individual is willing to commute or relocate;
  - c. The individual is unable to obtain grant assistance from other sources to pay for the cost of training including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants; or requires WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants;
  - d. The individual is determined to be eligible according to the priority system described in [Section 5.3](#) below;
3. Be enrolled in an Adult or Dislocated Worker program.
4. Work authorization has been verified as described in [Section 5.1](#) below.

As part of the aforementioned eligibility process, individuals must receive, *at a minimum*, an interview, evaluation or assessment and career planning or other means by which eligibility for WIOA Title I-funded training services can be determined. While this typically constitutes a basic or individualized career service, there is no requirement that career services first be provided as a condition of receiving training services ([20 CFR 680.220](#)). To this end, Adult and Dislocated Worker programs may utilize a determination of need for training services and career planning conducted by another program or agency, such as Wagner-Peyser programs or training vendors, provided that the determination meets the requirements in part 2 above.

**Note:** This policy covers eligibility requirements for training services under WIOA Title I programs only. This policy does not apply to training services provided by other programs.

#### 1.3.1. Incumbent Worker Training

Incumbent worker training (IWT) is a type of training service that has unique eligibility requirements. IWT can be funded with WIOA Title I Adult, Dislocated Worker, and statewide activities funds but does not require the incumbent worker to be eligible for and enrolled in an Adult or Dislocated Worker program. Refer to [SWC](#)

[Policy W414 – Incumbent Worker Training](#) for detailed eligibility guidelines for incumbent workers and employers as well as requirements for incumbent worker training contracts.

## 1.4. Supportive Services

Supportive services provide financial assistance to Adults and Dislocated Workers when necessary for these individuals to participate in career or training services or when necessary to gain or retain employment. Supportive services include, but are not limited to, assistance with transportation, childcare, dependent care, housing, uniforms/work attire, and tools. For additional examples of supportive services and guidelines on providing them, refer to [SWC WIOA Title I Policy W409, R6 – Supportive Services](#). To receive Adult or Dislocated Worker-funded supportive services individuals must:

1. Complete a front-end assessment as described in [SWC Policy WS800, R2](#);
2. Be determined eligible for Adult or Dislocated Worker using a comprehensive eligibility determination;
3. Demonstrate that the service is necessary to enable the individual to participate in career or training activities or to gain or retain employment<sup>1</sup>, and that they are unable to obtain supportive services through other programs providing such services ([20 CFR 680.910](#));
4. Be enrolled in Adult or Dislocated Worker.

<sup>1</sup> Per [TEGL 19-16](#) and [SWC WIOA Title I Policy W409, R6](#), supportive services can be provided to WIOA Title I Adults and Dislocated Workers during participation or follow-up subject to having also received a career or training service (i.e., supportive services cannot be the only service in a participant record). If supportive services are determined necessary for the individual to gain or retain employment, this need must be determined through a basic assessment, career / vocational counseling, development of an individual employment plan, assessment during follow-up or some other form of assessment. The supportive service can be recorded on or after the date of the career or training service and should include a case note explaining how the supportive service connects to a career or training service.

Per [TEGL 10-16, Change 2](#) and [TEGL 19-16, Attachment II](#), individuals in incumbent worker training are not eligible to receive supportive services unless they meet eligibility for and are co-enrolled into either the WIOA Title I Adult or Dislocated Worker programs and receive a qualifying career service or training. In other words, supportive services cannot be provided to individuals who are in incumbent worker training only.

**Note:** Food and groceries are prohibited as supportive services as DOL has determined that they are beyond the scope of WIOA (see [SWC WIOA Title I Policy W409, R6](#)).

## 1.5. Youth Services

Services provided under WIOA Title I Youth programs, while similar or identical in nature to career, training, and supportive services described in sections 1.1 – 1.4 above, have unique requirements that differ from services provided under Adult, Dislocated Worker, and Wagner-Peyser programs. To receive Youth-funded services, individuals must:

1. Complete a front-end assessment as described in [SWC Policy WS800, R2](#);
2. Be determined eligible using an In-School Youth or Out-of-School Youth eligibility determination;
3. Be determined to be in need of youth services through an objective assessment identifying both strengths and areas for improvement. This assessment must identify academic levels, skill levels, and service needs through a review of ([TEGL 21-16](#)):
  - a. Basic skills - An assessment of basic skills identifies an individual's ability to read, write, speak English, and compute or solve problems that are necessary to function on the job, within their family, or in society. For purposes of the basic skills assessment portion of the objective assessment, service providers may use any formalized testing instrument designed to measure skills-related gains or may use a less formal assessment technique such as observation, folder review, or interview. Service providers may use previous basic skills assessment results if such previous assessments have been conducted within the past six months. For more information on assessing basic skills, refer to [Section 5.7](#) below.

- b. Occupational skills - Occupational skills are knowledge and skills that an individual needs for a specific job or occupation. These skills may be assessed using an assessment tool or through a less formal assessment such as a folder review or interview.
  - c. Career-related skills – Career-related skills include prior work experience, employability (resume writing, filling out applications, interviewing skills, etc.), interests, and aptitudes. These skills may be assessed using an assessment tool or through a less formal assessment such as a folder review or interview.
  - d. Developmental needs – These needs relate to personal development skills and include, but are not limited to, goal setting, communication, collaboration, conflict resolution, work ethic, and adaptability. Developmental needs may be documented using an assessment tool or through a less formal assessment such as a folder review or interview;
4. Have an individual service strategy developed based on needs identified in the objective assessment that ([20 CFR 681.420\(a\)\(2\)](#)):
    - a. Is directly linked to one or more indicators of performance,
    - b. Identifies career pathways that include education and employment goals,
    - c. Considers career planning (see Definitions above), and
    - d. Prescribes achievement objectives and service strategy;
  5. Be enrolled in an In-School Youth or Out-of-School Youth program.

**Note:** Per [TEGL 21-16](#) supportive services for WIOA Title I Youth can be provided either during participation or after exit as program elements 7 and 9, respectively.

## 2. WIOA Title I Youth Program Eligibility Requirements

Youth program requirements are distinguished by In-School Youth and Out-of-School Youth, which have different eligibility requirements.

### 2.1. In-School Youth

Individuals must meet the following eligibility guidelines to be In-School Youth ([129\(a\)\(1\)\(C\)](#)):

- Attending school<sup>1</sup> – an individual enrolled in any secondary or post-secondary education program, with the following exceptions ([TEGL 21-16](#)):
  - An individual who is between school years but is enrolled to continue school in the fall is considered in-school; or
  - An individual only enrolled in non-credit-bearing postsecondary classes is considered out-of-school;
- Age 14 through 21 ([WIOA Sec 129\(a\)\(1\)\(B\)](#));
- Selective Service registration for males who are 18 years of age or older and born on or after January 1, 1960, unless an exception is justified (see [Section 5.2](#) for guidance on Selective Service registration);
- Low-income individual (see [Section 2.3](#) for guidance on determining low-income status) ([WIOA Sec 129\(a\)\(1\)\(B\)](#)); and
- One or more of the following ([WIOA Sec 129\(a\)\(1\)\(B\)](#)):

Category 1	An individual who is basic skills deficient (see <a href="#">Section 5.7</a> below)
Category 2	An English language learner (see <a href="#">Section 5.7</a> below)
Category 3	An offender <sup>2</sup>
Category 4	A homeless individual or runaway youth (see <a href="#">Definitions</a> above)

Category 5	An individual who is in foster care, who has aged out of the foster care system, who has attained 16 years of age and left foster care for kinship guardianship or adoption, who is eligible for assistance under the Foster Care Independence Program ( <a href="#">Section 477 of the Social Security Act</a> ), or who is in an out of home placement
Category 6	An individual who is pregnant or parenting <sup>3</sup>
Category 7	An individual with a disability
Category 8	<p>An individual who requires additional assistance to complete an educational program or to secure or hold employment.</p> <p>SWC locally defines an individual who requires additional assistance as:</p> <ol style="list-style-type: none"> <li>Personal/family substance abuse</li> <li>Gang involved/affiliated/affected</li> <li>Lacking affordable housing</li> <li>Victim of domestic violence/sexual or child abuse</li> <li>Identified social adjustment or mental health issue(s)</li> <li>Lacking a significant or positive work history<sup>4</sup></li> <li>Individual or member of a family that recently exhausted TANF benefits</li> <li>Individual who is at-risk of dropping out of school, defined as: <ul style="list-style-type: none"> <li>One or more grade levels below the age-appropriate grade;</li> <li>Has at any time been a school dropout or is not attending school consistently; or</li> <li>Determined to be at-risk by school staff based on an assessment that health, social or family problems are impairing the student's ability to succeed in school</li> </ul> </li> </ol> <p>Other additional assistance for education or employment not listed can be submitted to the Spokane Workforce Council (SWC) for consideration of approval prior to program participation.</p>

- In Washington, state statutes for the Office of Superintendent of Public Instruction ([RCW 28A.200](#) and [28A.225.010\(4\)](#)) articulate the requirements for being recognized as home-schooled individuals. Individuals whose home-schooling activity meets those requirements can seek eligibility as ISY; if not, they need to meet OSY eligibility criteria ([ESD Policy 1019, R10](#)).
- The term "offender" means an individual who ([WIOA Section 3\(38\)](#)):
  - Is or has been subject to any stage of the criminal justice process; or
  - Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Youth who have been charged with an offense, but subsequently directed to community-based diversion programs rather than the formal court system, meet the definition of having been "subject to any stage of the criminal justice process" due to having been charged with an offense, even though they have not been remanded to the court system ([ESD Policy 1019, R10](#)).
- An individual who is parenting can be a mother or father, custodial or non-custodial, and the age the youth becomes a parent does not factor into this definition as long as the youth is within the WIOA youth age eligibility ([TEGL 21-16](#)). One important distinction is that the father does not attain parenting status under WIOA until the child is born; that status does not convey to the father during pregnancy. To be clear, only the expectant mother can be a pregnant individual ([ESD Policy 1019, R10](#)).

## 2.2. Out-of-School Youth

Individuals must meet the following eligibility guidelines to be Out-of-School Youth:

- Not attending school<sup>1</sup> – an individual not enrolled in any secondary or post-secondary education program, with the following exceptions ([TEGL 21-16](#)):
  - An individual who is between school years but is enrolled to continue school in the fall is considered in-school; or
  - An individual only enrolled in non-credit-bearing postsecondary classes is considered out-of-school;
- Age 16 through 24 ([WIOA Sec 129\(a\)\(1\)\(B\)](#));

- Selective Service Registration for males who are 18 years of age or older and born on or after January 1, 1960, unless an exception is justified (see [Section 5.2](#) for guidance on Selective Service registration); and
- One or more of the following ([WIOA Sec 129\(a\)\(1\)\(B\)](#)):

Category 1	A school dropout <sup>2</sup>
Category 2	A youth who is within the age of compulsory school attendance <sup>3</sup> , but has not attended school for at least the most recent complete school year calendar quarter
Category 3	A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual (see <a href="#">Section 5.6</a> ), and <ul style="list-style-type: none"> <li>a) Is basic skills deficient (see <a href="#">Section 5.7</a>) or</li> <li>b) An English language learner (see <a href="#">Section 5.7</a>)</li> </ul>
Category 4	An individual who is subject to the juvenile or adult justice system <sup>4</sup>
Category 5	A homeless individual or runaway youth (see <a href="#">Definitions</a> above)
Category 6	An individual who is in foster care, who has aged out of the foster care system, who has attained 16 years of age and left foster care for kinship guardianship or adoption, who is eligible for assistance under the Foster Care Independence Program ( <a href="#">Section 477 of the Social Security Act</a> ), or who is in an out of home placement
Category 7	Pregnant or parenting <sup>5</sup>
Category 8	An individual with a disability
Category 9	A low-income individual (see <a href="#">Section 5.6</a> ) who requires additional assistance to enter or complete an educational program or to secure or hold employment.  SWC locally defines additional assistance as: <ul style="list-style-type: none"> <li>a. Personal/family substance abuse</li> <li>b. Gang involved/affiliated/affected</li> <li>c. Lacking affordable housing</li> <li>d. Victim of domestic violence/sexual or child abuse</li> <li>e. Identified social adjustment or mental health issue(s)</li> <li>f. Lacking a significant or positive work history</li> <li>g. Individual or member of a family that recently exhausted TANF benefits</li> </ul> Other additional assistance for education or employment not listed can be submitted to the Spokane Workforce Council (SWC) for consideration of approval prior to program participation.

1. Under WIOA, youth attending high school equivalency (HSE) programs, including those considered to be dropout re-engagement programs, that are funded by the public K–12 school system and that are classified by the school system as still enrolled in school, are considered ISY. However, because Washington’s Open Doors program, which is cited in state RCW and WAC, recognizes a range of models or approaches with varying degrees of school or school district engagement, DOL acknowledges that Washington’s In-School Youth (ISY) and Out-of-School Youth (OSY) determination is situational and depends on the degree to which schools and school districts are service providers and funders in dropout re-engagement programs. If schools or school districts, despite having enrolled the youth into school, largely cede service provision to other entities (e.g., WIOA Title I Youth providers, community-based organizations, non-profits), have minimal financial investment, and require little or no district-based accountability of participants, youth in those programs can be designated OSY. Conversely, if schools or school districts are substantially directive, invested, and accountable (e.g., WIOA Title I Youth program only provides supportive services to participants), those youth should be designated ISY. This also applies to dropout re-engagement programs not connected to Open Doors. Based on these guidelines, service providers must thoroughly document OSY designation when youth participants in dropout re-engagement programs are enrolled in school ([ESD Policy 1019, R10](#)).

2. The term “School Dropout” means an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent ([WIOA Sec. 3\(54\)](#)).

3. In Washington State, the age of compulsory school attendance is eight (8) years of age to under 18 years of age. For the purpose of WIOA Title I Out-of-School Youth, that encompasses 16- and 17-year-olds ([RCW 28A.225.010](#)).

4. The term “an individual who is subject to the juvenile or adult justice system” means an individual who ([WIOA Section 3\(38\)](#)):

- Is or has been subject to any stage of the criminal justice process; or



- Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.
4. Youth who have been charged with an offense, but subsequently directed to community-based diversion programs rather than the formal court system, meet the definition of having been “subject to any stage of the criminal justice process” due to having been charged with an offense, even though they have not been remanded to the court system ([ESD Policy 1019, R10](#)).
  5. An individual who is parenting can be a mother or father, custodial or non-custodial, and the age the youth becomes a parent does not factor into this definition as long as the youth is within the WIOA youth age eligibility ([TEGL 21-16](#)). One important distinction is that the father does not attain parenting status under WIOA until the child is born; that status does not convey to the father during pregnancy. To be clear, only the expectant mother can be a pregnant individual ([ESD Policy 1019, R10](#)).

### 2.3. Low Income Determinations for Youth Programs

All In-School Youth and any Out-of-School Youth determined eligible under categories 3 or 9 require an individual to be low-income except where an exemption is met under Section 2.4 below. Guidelines regarding income determinations are described in [Section 5.6](#) of this handbook.

### 2.4. Exceptions to Youth Eligibility Requirements

- **Exemption from low-income requirement** – In any single program year, no more than 5 percent of a local area’s total youth participants can be those who have a low-income eligibility requirement (In-School Youth or Out-of-School Youth in Category 3 or 9) but are not low income ([20 CFR 681.250](#)).
- **Limitation on In-School Youth requiring additional assistance** – In any single program year, no more than 5 percent of a local area’s total In-School Youth participants can be those who require additional assistance to complete an educational program or to secure or hold employment (Category 8) ([WIOA Section 129\(a\)\(3\)\(B\)](#)).

## 3. WIOA Title I Adult Program Eligibility Requirements

### 3.1. Adult Program Requirements

Individuals must meet the following eligibility criteria for the Adult program:

- Age 18 or older ([WIOA Sec. 3\(2\)](#)); and
- Selective Service Registration for males who are 18 years of age or older and born on or after January 1, 1960, unless an exception is justified (see [Section 5.2](#) for guidance on Selective Service registration).

### 3.2. Priority Selection for Adult Programs

WIOA establishes a priority requirement for the use of funds allocated to a local area for certain WIOA Adult employment and training activities. WorkSource staff, when using WIOA Adult program funds to provide individualized career services and training services, must give priority of service to recipients of public assistance, low-income individuals, and individuals who are basic skills deficient (including English language learners) and other individuals as established by the Governor or SWC. WorkSource staff must prioritize services to these populations at all times, regardless of the amount of funds available to provide services in the local area. Additionally, WIOA requires that veterans and their eligible spouses receive priority of service in the Adult program ([TEGL 07-20](#)). These targeted populations must first meet the eligibility requirements for the Adult program as described in Section 3.1 above.

There are no priority requirements under the Adult program to provide basic career services or supportive services; they may be provided to any eligible Adult ([TEGL 19-16](#)).

When seeking individualized career or training services funded by WIOA Adult, individuals must be assessed to determine their priority level. Individuals must be given priority to these services in order of their priority level. The matrix below describes the order and rationale for prioritization. For further information on priority of service for the Adult program, priority of service for veterans and eligible spouses, and what it means to provide priority of service, refer to [Section 5.3](#) of this handbook.

Priority requirements for enrollment and service delivery in an Adult program are as follows ([TEGL 07-20](#)):

Priority	Covered Individuals
First	Veterans and eligible spouses who are recipients of public assistance, other low-income individuals (see <a href="#">Section 5.6</a> below), or are basic skills deficient (see <a href="#">Section 5.7</a> below).
Second	Recipients of public assistance, other low-income individuals, or are basic skills deficient.
Third	Veterans and eligible spouses who are not recipients of public assistance, not other low-income individuals, and not basic skills deficient.
Fourth	Individuals who are from Black; Asian; Native Hawaiian, Compact of Free Association (COFA) nations, and Pacific Islander communities; Latinos; Lesbian, Gay, Bisexual, Transgender, and Queer or Questioning (LGBTQ) communities; expectant persons. <sup>1</sup>
Fifth	Individuals who are not eligible under a higher priority, but who are determined to be in need of individualized career, supportive, and/or training services to obtain or retain employment. <sup>2</sup>

1. The Governor has established an additional priority group beyond minimum WIOA Adult eligibility ([WorkSource System Policy 1030 - Gubernatorial designation of additional populations with barriers to employment](#)).

2. The SWC has established an additional priority group beyond minimum WIOA Adult eligibility ([WorkSource System Policy 1019, Revision 10 - Section 3.c.iii – Local Responsibilities](#)).

**Note:** Per [TEGL 7-20](#), in each program year at least 50.1 percent of all participants that have received individualized career services or training services funded by WIOA Adult must be from one of the first, second, or third Adult priority populations described above.

### 3.3. Priority Selection for Career Services and Training Services Funded with WIOA Statewide Activities Funds

For purposes of WIOA Title I statewide activities funds, the Governor has determined that these funds will be prioritized as follows:

1. Eligible veterans and spouses;
2. Unemployed individuals;
3. Low-income individuals;
4. Black; Asian; Native Hawaiian, Compact of Free Association (COFA) nations, and Pacific Islander communities; Latinos; Lesbian, Gay, Bisexual, Transgender, and Queer or Questioning (LGBTQ) communities; expectant persons;
5. Other Washington job seekers.

As indicated by the first priority, recipients of WIOA statewide activities funds must continue to provide priority selection of veterans for career and training services as required under Public Law 107- 288 “Jobs for Veterans Act” and in alignment with [WorkSource System Policy 1019, R10](#). In applying this policy to such projects, veterans who are unemployed and/or low-income have priority over all other individuals served under these projects.

**Note:** WIOA Title I statewide funds may contain additional eligibility requirements as defined by the project.

## 4. WIOA Title I Dislocated Worker Program

### 4.1. Dislocated Worker Program Requirements

Individuals must meet the following eligibility guidelines for the Dislocated Worker program:

- Selective Service Registration for males who are 18 years of age or older and born on or after January 1, 1960, unless an exception is justified (see [Section 5.2](#) for guidance on Selective Service registration); and
- One of the Dislocated Worker categories below ([WIOA Sec. 3\(15\)](#)):

When determining Dislocated Worker eligibility, the most recent position of employment held by an individual, excluding stop-gap employment, is to be used as the basis for a determination of eligibility in the Dislocated Worker program under all categories. If an event occurs that qualifies an individual for the Dislocated Worker program under category 4 – Displaced Homemaker, and this is after the most recent occupation held by the individual or the individual has no work history, that event is to be used as the basis for a determination of eligibility instead of the most recent position held by the individual.

The table below is meant to provide clarity on the requirements within each Dislocated Worker category. Military Service Members (Category 5) have been included as an individual category to allow for specificity, though it is commonly understood that this category falls under the General Dislocation category (1).

Dislocated Worker Eligibility Categories	
Category	Criteria
<b>1. General Dislocation</b>	<b>1.1</b> An individual who has been terminated or laid off, who has received notice of termination or layoff <sup>1</sup> , or who is the spouse of a member of the Armed Forces and who has lost employment as a result of the spouse's discharge from the military; <b>AND</b>
	<b>1.2</b> Is determined unlikely to return to previous industry or occupation <sup>2</sup> ; <b>AND</b>
	<b>1.3.1</b> Is eligible for or has exhausted entitlement to unemployment compensation; <b>OR</b> <b>1.3.2</b> Is not eligible for unemployment compensation but can show attachment to the workforce of sufficient duration <sup>3</sup> .
<b>2. Dislocation from Facility Closure / Substantial Layoff</b>	<b>2.1</b> An individual who was terminated, laid off, or received a notice of layoff <sup>1</sup> from employment at a plant, facility, or enterprise as a result of permanent closure or substantial layoff <sup>4</sup> ; <b>OR</b>
	<b>2.2</b> An individual employed at a facility at which the employer has made a general announcement that the facility will close within 180 days <sup>5</sup> .
<b>3. Self-employed Dislocation</b>	<b>3.</b> Was self-employed (including employment as a farmer, rancher, or a fisherman), but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters <sup>6</sup> .
<b>4. Displaced Homemaker (WIOA Sec. 3(16))</b>	<b>5.1.1.</b> An individual who was dependent on the income of another family member <sup>7</sup> and is no longer supported by the income of that family member; <b>OR</b>
	<b>5.1.2.</b> 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, a call or order to active duty, or a service-connected death or disability of the member; <b>AND</b>
	<b>5.2</b> Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
<b>5. Dislocated / Separating Military Service Members</b>	<b>6.</b> A non-retiree military service member who was discharged or released from service under <u>other than dishonorable</u> or has received a notice of military separation (defined by SWC see Section 4.2.1 below). Per <a href="#">20 CFR 680.660</a> , discharged or separating military service members automatically qualify as unlikely to return to a previous industry or occupation and as eligible for or exhausted entitlement to Unemployment Insurance. <b>Note:</b> Dislocated military service members are eligible for Veteran Priority of Service (see <a href="#">Section 5.3</a> below). Separating military service members are not eligible for POS until they are discharged from service.

<b>6. Spouses of Military Service Members</b>	<p><b>6.1</b> 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;</p> <p><b>OR</b></p> <p><b>6.2</b> 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.</p> <p><b>Note:</b> A military spouse may also qualify as a general Dislocated Worker (Category 1) or a displaced homemaker (Category 4). Refer to Section <a href="#">4.2.2</a> below.</p>
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1. An individual who has had their hours reduced, but is still employed, is considered to be a partial layoff and meets the definition of being laid off for the purposes of Criteria 1.1 and 2.1. Individuals in this circumstance are subject to the requirements for employed individuals in [Section 5.5](#) below.
2. The term “Unlikely to return to a previous industry or occupation” means the status of an individual as having limited opportunities for employment or re-employment. This could include personal and/or confidential information and needs to be determined on a case-by-case basis. Any of the following criteria can be used to establish an individual as unlikely to return to a previous industry or occupation:
  - The industry and/or occupation is balanced, in decline, or the job has become obsolete based on local labor market information (see Definitions above).
  - The individual lacks the required education, credentials, and/or experience based on local labor market information.
  - The individual’s wage from their job of dislocation is significantly higher than local labor market information indicates.
  - The individual is considered long-term unemployed, defined as 27 or more consecutive weeks of being unemployed.
  - The individual is not able to work in another capacity in the occupation or industry from which s/he was dislocated because of physical or mental limitations. An individual may have started out in an industry performing physically or mentally demanding jobs but is no longer capable of performing the essential requirements of the job or is no longer able to report to work due to the environment of the industry.
  - The individual is not able to work in another capacity in the occupation or industry from which he or she was dislocated because of a legal issue that creates a barrier to employment specifically in that occupation or industry.

**Note 1:** an individual who is on standby, as defined in [WAC 192-110-015](#), or has a return to work date that is 8 weeks or less from the point of application for the WIOA program is considered likely to return to their previous industry or occupation except when a physical or mental limitation prevents them from returning to work in their previous industry or occupation.

**Note 2:** Military spouses who lose employment as a result of their spouse’s discharge are considered unlikely to return to a previous industry or occupation.
3. The term “Attachment to the workforce” means any labor performed in any occupation where the employee has worked two full pay periods or one month, whichever is less but is not eligible for unemployment compensation due to currently being employed and having received a notice of termination or layoff, having insufficient earnings, or having performed services for an employer that were not covered under a State unemployment compensation law ([WIOA Sec 3\(15\)\(A\)\(ii\)\(II\)](#)).
4. The term “Substantial layoff” means the termination or layoff of at least 25% or 50 staff (whichever is lower) of a company’s workforce that is not the result of a facility closing and which results in an employment loss at a single site of employment during any 30-day period.
5. The term “General announcement that the facility will close within 180 days” means a statement made to employees of the facility, the media, or the general public, that the facility will be permanently closed within 180 days or less as of the date of the announcement.
6. The term “Unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters” means an individual who is unemployed from self-employment due the failure, closure, or substantial layoff of one or more business in the area in which the individual resides that had a direct effect on the individual’s self-employment.
7. Per [TEGL 26-13](#), individuals cannot cite long-term partners to whom they were not married as family members. Individuals can cite adult children upon whom they were financially dependent as family members so long as it is appropriately documented.

## 4.2. Serving Non-Retiree Military Service Members and their Spouses

### 4.2.1. Non-Retiree Military Service Members

A military service member who is separated from military service under conditions other than dishonorable, or who receives a notice of future separation, may be eligible for Dislocated Worker programs based on the “termination” criteria under Category 1 – General Dislocation, criterion 1.1. This may include National Guard or Reserve members who have been discharged from active-duty service, but not necessarily from other reserve commitments, such as training. Note: Retirement orders do not qualify as “terminated” or “laid off.”

Veterans and eligible spouses determined eligible for Dislocated Worker programs are given priority for services according to the Jobs for Veterans Act, and Washington State WorkSource policy ([WorkSource System Policy 1019, R10](#)).

The following serves as an outline of Dislocated Worker eligibility criteria under Category 1 – General Dislocation, as it applies to discharged and separating military service members:

[TEGL 22-04](#) states that discharge from the military under honorable circumstances meets the “termination” criterion. A DD-214 form is the most common documentation used to determine discharge status.

Washington has determined that still active, transitioning military service members may also qualify for Dislocated Worker services. While these individuals may be eligible to receive Dislocated Worker services, they are not ‘veterans’ for the purposes of DOL reporting.

For the purposes of serving still-active transitioning service members under the “notice of termination or layoff” eligibility criterion, documentation must align with the DEV requirement for “Date of Actual Qualifying Dislocation” (refer to Section 6).

The SWC has established a designated timeframe of up to 12 months prior to planned separation during which still active, transitioning service members are eligible to receive Dislocated Worker services. Length of service to qualify an individual for such discharges or separations may be as few as one day of service.

#### **4.2.2. Spouses of Military Service Members**

WIOA allows for significant flexibility to serve military spouses. The term “military spouse” includes individuals who are married to active-duty service members (including National Guard or Reserve personnel on active duty) and surviving spouses of active-duty service members who lost their lives while on active-duty service in combat-related areas (e.g., Afghanistan, Iraq, Syria). Washington’s Marriage Equality Act expands the definition of a “married couple” beyond that of a male and female. Refer to [Section 5.9](#) for guidance related to Washington’s Marriage Equality Act. A military spouse can be determined eligible as a general Dislocated Worker under category 1, a displaced homemaker under category 4, or a dislocated military spouse under category 6.

A military spouse is eligible as a Dislocated Worker when ([TEGL 19-16](#)):

- The spouse of a member of the Armed Forces who loses employment as a result of the spouse’s discharge from the military and is eligible for unemployment insurance under “good cause” for voluntary quits. Military spouses who lose employment as a result of their spouse’s discharge are considered unlikely to return to a previous industry or occupation (Category 1);
- The dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced because of a deployment, a call or order to active duty under a provision of law, a permanent change of station, or service-connected death or disability and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment (Category 4);
- The spouse of a member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station (Category 6); or
- The spouse of a member of the Armed Forces on activity duty who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment (Category 6).

Military spouses can also be served as first or third priority under the WIOA Title I Adult program (see [Section 3](#) above).

#### **4.3. Stop-Gap Employment**

Stop-gap employment is temporary work an individual accepts only because they have been laid off or terminated from the customary work for which their training, experience, and/or work history qualifies them. Stop-gap employment must be temporary in nature with the intent to end employment upon completion of training, obtaining employment with comparable wages from previous employment, or as specified through career planning.

Typically, stop-gap employment will pay a wage that is not comparable to wages earned from previous employment. Comparable wages are defined by the SWC as gross income that is at least 90% of their monthly gross income from previous employment. Stop-gap employment also covers temporary work that may or may not provide a comparable wage, such as contract employment or employment obtained through a temporary employment services agency. Temporary employment is defined as employment that lasts 6 months or less, regardless of wage. Additionally, the special needs of individuals with disabilities or other barriers to employment (such as displaced homemakers) may be taken into account when determining if employment leads to comparable wages. These circumstances should be looked at on a case-by-case basis and documented clearly in the participant's physical or electronic file.

Otherwise, eligible Dislocated Workers remain eligible if either prior to or during Dislocated Worker program participation, stop-gap employment is obtained. If dislocation from a stop-gap position occurs, the job of dislocation remains the original job that established the comparable income. If, at any time, an individual obtains employment that meets the definition of comparable wages or exceeds the criteria for temporary employment, then that position would be considered the job of dislocation in the event of a future dislocation.

#### **4.4. UI Good Cause Voluntary Quits**

Individuals are considered terminated for the purposes of Dislocated Worker eligibility if they file and are approved for Unemployment Insurance (UI) benefits after having been determined by the Employment Security Department (ESD) as having voluntarily left employment due to no fault of their own for one of the following good cause reasons (RCW 50.20.050; WAC 192-150):

- Illness or disability of the claimant or death, illness, or disability of an immediate family member.
- Relocate to follow spouse's or registered domestic partner's employment.
- Need to protect the claimant or immediate family member from domestic violence or stalking.
- Usual hours, compensation, or benefits are reduced by 25 percent or more.
- Involuntary change in work site or location (no minimum distance or mile threshold).
- Work site safety has deteriorated.
- Illegal activities at work site
- Usual work changed to work that violates religious or moral beliefs.
- Left part-time work to accept full-time job that was eliminated without prior knowledge.

Under these circumstances, ESD recognizes claimants as terminated even though they, rather than their employers, are the moving party.

### **5. Additional Program Guidance**

#### **5.1. Work Authorization**

As provided in [TEGL 10-23 – Reducing Administrative Barriers to Improve Customer Experience in Grant Programs Administered by the Employment and Training Administration](#), service providers may deliver many services without proof of the participant's work authorization. This can be helpful in many situations, including where workers are awaiting work authorization, already have work authorization but do not have the documents to demonstrate it due to surviving a disaster, recently returning from incarceration, experiencing homelessness, leaving foster care, moving to a new location, or otherwise lack full access to many of their vital documents, or any number of circumstances. Service providers do not need to verify that one of these scenarios occurred and can deliver certain services (described below) without checking work authorization.

Work authorization can be evidenced by several types of documents. These include: Form I-9 acceptable documents, including documents presented by green card holders; and Employment Authorization Documents (EADs) held by individuals including refugees, asylees, parolees, and other immigrants with work authorization, including individuals with deferred action, Deferred Action for Childhood Arrivals (DACA) protection, and individuals who have work authorization while their applications for asylee, parolee, or other status (such as TPS or other) are pending. Service providers may use the U.S. Citizenship and Immigration Services' Systematic Alien Verification for Entitlements (SAVE) system to verify individuals' work authorization.

A copy of such documentation is not required for a participant file, instead case managers working with participants should ask to see the participant's documentation or verify through the SAVE system and note in the case file that the participant's employment authorization has been verified.

Basic, individualized, and follow-up services that can be provided without verifying work authorization include:

1. Labor exchange services such as labor market information, career exploration, career guidance, resume writing assistance, and job search assistance.
2. Information on worker rights and where to find legal assistance.
3. Referrals to community resources such as transportation, childcare support, food assistance, housing assistance, medical assistance, and other similar resources.
4. Individualized services such as career assessments, development of an individual employment plan, group counseling, one-on-one case management, career planning, information on foreign credential evaluation services and on obtaining credit for prior learning.
5. Basic skills education, including English language instruction, and high school equivalency.
6. Assistance in completing paperwork to finalize work authorization.
7. Assistance in applying for an occupational license including the cost of such applications.
8. Outreach to workers regarding the Employment-Related Law Complaint System and processing of such complaints.

Services that require verification of work authorization documentation include:

1. Job placement.
2. Work experience.
3. Training.
4. Supportive services that represent a direct financial benefit such as a voucher or reimbursement, relocation expenses, or needs-related payments.

## 5.2. Selective Service Requirements

To be eligible to receive WIOA Title I-funded services, all males born on or after January 1, 1960, must present documentation showing compliance with the Selective Service registration requirements or exceptions, or the SWC must determine that the failure to register was not knowing and willful. Complete Selective Service registration requirements and exceptions are found in [TEGL 11-11, Change 2](#), including acceptable documentation to determine registration status and procedures for determining whether or not failure to register was knowing and willful.

**Note:** The SWC utilizes the Integrated Service Delivery (ISD) Model as described in [ESD WorkSource System Policy 1023, R1 – Co-enrolled Integrated Service Delivery Policy and Operations Manual](#) and [SWC WorkSource System Policy WS815, R2 – Co-enrollment and Integrated Service Delivery Policy](#). Under this model, Washington state has expanded the allowable forms of documentation of registration status to include self-attestation when determining eligibility to receive WIOA Title I-funded basic career services only. Self-attestation is not an allowable form of documentation for Selective Service registration when determining eligibility to receive WIOA Title-I funded individualized career, training, supportive, and youth services.

These requirements apply to transgender females. Selective Service registration requirements are based on the gender assigned at birth and not on gender identity or gender reassignment. Individuals who are born male and change their gender identity or assignment to female are required to register. Individuals who are born female and change their gender identity or assignment to male are not required to register (see exemptions below).

### 5.2.1. Selective Service Requirements for Males 25 Years and Under

Before being enrolled in WIOA Title I services, all males who are not registered with the Selective Service and have not reached their 26th birthday must register through the [Selective Service System website](#) or provide documentation indicating they are covered by an exception (i.e., serving in the military on full-time active duty or a non-U.S. citizen male on a valid non-immigrant visa). Males turning 18 while participating in WIOA Title I-funded services must complete Selective Service registration no later than 30 days after becoming 18 in order to continue to receive WIOA Title I services. Males between 18 and 25 years of age who refuse to register with the Selective Service must be suspended from WIOA Title I services until registered.

### **5.2.2. Selective Service Requirements for Males 26 Years and Over**

Before enrolling in WIOA Title I services, all males 26 years of age or older must provide:

1. Documentation of compliance with the Selective Service registration requirement;
2. Documentation showing they were not required to register; or
3. If they were required to register but did not, documentation establishing that their failure to register was not knowing and willful.

### **5.2.3. Exemptions to Selective Service Requirements**

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

1. Males on current non-immigrant visas as long as they remain on valid visas up until they turn 26.
2. Male nationals or citizens of the Republic of the Marshall Islands, the Federated States of Micronesia, or Palau who reside in the U.S. for less than one year (non-habitual) under any status or are in the U.S. as employees of the government of their homeland or as students who entered the U.S. for the purpose of full-time studies as long as they maintain that status.
3. Males who were neither citizens nor residents of the United States from 30 days before they turned 18 through the age of 25.
4. Hospitalized or incarcerated males who can prove they were continuously institutionalized or confined from 30 days before they turned 18 through the age of 25.
5. Males serving in the military on full-time active duty if they served continuously from age 18 to through age 25.
6. Males attending U.S. military service academies.
7. Transgender males (born female but identify as or transitioned to male).

An individual who is exempt must provide acceptable documentation demonstrating this status as defined in Section 6 below. A list of acceptable documents for immigrants/nonimmigrants can be found [here](#). Documentation for other forms of exemptions can be found on the [SSS website](#). An individual who is unable to provide documentation of an exemption is considered to have failed to register and may submit an exception request to WorkSource for determination of knowing and willfully failing to register for the Selective Service as described in section 5.2.4. below.

### **5.2.4. Determining Knowing and Willful Failure to Register**

[TEGL 11-11, Change 2](#) provides the SWC with detailed information for developing a process for granting exceptions due to an individual's failure to register for the Selective Service.

Regarding requesting a Status Information Letter described in [ESD WorkSource System Policy 1019, R10](#), the SWC has chosen to initiate the process to determine if the potential participant's failure to register was knowing and willful without first requesting a Status Information Letter.

An individual who did not register and is 26 years of age or older may submit a signed and dated statement and documentary evidence that their failure to register was not knowing or willful to a WorkSource System staff member. Individuals should be encouraged to offer as much evidence and in as much detail as possible to support their case. WorkSource will make a determination using a set of relevant questions, the written statement from the individual requesting the exception, and evidentiary documentation (i.e., information that establishes through a preponderance of evidence that the reason for not registering was not knowing and



willful). Because circumstances will vary and need to be considered on a case-by-case basis, there is not an exhaustive list of acceptable evidence.

Examples of questions that may assist in determining whether the failure was “knowing,” as appropriate:

- Was the individual aware of the requirement to register?
- If the individual knew about the requirement to register, was he misinformed about the applicability of the requirement to him (e.g., veterans who were discharged before their 26th birthday were occasionally told that they did not need to register)?
- On which date did the individual first learn that he was required to register?
- Where did the individual live when he was between the ages of 18 and 26?

Examples of questions that may assist in determining whether the failure was “willful,” as appropriate:

- Was the failure to register done deliberately and intentionally?
- Did the individual have the mental capacity to choose whether or not to register and decided not to register?
- What actions, if any, did the individual take when he learned of the requirement to register?

Documentation that is used to support a determination of not knowing or willful failure will vary from circumstance to circumstance and by availability and should be considered on a case-by-case basis. Documentation used should be relevant to the individuals’ circumstances. Examples of documentation include:

- Documentation establishing date of birth, such as a driver’s license;
- Evidence that a man has served honorably in the U.S. Armed Forces such as DD Form 214 or his Honorable Discharge Certificate;
- Evidence of participation in a military service academy;
- Referral from an offender reentry program;
- Birth certificate and legal name change documentation for a female that has transitioned to male;
- Affidavits from parents, teachers, employers, doctors, etc.;
- Documentation showing a man was living outside of the US between the ages of 18 and 26, such as school records, employment records, rent or utility receipts, participation in a health insurance plan, tax returns, etc.;
- Documents that establish first date of entry into the US. A list of acceptable documents can be found [here](#).

If WorkSource determines the failure to register was not knowing and willful and the individual is otherwise eligible, the request must be approved by the SWC before services can be provided. If it is determined that evidence shows the individual’s failure to register was knowing and willful, WIOA services must be denied. Individuals denied services must be advised of available WIOA grievance procedures. WorkSource System staff must keep documentation related to evidence presented in determinations related to Selective Service in the individual’s file.

Additional guidance on SSS requirements can be found in [TEGL 11-11, Change 2](#) and under the Status Information Letter process and form described on the [SSS website](#).

### **5.3. Priority of Service for WIOA Programs**

All WIOA programs and service delivery must align with federal law, regulations, and guidance on priority of service. Priority of service entitles eligible individuals to enrollment and services before non-eligible individuals.

#### **5.3.1. Eligibility to Receive Priority of Service**

Those eligible for priority of service include recipients of public assistance, other low-income individuals, individuals who are basic skills deficient (including English language learners); veterans and eligible spouses; and other individuals as established by the Governor or SWC.

For recipients of public assistance, other low-income individuals, those who are basic skills deficient, and other individuals established by the Governor or SWC, staff must verify their status prior to enrollment in a WorkSource program according to the documentation requirements in Section 6 below ([TEGL 23-19, Change 2](#)).

However, for veterans and eligible spouses, it is neither necessary nor appropriate for staff to require verification of the status of a veteran or eligible spouse at the point of program enrollment **unless** the individual who self-identifies as a veteran or eligible spouse is to receive access to services that cannot rely on self-attestation, such as supportive services or training services. For programs or services that cannot rely on self-attestation (e.g., training services), verification only needs to occur at the point at which a decision is made to commit outside resources to one individual over another ([TEGL 10-09](#)).

### 5.3.2. Applying Priority of Service

WIOA Adult and some discretionary programs have priorities that require a ranked order to be observed when enrolling and serving participants. As required under [SWC Policy WS815, R2 – Integrated Service Delivery](#) and [SWC Policy WS800, R2 – Front-end Services](#), most customers served by WorkSource staff are co-enrolled in WIOA Title I Adult and WIOA Title III Wagner-Peyser, and therefore priority of service must be determined for all customers seeking individualized career or training services. The following table orders the different priorities based on the statutory and discretionary requirements of each:

Priority	Covered Individuals
First	Veterans and eligible spouses who are recipients of public assistance, other low-income individuals (see <a href="#">Section 5.6</a> below), or are basic skills deficient (see <a href="#">Section 5.7</a> below).
Second	Recipients of public assistance, other low-income individuals, or are basic skills deficient.
Third	Veterans and eligible spouses who are not recipients of public assistance, not other low-income individuals, and not basic skills deficient.
Fourth	Individuals who are from Black; Asian; Native Hawaiian, Compact of Free Association (COFA) nations, and Pacific Islander communities; Latinos; Lesbian, Gay, Bisexual, Transgender, and Queer or Questioning (LGBTQ) communities; expectant persons. <sup>1</sup>
Fifth	Individuals who are not eligible under a higher priority, but who are determined to be in need of individualized career, supportive, and/or training services to obtain or retain employment. <sup>2</sup>

1. The Governor has established an additional priority group beyond minimum WIOA Adult eligibility ([WorkSource System Policy 1030 - Gubernatorial designation of additional populations with barriers to employment](#)).
2. The SWC has established an additional priority group beyond minimum WIOA Adult eligibility ([WorkSource System Policy 1019, Revision 10 - Section 3.c.iii – Local Responsibilities](#)).

**Note:** Per [TEGL 7-20](#), in each program year at least 50.1 percent of all participants that have received individualized career services or training services funded by WIOA Adult must be from one of the first, second, or third Adult priority populations described above.

### 5.3.3. Exceptions to Priority of Service

Customers seeking basic career services, supportive services, youth services, or Wagner-Peyser services are not subject to WIOA Adult or discretionary grant priorities, however veterans and eligible spouses must still receive priority of service for these services over non-covered persons.

### 5.3.4. Providing Priority of Service

Providing priority of service means an eligible person either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the covered person receives access to the service instead of or before the non-covered person.

Service providers are required to establish and implement policies and procedures to ensure covered persons receive priority services through the one-stop delivery system.

For career services and supportive services, establishing benchmarks is one method that can be used to recognize whether priority is being provided to covered persons receiving these services.

For training services, priority of service must apply to the delivery of these services as follows:

- If there is a waiting list for the formation of a training class, covered persons must go to the top of that list.

- Priority of service must be applied at both the point at which an individual is approved for funding and accepted or enrolled in a training class.
- Once a non-covered person has been both approved for funding and accepted/ enrolled in a training class, priority of service does not allow a covered person to "bump" the non-covered person from that training class.

#### **5.4. Use of Unemployment Insurance Self Service Website**

[WorkSource Information Notice \(WIN\) 0027, Change 4](#) provides information on the use of data accessible to Unemployment Insurance (UI) claimants through the Unemployment Insurance Self-Service web site to secure information that can assist in determining Dislocated Worker program eligibility. Staff can use printouts of UI information provided by UI claimants who have Secure Access Washington (SAW) accounts that allow them to access, view and print their on-line UI claim information.

#### **5.5. Eligibility for Employed Individuals under WIOA Adult and Dislocated Worker Programs**

In addition to providing career and training services to individuals who are unemployed, a significant number of job seekers are underemployed. An individual who is employed may be served in the Adult or Dislocated Worker program provided they meet the eligibility criteria for that program. When an individual is seeking individualized career or training services, an underemployed individual's need for these services must be established for both Adult and Dislocated Worker programs. Examples of need for underemployed individuals include, but are not limited to, the following ([TEGL 19-16](#)):

- Employed less than full-time but actively seeking full-time employment;
- Employed in a position that is inadequate with respect to their skills and training;
- Employed but meets the definition of a low-income individual (see [Section 5.6](#) below); or
- Employed but whose current earnings are not sufficient compared to the local self-sufficiency standard, the individual's income adequacy, or comparable earnings from previous employment (see [SWC Policy W406 R2 – Self Sufficiency](#) for more information).

Individuals who are underemployed may qualify for the Adult program and those who meet the definition of a low-income individual may receive career and training services on a priority basis under the Adult program per [Section 3.2](#) above.

Individuals who are underemployed may qualify for the Dislocated Worker program when their current employment does not meet the needs identified in this section and/or is stop-gap in nature per [Section 4.3](#) above.

An individual who has received a notice of termination or layoff (including notice of military separation) or is subject to a notice of facility or enterprise closure, is not subject to these guidelines.

These guidelines do not apply to WIOA youth or Wagner-Peyser program eligibility ([ESD WorkSource System Policy 1019, R10](#)).

#### **5.6. Income Status, Verification, and Family Size**

##### **5.6.1. Low Income Status**

The SWC maintains guidelines that are used to evaluate low-income status. These guidelines, as well as determining includable income over the last 6 months, family size, and dependents, are used to determine low-income status for relevant WIOA Title I programs. Low-income status is defined as follows ([WIOA Sec. 3\(36\)](#)):

1. An individual who receives, 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, assistance through:
  - a. the supplemental nutrition assistance program (SNAP) established under the Food and Nutrition Act of 2008 ([7 U.S.C. 2011 et seq.](#)), or
  - b. the program of block grants to States for temporary assistance for needy families (TANF) program under part A of Title IV of the Social Security Act ([42 U.S.C. 601 et seq.](#)), or

- c. the supplemental security income program established under Title XVI of the Social Security Act ([42 U.S.C. 1381 et seq.](#)), or
  - d. State or local cash public assistance for which eligibility is determined by a needs or income test; or
2. An individual whose total includable gross family income (see family size below) over the past 6 months does not exceed the higher of either the Federal poverty guidelines or 70% of the Lower Living Standard Income Level (LLSIL – Federal poverty guidelines, the LLSIL guidelines by family size, and types of includable and excludable income are available in [SWC Policy WS826 – Income Guidelines](#)); or
  3. A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 ([42 U.S.C. 14043e-2\(6\)](#))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11434a\(2\)](#))); or
  4. An individual who receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell National School Lunch Act ([42 U.S.C. 1751 et seq.](#)); or
  5. A foster child on behalf of whom State or local government payments are made; or
  6. An individual with a disability whose own gross includable income over the past 6 months does not exceed the higher of either the Federal poverty guidelines or 70% of the Lower Living Standard Income Level (LLSIL), but who is a member of a family whose income does not meet this requirement. Federal poverty guidelines, the LLSIL guidelines by family size, and types of includable and excludable income are available in [SWC Policy WS826 – Income Guidelines](#).

Low-income additionally includes youth living in high-poverty areas with [20 CFR 681.260](#) defining a high-poverty area as 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 as set every 5 years using American Community Survey 5-year data.

### 5.6.2. Verification of Family Income

When income status is being determined by comparing an individual’s family income to either the poverty level or the lower living standard income level, income status is based on an individual’s gross family income received for the 6-month period prior to the date eligibility is being determined. The SWC has established what is included or excluded as income in [SWC Policy WS826 – Income Guidelines](#). While the SWC has defined these includable and excludable income lists, it is not all-inclusive. For income not on the list, service providers may contact the SWC for guidance. To determine whether an individual is low-income it is also necessary to consider family size (see Section 5.6.3 below) and family income.

Verification of family income is not required when an individual qualifies as low-income due to:

- Receipt of SNAP assistance, TANF, and/or Supplemental Security Income;
- Being a youth living in a high-poverty area or who receives or is eligible to receive free or reduced-price lunch;
- Being a homeless individual; or
- Being a foster child.

**Note:** Unemployed individuals do not automatically meet SWC parameters regarding income status.

### 5.6.3. Determining Family Size

For these purposes, “family” under WIOA means two or more individuals related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories ([20 CFR 675.300](#)):

- A married couple, and dependent children;
- A parent or legal guardian and dependent children; or
- A married couple.

Refer to Section 5.9 below for guidance related to the impact of Washington’s Marriage Equality Act.

Note: An individual with a disability whose own income meets the income criteria of Section 5.6.1 above may be considered low-income even if the family of the disabled individual does not meet the income eligibility criteria ([20 CFR 681.280](#)).

#### 5.6.4. Defining Dependent

WIOA does not define dependent. To avoid uncertainty in making eligibility decisions regarding family size and income, the state has identified three circumstances where youth must be considered as dependents of parents or legal guardians for the purpose of determining family size for WIOA Title I Youth and Adult program eligibility ([WorkSource System Policy 1019, R10](#)).

1	Youth not yet 18, who are not emancipated youth nor runaway youth, living “at home” with their parents or legal guardians, including individuals in the temporary care of another individual or household (but not claimed as a dependent by that household).
2	Youth aged 18-19 who are full-time students in a secondary school or equivalent and are living “at home” with their parents or legal guardians.
3	Youth aged 18-24 who are not full-time students and are living “at home” with their parents or legal guardians and who are primarily supported by their parents or legal guardians.

A legal guardian is a blood relative (e.g., grandparent, aunt, or uncle) or another legally recognized relative (e.g., by decree of court) who claims the youth as a dependent. The key factors are:

- Relationship by blood or decree of court;
- Living in a single residence; and
- The youth is claimed as a dependent.

The following are exceptions to the family size and defining dependents criteria as identified by the SWC:

- (1) **Independent Individual:** An individual 18 years or older who resides in the family and who, within the last six months, has had any income (includable or excludable) totaling more than 30 percent of the SWC income guidelines for a family of one may be considered a family of one.
- (2) **Married or living with a dependent child:** If a married individual’s family (spouse and/or dependent) resides with that individual; and as a unit, they are living within the household of other family members, they are determined to be a family living within a family. The individual’s married family (not extended family) is used to establish family size. Example – An individual, his/her spouse, and their child are living with that individual’s parents. The individual, spouse and child would be a family size of three (3) for determining eligibility, regardless of the dependent status of the individual.

#### 5.7. Assessing Basic Skills

Basic skills are defined as an individual’s ability to read, write, speak English, and compute or solve problems that are necessary to function on the job, within their family, or in society ([WIOA Sec. 3\(5\)](#)). Assessing an applicant’s basic skills is a requirement for eligibility for WIOA youth programs and to receive WIOA Adult funded individualized career or training services ([TEGL 23-19, Change 2](#)).

For the purposes of assessing basic skills, service providers may use any formalized testing instrument designed to measure skills-related gains or may use a less formal assessment technique such as observation, folder review, or interview. Service providers are not required to use assessments used in the Department of Education’s National Reporting System (NRS), nor are they required to determine an individual’s grade level equivalent or educational functioning level (EFL), although use of these tools is permitted. Service providers may use previous basic skills assessment results if such previous assessments have been conducted within the past six months ([TEGL 21-16](#)).

The results of a basic skills assessment are used to determine if an individual is basic skills deficient. An individual is considered basic skills deficient (BSD) when the individual 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 in society. Examples of circumstances establishing an individual as BSD include, but are not limited to:

- An individual who is a high school dropout and who does not have a secondary school diploma or its recognized equivalent.
- An individual that has English reading, writing, or computing skills at or below the 8<sup>th</sup> grade level as determined by a generally accepted standardized test ([WIOA Sec. 3\(5\)](#)).
- An individual who lacks essential workplace skills, such as basic academic skills, critical thinking, digital literacy, personal maintenance skills, and/or professional conduct skills.
- An individual who has limited ability in speaking, reading, writing, or understanding the English language, and ([WIOA Sec. 3\(5\)](#)):
  - Whose native language is a language other than English, or
  - Who lives in a family or community environment where a language other than English is the dominate language.

## 5.8. Definition of Long Term Unemployed for National Dislocated Worker Grants

For National Dislocated Worker Grants (NDWG) that do not define *Long-Term Unemployed* and direct States to define the term, Washington defines them as individuals legally entitled to work in the U.S. and of legal working age who are looking for a job, available for work, and ([WorkSource System Policy 1019, R10](#)):

1. Have never been employed (i.e., no prior attachment to either an employer or self-employment);
2. Have dropped out of the labor force, but desire to return (e.g., discouraged workers – who were not actively looking for work because they did not think they could find work; individuals who took time off to raise a child or care for another family member; individuals who took time off to further their education);
3. Have regular or frequent spells of unemployment (i.e., seasonal or sporadic attachment to work);
4. Have been unemployed for 13 or more weeks;
5. Are under-employed (i.e., working part-time out of necessity but desires full-time work; working full-time but wages or working conditions are unsuitable);
6. Are ex-offenders who are unemployed after incarceration;
7. Are currently incarcerated offenders within one year of release;
8. Are individuals who suffered an on-the-job injury, non-work-related injury or illness, were institutionalized, or were victims of a crime and have been out of work as a result; or
9. Are active-duty service members (or spouses) who face involuntary, other than dishonorable, discharge from the military.

## 5.9. Washington’s Marriage Equality Act

Washington’s Marriage Equality Act ([RCW 26.60](#)) expands the definition of a “married couple” beyond that of a male and female. The federal Respect for Marriage Act of 2022 (Public Law 117-228) further codified this expanded definition. Accordingly, with respect to this policy, the State and Federal definition of a married couple extends beyond that of a male and female.

This expanded definition applies to all WIOA policy guidance and specifically impacts family size, eligible spouses (priority of service), military spouses (Dislocated Worker eligibility) and displaced homemakers (Dislocated Worker eligibility).

## 5.10. Jobs for Veterans State Grant Eligibility

Eligibility for the Disabled Veterans’ Outreach Program (DVOP) under the Jobs for Veterans State Grant (JVSG) is separate and distinct from consideration of both veterans’ and eligible spouses’ priority of service under the WIOA Title I Adult program (refer to [Section 3.2](#)) or Dislocated Worker program eligibility for transitioning military service members and eligible spouses (refer to [Section 5.3](#)) ([WorkSource System Policy 1019, R10](#)).

Individuals eligible for case managed DVOP employment and training services include the following:

1. Category 1 - Base eligibility:

- Veteran discharged from military service with an other-than-dishonorable discharge, AND
- Served on active duty for more than 180 consecutive days (including Title 10 orders), outside of training, OR
- Was discharged or released from active duty because of a service-connected disability or sole survivorship, OR
- Served in support of a conflict or campaign which a campaign or expeditionary badge or medal was authorized.

2. Category 2 - Veterans who meet the criteria in Category 1 and attest to meeting at least one of the following criteria representing a DOL-VETS identified special population:

- Veterans aged 18-24
- Vietnam-era Veterans (at least 1 day of service between 2/28/61– 5/7/75)
- Eligible transitioning service members (TSM), spouses, and caregivers:
  - TSM's deemed "Not Career Status Ready," as identified by Department of Defense (DD) Form 2648 – Pre-separation Counseling Checklist.
  - Armed Forces members who are wounded, ill, or injured and receiving treatment in a military treatment facility (MTF), warrior transition unit (WTU), or soldier recovery unit (SRU).
  - The spouses or other family caregivers of such wounded, ill, or injured members. Family caregiver is defined as (38 U.S.C. 1720G(d)):
    - The term "caregiver" with respect to an eligible veteran means an individual who provides personal care services to the veteran.
    - The term "family caregiver" with respect to an eligible veteran means a family member who is a caregiver of the veteran.
    - The term "family member" with respect to an eligible veteran means an individual who –
      - Is a member of the family of the veteran, including a parent, a spouse, a child, a step-family member, an extended family member, or
      - Lives with but is not a member of the family of the veteran.

3. Category 3 – Veterans who meet the criteria in Category 1 and do not meet the criteria in Category 2, but attest to meeting at least one of the following criteria representing Significant Barriers to Employment:

- Special disabled veterans and other disabled veterans as defined by 38 U.S.C. 4211, with an emphasis on those who are economically or educationally disadvantaged or pending a rating from the U.S. Department of Veterans Affairs compensation for a disability.
- Being homeless or in danger of becoming homeless, to include those fleeing or attempting to flee a hostile home environment.
- Currently or has previously been incarcerated.
- Receiving or eligible for public assistance (Low Income).
- Being discharged in the past three years and unemployed for 27 weeks or longer in the past 12 months.
- Lacking a high school diploma or high school equivalency degree.
- Separated from the military and discharged due to forced downsizing or Reduction in Force (RIF).
- Having a Department of Defense (DD) Form 2648 (Pre-separation Counseling Checklist) on which they have been deemed "not career status ready".

## 5.11. Trade Adjustment Assistance (TAA) Eligibility

Eligibility for Trade Adjustment Assistance (TAA) is based on an affirmative decision by the DOL's Office of Trade Adjustment Assistance (OTAA) to certify a TAA petition that covers a defined worker group. To that end, OTAA issues to the worker group a decision titled, "Certification Regarding Eligibility to Apply for Worker Adjustment Assistance" that covers all members of the worker group who are separated or threatened with separations during the period beginning one year before the petition was filed and ending two years after the date of the certification. Each certification describes the worker group and specifies the beginning and ending dates.

Certified TAA petitions in Washington, including the "Certification Regarding Eligibility to Apply for Worker Adjustment Assistance," can be found [on-line](#) on the DOL's searchable web page for listings of petitions and determinations or by contacting ESD's State TAA program operator.

**Note:** All TAA participants must be referred immediately for eligibility determination and enrollment (if eligible) into WIOA Title I Adult and Dislocated Worker programs. As identified in SWC Policy WS815 R2, all WorkSource Campus customers must be co-enrolled into all WIOA Title I and III funded programs when program eligible and service eligible. Participants of the TAA program must be made aware of their enrollment or declination of enrollment into the WIOA Dislocated Worker program. ([ESD WIOA Title I Policy 5617, R3](#) and [SWC Policy WS815, R2 Attachment A – Integrated Service Delivery Handbook](#)).

## 6. Registration and Data Element Documentation Requirements

All individuals seeking services through the WIOA Title I or WIOA Title III programs must be registered within the state's MIS. The matrix below provides a comprehensive overview of data elements for registration and associated documentation requirements as identified in [WorkSource System Policy 1003, R6](#), TEGL 11-11, Change 2, and TEGL 23-19, Changes 1 & 2. This matrix also includes local documentation requirements.

### 6.1. Instructions for the Registration Matrix

#### 6.1.1. Data Element

This column represents all registration data elements requiring valid documentation for WIOA Title I Youth, Adult and Dislocated Worker programs and WIOA Title III Wagner-Peyser.

#### 6.1.2. Registration Requirements and Allowed Documentation

Below are matrices listing data elements required for registration for those seeking basic career services only and those seeking individualized career, training, or youth services. A column is included for each data element indicating which programs it applies to, except where program specific data elements are indicated. While some of these data elements overlap with eligibility criteria outlined in Sections 2, 3, 4, and 5 of this handbook, these elements are for data element validation and do not necessarily impact eligibility determination.

Definitions for each of the elements below can be found in [TEGL 23-19, Change 2](#).

#### 6.1.3. Self-attestation

Self-attestation is the primary method of collecting information for most data elements during registration. An individual applying for WIOA services supplies self-attested information for registration and provides a signature validating the information provided. A WorkSource system staff person must review the information provided with the applicant to ensure the information is correct and provide a signature validating this activity has occurred. An email, text, or unique online survey response can be considered an electronic signature or verification provided it can be traced back to the applicant and WorkSource system staff person.

Self-attestation can occur utilizing the state MIS WIOA registration form or through [self-attestation forms](#) provided by the SWC. When using the state MIS registration form, any variables within an element must be identified within the case notes section of the state MIS registration form.

Note: The WIOA registration form in the state MIS must be signed and dated by the individual applying for WIOA services to be considered valid self-attestation. Signatures on supplemental forms used to validate



registration information entered on the state MIS registration form, typically obtained during remote appointments, cannot be used for self-attestation. In these instances, both the supplemental signature form and the appropriate self-attestation form must be used.

[Under SWC Policy WS815, R2 – Co-enrollment and Integrated Service Delivery](#), service providers can utilize self-attestation to document registration for Selective Service (as applicable) for the purposes of eligibility determinations for WIOA Adult and Dislocated Worker programs so long as those individuals are provided basic career services only. If those participants subsequently pursue individualized career or training services, these data elements must be validated using the corresponding list of criteria prior to service delivery.

#### 6.1.4. Documentation Matrix for Individuals Seeking Basic Career Services Only

When documenting data elements for individuals seeking basic career services only, self-attestation or case notes are the methods of documentation for validating registration information.

Data Element	Documentation Requirement For:			Type of Documentation Allowed
	Employment Service (ES)	Adult	DW	
<b>Work Authorization</b> (Source documentation is required for this element only when providing job placement services)	✓	✓	✓	Case notes stating that the appropriate documentation from the following list were verified: <ul style="list-style-type: none"> <li>○ Accepted <a href="#">I-9 Documentation</a>, including documents presented by green card holders</li> <li>○ Employment Authorization Documents (EADs) held by individuals including refugees, asylees, parolees, and other immigrants with work authorization, including individuals with deferred action</li> <li>○ Deferred Action for Childhood Arrivals (DACA) protection</li> <li>○ Individuals who have work authorization while their applications for asylee, parolee, or other status (such as TPS or other) are pending</li> <li>○ U.S. Citizenship and Immigration Services' Systematic Alien Verification for Entitlements (SAVE) system</li> </ul>
<b>Date of Birth</b>	✓	✓	✓	Self-Attestation
<b>Disability</b>	✓	✓	✓	Self-Attestation
<b>Veteran Status</b>	✓	✓	✓	Self-Attestation
<b>Long-Term Unemployed (LTU)</b>	✓	✓	✓	Self-Attestation
<b>School Status</b>	✓	✓	✓	Self-Attestation
<b>Homeless Individual or Runaway Youth</b>	✓	✓	✓	Self-Attestation
<b>Ex-offender</b>	✓	✓	✓	Self-Attestation

<b>English Language Learner</b>	✓	✓	✓	Self-Attestation
<b>Single Parent</b>	✓	✓	✓	Self-Attestation
<b>Selective Service Registration</b>	N/A	✓	✓	Self-Attestation
<b>Employment Service Program Specific (Wagner-Peyser)</b>	Migrant and Seasonal Farmworker Designation			Self-Attestation
	Migrant and Seasonal Farmworker Status			Self-Attestation
<b>Dislocated Worker Program Specific</b> (With the exception of displaced homemaker, all Dislocated Worker determinations require Date of Actual Dislocation. When documenting category specific requirements, documentation is only required for the category selected)	Date of Actual Dislocation			Self-Attestation
	General Dislocation (Category 1)	Layoff / Termination (1.1)		Case Notes
		Unlikely to Return (1.2)		Case Notes
		Eligible For / Exhausted UI (1.3)		Case Notes
	Dislocation from Facility Closure / Substantial Layoff (Category 2)			Case Notes
	Self-Employed Dislocation (Category 3)			Case Notes
	Displaced Homemaker (Category 4)			Self-Attestation
	Dislocated Military Service Member (Category 5)			Case Notes
	Spouse of Military Service Member (Category 6)			Case Notes

### 6.1.5. Documentation Matrix for Individuals Seeking Individualized Career, Training, or Youth Services

When documenting requirements for individualized career, training, or youth services, self-attestation is the preferred method of documentation, however some data elements do not allow for self-attestation as indicated in the “Documentation Allowed” column below. At least one document is required for each applicable data element.

Data Element	Documentation Requirement For:					Documentation Allowed
	ES	ISY	OSY	Adult	DW	
<b>Work Authorization</b> (Source documentation is required for this element only when providing job placement services, work experiences, training services, and supportive services.)	✓	✓	✓	✓	✓	Case notes stating that the appropriate documentation from the following list were verified: <ul style="list-style-type: none"> <li>○ Accepted <a href="#">I-9 Documentation</a>, including documents presented by green card holders</li> <li>○ Employment Authorization Documents (EADs) held by individuals including refugees, asylees, parolees, and other immigrants with work authorization, including individuals with deferred action</li> <li>○ Deferred Action for Childhood Arrivals (DACA) protection</li> <li>○ Individuals who have work authorization while their applications for asylee, parolee, or other status (such as TPS or other) are pending</li> <li>○ U.S. Citizenship and Immigration Services’ Systematic Alien Verification for Entitlements (SAVE) system</li> </ul>

<b>Date of Birth</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• ID card (driver's license; federal, state, local, school, or tribal ID card, passport)</li> <li>• Baptismal record</li> <li>• Birth certificate</li> <li>• DD-214</li> <li>• Report of transfer or discharge paper</li> <li>• Hospital record of birth</li> <li>• Public assistance/social service records</li> <li>• School records</li> <li>• Work permit</li> <li>• Family bible</li> <li>• Justice system records</li> <li>• Selective Service registration</li> <li>• Signed letter from parent or guardian</li> <li>• Medical records</li> </ul>
<b>Disability</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• School 504 records provided by student</li> <li>• Assessment test results</li> <li>• School Individualized Education Program (IEP) record</li> </ul>
<b>Veteran Status</b>	✓	N/A	N/A	✓	✓	<p>Source documentation beyond self-attestation is required for this element at the point in which a decision is made to commit financial resources (<a href="#">TEGL 23-19, Change 2</a>).</p> <ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• DD-214 for Veteran or Veteran of eligible spouse</li> <li>• Crossmatch with Department of Defense Records</li> <li>• Crossmatch with Veterans' service database</li> <li>• A letter from the Veterans' Administration</li> </ul>
<b>Long-Term Unemployed (LTU)</b>	✓	N/A	N/A	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Public assistance records</li> <li>• Refugee assistance records</li> <li>• Cross-match with public assistance database</li> <li>• Cross-match with UI database</li> </ul>
<b>School Status</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Intake application or enrollment form</li> <li>• Electronic records</li> <li>• Applicable records from education institution (GED certificate, diploma, attendance record, transcripts, drop out letter, school documentation)</li> <li>• Case notes</li> </ul>
<b>Temporary Assistance for Needy Families (TANF)</b>	✓	N/A	N/A	✓	✓	<ul style="list-style-type: none"> <li>• TANF eligibility verification</li> <li>• TANF period of benefit receipt verification</li> <li>• Referral transmittal from TANF</li> <li>• Cross-match with TANF public assistance records</li> </ul>

<b>Exhausting TANF Within 2 Years</b>	✓	N/A	N/A	✓	✓	<ul style="list-style-type: none"> <li>• TANF eligibility verification</li> <li>• TANF period of benefit receipt verification</li> <li>• Referral transmittal from TANF</li> <li>• Cross-match with TANF public assistance records</li> </ul>
<b>Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI)</b>	✓	N/A	N/A	✓	✓	<ul style="list-style-type: none"> <li>• SSI/SSDI receipt of benefits verification</li> <li>• Referral transmittal from SSA</li> <li>• SSI/SSDI eligibility verification</li> <li>• Cross-match with SSA database</li> </ul>
<b>Supplemental Nutrition Assistance Program (SNAP)</b>	✓	N/A	N/A	✓	✓	<ul style="list-style-type: none"> <li>• SNAP eligibility verification</li> <li>• Documentation of SNAP benefit receipt</li> <li>• Referral transmittal from SNAP</li> <li>• Cross-match with SNAP public assistance records</li> </ul>
<b>Other Public Assistance Recipient</b>	N/A	N/A	N/A	✓	✓	<ul style="list-style-type: none"> <li>• Authorization to receive cash public assistance</li> <li>• Public assistance check</li> <li>• Medical card showing cash grant status</li> <li>• Public assistance eligibility verification</li> <li>• Cross-match with public assistance records</li> </ul>
<b>Homeless Individual or Runaway Youth</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Intake application or enrollment form</li> <li>• Written statement or referral transmittal from a shelter or social service agency</li> <li>• Needs assessment</li> <li>• Case notes</li> <li>• Individual Service Strategy</li> <li>• A letter from a case worker or support provider</li> </ul>
<b>Ex-offender</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Documentation from the juvenile or adult criminal justice system</li> <li>• Written statement or referral document from a court or probation officer</li> <li>• Referral transmittal from a reintegration agency</li> <li>• Intake application or enrollment form</li> <li>• Case notes</li> <li>• Needs assessment</li> <li>• Individual Service Strategy</li> <li>• Federal bonding program application</li> </ul>
<b>Low Income <sup>1</sup></b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Award letter from Veteran's Administration</li> <li>• Bank statements</li> <li>• Pay stubs</li> <li>• Compensation award letter</li> <li>• Court award letter</li> <li>• Pension statement</li> </ul>

<sup>1</sup> A low-income determination resulting from another element, such as TANF or Homeless Individual, must use the corresponding documentation list for that element in place of the low-income documentation list.

						<ul style="list-style-type: none"> <li>• Employer statement/contact</li> <li>• Family or business financial records</li> <li>• Housing authority verification</li> <li>• Quarterly estimated tax for self-employed persons</li> <li>• UI claim documents</li> <li>• Cross-match with UI wage records</li> </ul>
<b>English Language Learner</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Assessment test results</li> <li>• Applicable records from education institution (transcripts or other school documentation)</li> <li>• Intake application or enrollment form</li> <li>• Individual Service Strategy</li> <li>• Case notes</li> </ul>
<b>Basic Skills Deficient (BSD)</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Assessment test results</li> <li>• Applicable records from education institution (transcripts, academic assessments, or other school documentation)</li> <li>• Case notes</li> </ul>
<b>Single Parent</b>	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Needs assessment</li> <li>• TANF single parent eligibility verification</li> <li>• Intake application or enrollment form</li> <li>• Individual Service Strategy or Employment Plan</li> <li>• Case notes</li> </ul>
<b>Selective Service Registration <sup>2</sup></b>	N/A	✓ <sup>3</sup>	✓ <sup>3</sup>	✓	✓	<p><u>Documentation for proof of registration:</u></p> <ul style="list-style-type: none"> <li>• Selective Service acknowledgement letter</li> <li>• Screen printout of the <a href="#">Selective Service Verification site</a></li> <li>• Selective Service registration card</li> <li>• Selective Service verification form</li> <li>• Stamped post office receipt of registration</li> </ul> <p><u>Documentation for exemption:</u></p> <ul style="list-style-type: none"> <li>• Form DD-214 “Report of Separation”</li> <li>• Date of entry stamp on passport</li> <li>• I-94 with date of entry stamp</li> <li>• Letter from USCIS indicating date entered US</li> <li>• Any acceptable document combination identified on the Selective Service <a href="#">Who Needs to Register page</a></li> </ul> <p><u>Documentation due to failure to register:</u></p> <ul style="list-style-type: none"> <li>• Exception letter approved by SWC</li> </ul>

<sup>2</sup> Refer to [Section 5.2](#) for additional guidance on determining whether or not failure to register was knowing / willful.

<sup>3</sup> Selective Service Registration applies to youth who are 18 years of age or older, either at the time of enrollment or during participation (Refer to [Section 5.2](#)).

<b>Employment Service Specific (Wagner-Peyser)</b>	Migrant and Seasonal Farmworker Designation		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Cross-match with public assistance database</li> <li>• Cross-match with State MIS database</li> <li>• Employment records</li> <li>• Case notes</li> </ul>
	Migrant and Seasonal Farmworker Status		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Cross-match with public assistance records</li> <li>• NFJP eligibility documents used to determine low-income status</li> <li>• Employer contract/Letter</li> <li>• Program application</li> <li>• Cross-match with State MIS database</li> <li>• Cross-match with H-1B records</li> <li>• Case notes</li> </ul>
<b>Youth Program Specific (ISY or OSY)</b>	Foster care youth		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Written confirmation from social services agency</li> <li>• Case notes</li> <li>• Foster care agency referral transmittal</li> <li>• Intake application or enrollment form</li> <li>• Needs assessment</li> <li>• Individual Service Strategy</li> </ul>
	Pregnant or parenting youth		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Needs assessment</li> <li>• WIC eligibility verification</li> <li>• TANF single parent eligibility verification</li> <li>• Intake application or enrollment form</li> <li>• Individual Service Strategy</li> <li>• Case notes</li> </ul>
	Youth who needs additional assistance		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Intake application or enrollment form</li> <li>• Case notes</li> <li>• Needs assessment</li> <li>• Individual Service Strategy</li> </ul>
<b>Adult Program Specific</b>	Individual with Barrier(s) to Employment for Fourth Priority or Service Need for Fifth Priority		<ul style="list-style-type: none"> <li>• Case notes</li> </ul>
<b>Dislocated Worker Program Specific</b> (With the exception of displaced homemaker, all Dislocated Worker determinations require Date of Actual Dislocation. When documenting category	Date of Actual Dislocation (does not apply to displaced homemaker)		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Verification from employer</li> <li>• Rapid Response list<sup>4</sup></li> <li>• Notice of layoff</li> <li>• Public announcement with crossmatch with UI database</li> </ul>
		Layoff / Termination (1.1)	<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Verification from employer</li> </ul>

<sup>4</sup> Rapid response list – A list of attendees at a Rapid Response event created by WorkSource staff hosting the event. Rapid Response occurs following an announcement or notification of a permanent closure or mass layoff, a mass job dislocation resulting from a natural or other disaster, or the filing of a Trade Adjustment Assistance (TAA) petition ([TEGL 19-16](#)).

specific requirements, documentation is only required for the category selected)	General Dislocation (Category 1)			<ul style="list-style-type: none"> <li>• Rapid Response list</li> <li>• Notice of layoff</li> </ul> <u>UI Good Cause Voluntary Quits only:</u> <ul style="list-style-type: none"> <li>• Separation determination letter</li> <li>• UI correspondence from ESD</li> </ul>
		Unlikely to Return (1.2)		Case notes stating that unlikely to return was determined using any combination of the following: <ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Labor market information</li> <li>• Wage analysis</li> <li>• Job postings</li> </ul>
		UI Eligibility	Eligible For / Exhausted (1.3.1)	Case notes stating that individual is eligible for / exhausted UI or is attached to the workforce using any combination of the following: <ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• State MIS</li> <li>• Official report from a state UI system</li> <li>• UI Stub</li> <li>• Print out of UI direct deposit</li> </ul>
	Attachment to Workforce (1.3.2)			
	Dislocation from Facility Closure / Substantial Layoff (Category 2)		Refer to Category 1.1 list above Documentation for substantial layoff must indicate termination or layoff of at least 25% or 50 staff (whichever is lower)	
	Self-Employed Dislocation (Category 3)		<ul style="list-style-type: none"> <li>• Self-attestation</li> </ul>	
	Displaced Homemaker (Category 4)		<ul style="list-style-type: none"> <li>• Self-attestation</li> <li>• Signed intake application or enrollment form</li> <li>• Crossmatch with public assistance records</li> <li>• Spouse's layoff notice</li> <li>• Spouse's death record</li> <li>• Spouse's change of station orders</li> <li>• Divorce records/court records</li> <li>• Bank records showing financial dependance or no employment income earned</li> <li>• Needs assessment</li> <li>• Signed Individual Employment Plan</li> </ul>	
	Dislocated Military Service Member (Category 5)		Refer to category 1.1 list above or a DD-214 <sup>5</sup>	
Spouse of Military Service Member (Category 6)		Refer to category 1.1 or category 4 list above, as appropriate		
<b>National Dislocated Worker Grant Specific</b>	Social Security Number		<ul style="list-style-type: none"> <li>• SSN Card</li> <li>• Other Federal or State ID with SSN</li> </ul>	

<sup>5</sup> Per [Section 4.2](#), transitioning service members may qualify under the Dislocated Worker program even if a DD-214 has not yet been obtained. While these individuals may be eligible to receive WIOA Dislocated Worker services and funds, they would not be considered 'veterans' for the purposes of DOL reporting.

## **7. SWC WIOA Program Registration and Enrollment Procedures**

### **7.1. WIOA Registration and Enrollment Requirements**

When an individual seeks more than informational services and self-services from WorkSource system staff, the individual must be registered, assessed for service need, and have a basic or comprehensive eligibility determination (see Definitions above). Registration is the process for collecting information to support service delivery and determination of eligibility for WorkSource system programs. This information may be collected electronically, through interviews, or through an application. In addition to information collected for eligibility purposes, EO data must be collected on every individual who is interested in being considered for a WorkSource funded program.

Participation in a WIOA program officially begins when an individual has received or is receiving a WIOA service, other than self-services or informational services, and is the point at which an individual is in performance calculations for the primary indicators of performance described in WIOA Section 116. The Washington State WIOA MIS is the local record keeping system. Registration and enrollment data shall be documented in the State MIS for all WIOA-funded WorkSource system programs.

### **7.2. Eligibility Documentation Procedure for WorkSource Programs**

WorkSource system service providers shall complete a 100% verification of eligibility for each program a participant is eligible for. Each criterion and each eligibility requirement must be supported by a verifying document as listed in the matrix above or as directed through official guidance for programs not listed in the above matrix. Documentation can be self-attestation, case notes, or any other item identified as an appropriate source of documentation for the corresponding program.

#### **7.2.1. Minimum Requirements for Documenting Eligibility for WorkSource Programs**

During the application process, WorkSource System staff must collect registration information from the applicant and enter or upload it into the state MIS. A WIOA complaint process and equal opportunity notice must also be provided to and understood by the applicant. This process is to be done as follows, in any combination:

- By electronic means such as through electronic forms, e-mail or text, scans, and digital photographs, and/or
- By copies of documents provided directly to WorkSource system staff.

Registration information provided by the applicant must be validated using a signature and include a signature date. Additionally, the applicant must acknowledge they have received and understood the WIOA complaint process & equal opportunity notice. The following methods are to be used to validate the information provided, in any combination:

- State MIS electronic registration form
- Electronic document signing platforms (e.g., DocuSign, Verisign),
- Electronically transmitted digital photos of signed documents,
- Postal mail pickup or drop off of signed paper forms, and/or
- E-mail affirmation
  - For registration data the applicant must reply in the affirmative that they certify the information is true and accurate. The response and date stamp on the e-mailed reply is considered an electronic signature.
  - For EO and complaint and grievance procedures, the applicant must reply in the affirmative that they have read and understood the information. The response and date stamp on the e-mailed reply is considered an electronic signature.

#### **7.2.2. Security Requirements for Applicant Data**

Service providers must maintain appropriate information security protocols and privacy must be ensured to avoid disclosing Personally Identifiable Information (PII). Social Security Numbers may not be emailed, texted or entered in video conference chats and may only be verbally provided or delivered through an encrypted and secure e-mail or document collection method.



### **7.2.3. Additional Documentation Requirements For WIOA-Funded Individualized Career, Training, and Youth Services**

For the purposes of providing WIOA-funded individualized career services, training services, and youth services, eligibility determinations for each program must be reviewed by someone other than the individual who originally determined program eligibility for the applicant. A review of the applicant's service eligibility must also be done by someone other than the individual who originally determined service eligibility for the applicant. Prior to enrolling these individuals, service providers shall follow these steps to ensure that a correct determination has been made:

1. Gather applicant's information, supporting documentation, and signatures as appropriate;
2. A staff person, other than the one who determined initial eligibility, reviews the applicant's information and supporting documentation to validate whether a correct determination has been made and relevant information has been properly documented. This reviewer must enter a case note in the state MIS documenting the date and results of this review; and
3. Copies of supporting documentation must be included in the applicant's physical and/or electronic file, regardless of the results of the eligibility determination.

Note: Documents used for eligibility for co-enrolled participants may be shared or photocopied from another program or agency in order to document eligibility for a WIOA program.

An applicant's file is not required to be all inclusive of documentation when the following situations occur. However, these files should be available for review of that documentation.

- A separate file must be maintained for medical and disability information.
- Other confidential information not related to medical or disability information must be maintained in another separate file.

### **7.3. Program Exit**

Once an individual is enrolled in a WorkSource program, the individual remains classified as a participant until 90 days have elapsed without receiving a service from any program regardless of employment status or earnings. If a participant becomes employed in a full-time, permanent job that pays a wage defined by the local board as self-sufficient or leading to self-sufficiency, the participant may continue to be served in the program as long as they are actively participating in a qualifying service and are continuing to work towards established goals. After program exit occurs, an individual may be provided follow-up services for twelve months following completion of the program. While beneficial to employment or educational retention, follow-up services do not count as a service that extends the participation period.