



Workforce Issuance

100 DCS 18.111

☒ Policy ☐ Information

To: MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: January 16, 2025

Subject: **WIOA Eligibility Documentation in a Virtual Environment**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce development partners of acceptable virtual methods to confirm participant eligibility for programs and services.

Background: As MassHire moves toward a 21st Century Workforce System, programs and services are increasingly delivered in a virtual environment. Additionally, the COVID-19 pandemic has impacted the ability for staff to physically collect documents. Staff may therefore confirm participant eligibility for programs and services through virtual methods.

Confirming participant eligibility through virtual methods will facilitate and expedite enrollment into programs and services necessary to gain skills and training needed to succeed in the labor market and compete in a global economy.

Policy: Eligibility for participation in Federal programs must continue to be verified and documented. Eligibility documents may be verified virtually and a copy (printout or screenshot) of the document verified must be included in the participant file.

Verifying Eligibility Documentation via Live Stream

Staff who view eligibility documentation through live stream (video sharing) must take a screenshot of the documentation viewed. A printout or an electronic copy of a screenshot containing the eligibility document verified must be included in the customer's file.

Emailing Eligibility Documentation

Eligibility documentation containing Personal Identifying Information (PII) must be emailed via secure email.

Staff must ensure measures are taken to maintain appropriate security and privacy of documents sent electronically for purposes related to program eligibility. Senders of electronic documents must use secure methods when emailing eligibility documents.

Local areas should identify an appropriate secure email service for use with customers to exchange documentation containing PII.

Electronic Signatures

Participants must still sign documents when required. The use of electronic signatures is allowable. Forms required for signature may be converted into fillable forms with the use of electronic signature software such as AdobeSign, DocuSign, etc.

When fillable forms are not available, staff may have the participant email agreement to the content of the required form. The email must be kept in the participant file.

Staff may not sign required forms on behalf of a participants. Participants must sign all required forms whether electronically or via email consent to the content in the required forms.

Documenting MOSES

Staff must document the "Notes" section in MOSES when eligibility documentation was viewed via live stream and that either a printout or screen shot of the eligibility document is included in the customer's file.

The action of documenting the MOSES notes will replace the Document Inspection Form found in the WIOA Title I Youth Program and WIOA Title I Adult/DW policies. This form is no longer required to be filled out when verifying eligibility documents virtually. In all cases staff must update the notes section in MOSES when eligibility documents are verified electronically.

Action

- Required:** Please ensure that all managers and appropriate staff are versed in the content of this policy.
- Effective:** Immediately.
- Inquiries:** Inquiries should be directed to PolicyQA@mass.gov Please reference the MassWorkforce Issuance number and subject.