

## ATTACHMENT C

### ALTERNATE FORMS OF DOCUMENTATION

#### APPLICANT STATEMENTS

Applicant statements may be used, in a limited way, to document those items that, in some cases, are not verifiable or may cause undue hardship for individuals to obtain. Consistent with requirements described in USDOL Technical Assistance Guide (TAG) JTPA Title II Eligibility Documentation Guide (published in 1993 and adopted by USDOL for use in determining eligibility under Title I of the Workforce Investment Act, and now under the Workforce Innovation and Opportunity Act), an applicant statement may be used *as the sole source document only* for determining family income, residence and family size or in determining whether a customer is to be considered “hard to serve” because of barriers of pregnancy/parenting or his/her status as “homeless”, an “offender” or a school “dropout”, and *may not be used as the sole source document* for any other eligibility criteria. Local Boards must develop policies that describe how applicant statements are used in conjunction with practicable attempts to secure recommended documentation. Applicant statements should be supported by a documented corroborative contact or reliable witness attesting to the accuracy of the statement. The corroboration may be via witness signature on the applicant statement form or supporting telephone verification form.

**Example:** Use of the sample APPLICANT STATEMENT FORM (Attachment D) is as follows: If an applicant states that he/she is unable to provide evidence that no income was received during the past six months, and that he/she was unemployed for that period, the blank spaces following the words *"I certify, under penalty of perjury, that I"* may be completed, for example, as follows: *"have received no income from any source during the past six months, that I have been unemployed during that time, and have been supported by donations/contributions from relatives and friends."* This should be corroborated by the person(s) providing the support.

#### TELEPHONE VERIFICATION

WIOA Title I eligibility criteria may be verified by telephone contacts with cognizant governmental or social service agencies. Telephone verification should, however, only be conducted when no other methods of information verification are available. The information obtained (whether obtained by career center staff or other local partner staff) must be documented by recording the information on a standardized form such as the sample TELEPHONE VERIFICATION FORM (Attachment E) included with this issuance. Information recorded must be adequate to enable a monitor or auditor to trace back to the cognizant agency or the document used. Telephone verification must include the name of the agency representative providing the verification information. In some cases, the information provided by the agency through telephone contact may be sufficient to satisfy multiple WIOA eligibility criteria.

Since personal information must normally be kept confidential by governmental agencies, state and local partners will need to make prior arrangements to obtain such information. Agencies which may assist in verifying eligibility via telephone contact are: local schools; Social Security Administration; Veterans Administration; medical and health facilities; Vocational

Rehabilitation facilities; drug and alcohol rehabilitation facilities; housing authorities; homeless shelters; judicial agencies and institutions; and other State or local government agencies.