

**WORKFORCE SOLUTIONS**  
**WORK APPLICATION ADDENDUM INSTRUCTIONS**

The Work Application Addendum allows Workforce Solutions staff to tag customers in TWIST as Workforce Investment Act (WIA) eligible except youth.

The Addendum is on the last page of Workforce Solutions Work Application and is a separate form found on Workforce Solutions web site at <http://wrksolutions.com/staff/basicservicesandg.html>

Workforce Solutions offers professional staff service to all customers based on what customers tell us they want and need. We complete and file the addendum when staff provides an expanded service for any customer. We never tell a person she must come back with a document before we deliver a staff service.

The customer's signature with the appropriate boxes checked is the only required proof that the customer is appropriately tagged in TWIST as Workforce Investment Act and is eligible to receive financial aid up to \$200 in a 12-month period.

Documents and a financial aid application *are* required when Workforce Solutions awards financial aid greater than \$200 over a 12-month period for service purchased from organizations such as educational institutions, child care providers, retail vendors, or public transportation providers.

Staff must review the complete addendum and tag the customer in TWIST for all appropriate fund sources and priorities (eligible veteran, WIA- adult, WIA- dislocated worker)

**Veterans receive priority for receipt of Workforce Solutions services, including financial aid, when they fall into one of the categories listed on page 2 of the addendum and sign the page.**

**Tagging customers as Workforce Investment Act**

- Workforce Solutions must have a signed paper Addendum or a Financial Aid Application on file for any customer tagged in TWIST as WIA – Adult or Dislocated Worker.
- The customer must sign the addendum and check one or the other of the boxes,  US Citizen or  Authorized to work in the U.S.
- The customer must check the box “18 years or older”  Yes.
- If the customer is a male born after January 1, 1960, the staff member who checks [www.sss.gov](http://www.sss.gov) to verify the customer's Selective Service registration must also check, sign and date the staff box at the bottom of the Addendum.

Workforce Solutions staff may not tag a male customer required to register for the draft as “WIA” until the customer has registered or the

**WORKFORCE SOLUTIONS**  
**WORK APPLICATION ADDENDUM INSTRUCTIONS**

staff person has determined that the customer did not “knowingly or willfully” fail to register.

- The customer must answer “No” to the question “Are you presently employed” OR
- She must answer, “Yes” to the question “If you are employed, do you believe that you need services from Workforce Solutions to help you get a better job or keep a job to support yourself and your family?”

All customers who answer the questions as noted above should be tagged WIA- Adults. You will also tag some of them as WIA- Dislocated Workers.

- WIA Dislocated Worker - Unemployed customers:

- You should tag the customer as a WIA - Dislocated Worker if she checks the following on the addendum:
  1. Are you presently employed?  No
  2. Why did you leave your last job?  Lay-off
  3. “Have you been unable to find work in your most recent occupation or industry?”  Yes
  4. Do you believe that you have been unsuccessful in your job search to date, because of any one of the following?
    - A need for more basic education  Yes
    - A need for additional job skills  Yes
    - A need for improved job search skills  Yes
- If the customer has an employer letter, or public notice of a lay-off, or if the customer has a profiling letter, attach a copy of the document to the addendum for the file.

- WIA Dislocated Worker - Employed customers:

- The Addendum for an employed dislocated worker will have “Yes” marked to the question “Are you presently employed. The customer must also check “yes’ to each of the following three questions:
  1. “Have you received notice of a lay-off from your present job?”  Yes
  2. “**If you are employed** do you believe that you need services from Workforce Solutions to help you to get a better job, or keep a job to support yourself and your family?”  Yes
  3. “Have you been unable to find work in your most recent occupation or industry?”  Yes

**WORKFORCE SOLUTIONS**  
**WORK APPLICATION ADDENDUM INSTRUCTIONS**

- If the customer has an employer letter, or public notice, indicating an anticipated lay off, copy the document and attach it to the addendum for the file.

**NOTE**

When a customer wants to change an answer to any question on the Addendum, ask the customer to: (1) strike through the incorrect answer, (2) enter the correct answer and (3) initial the change.