



WS 10-06

April 9, 2010

To: Career Office Contractors

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SUBJECT: Tagging Customers as WIA: Changes and Clarifications

Purpose

Change the guidance on tagging customers as WIA.

Background

In guidance issued August 24, 2009, we sent you instructions on how to use Addendum information to tag a customer as WIA. We included two revised documents in the memo:

- Workforce Solutions Work Application Addendum Instructions
- Documenting Eligibility for WIA Dislocated Worker Desk Aid

You told us that there are mistakes in these documents that make it difficult to tag an eligible customer as a WIA Dislocated Worker.

Changes and Clarifications

1. The **Addendum Instructions** tell you what you need to tag a customer who wants expanded service or financial aid of \$200 or less.
2. The **WIA Dislocated Worker Desk Aid** tells you what additional proof of eligibility we need to give a customer tagged as a Dislocated Worker more than \$200 in financial aid.
3. You do not need an **Addendum** if a customer has completed a **Financial Aid Application** and provided acceptable documents to support eligibility for that Application.
4. We accept self-attestation in the form of the signed **Addendum** when an employed person tells us she/he has received a notice of a lay off and is asking for expanded service or financial aid of \$200 or less.
 - *If the person has a lay off letter or copy of a public notice, attach it to the*

Addendum. You may need that proof if the customer later asks for additional financial aid.

5. You may use any TWC verification that a customer is a UI claimant or Rapid Re-Employment Services (RRES) participant to document the tag for a Category 1 Dislocated Worker.
 - We need this verification to tag an unemployed customer as a Dislocated Worker under category 1.
6. We removed the requirement that an unemployed customer mark the Lay-off box on the **Addendum** because we are requiring proof that the customer is out of work through no fault of her/his own.
7. We added the word “unemployed” to the second bullet in the **Addendum** “Things to Remember”.
8. We added two bullets to the “Things to Remember” portion of the **Addendum Instructions**.
9. We require additional proof of legal work status when we give customers more than \$200 in 12 months.
10. We need proof of an impending lay off if we use this information to give a Dislocated Worker more than \$200 in 12 months. The signed addendum saying the customer has received notice of lay-off is sufficient for the lesser amount.
11. We changed “and” to “or” between the second and third paragraphs in Category 3 in the Dislocated Worker Desk Aid

When to Use What Form

We use the **Addendum** to tag customers who only want expanded service or up to \$200 of financial aid from Workforce Solutions.

- We have changed the **Addendum Instructions** to include the changes listed above.

We use the **Workforce Solutions Financial Aid Application** and require additional proof of eligibility when we give a customer more than \$200 in financial aid.

- We have changed the **WIA Dislocated Worker Desk Aid** to tell you what you need to document eligibility for a WIA Dislocated Worker who wants more than \$200 in financial aid.

Action

1. Make sure all financial aid staff and their supervisors understand and implement these changes immediately.
2. Make sure that staff tag customers for all eligible funding sources in TWIST and FAMS.

Questions

Direct questions through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>.

Attachments

- Workforce Solutions Work Application Addendum Instructions
- Documenting Eligibility for WIA Dislocated Worker Desk Aid