



# Memorandum

**Date:** July 23, 2020  
**To:** WIB WIOA Title I Service Providers  
**From:** Adam Peck, Executive Director  
**Subject:** Service Delivery for Remote Services & WIOA Title I Guidance

This memo provides provisions on how we will continue to maximize telephone and online activities for WIOA Title I Eligibility, Career, and Training Services and braid resources with our Employment Connection system partners. On March 31, 2020, the Workforce Investment Board of Tulare County (WIB) established temporary guidance to prioritize services to assist individuals who had an urgent and immediate need for enrollment during the COVID-19 Pandemic. We want to continue to support individuals impacted by the COVID-19 Pandemic, as well as all other individuals in the community.

## **Service Delivery & Braiding of Resources**

It is encouraged to maximize the use of technology in order to accomplish Employment Connection and WIOA Title I services, however, it is understood that individuals do not always have access to technology. Service Provider staff may schedule in-person appointments for customer that do not have access to technology or to serve special populations. When providing in-person services, *service provider staff must follow the CDC's recommended guidance on wearing face coverings, social distancing, and cleaning/disinfecting.*

- Resource Room services are available for jobseekers to apply for resources such as EDD services, public assistance, unemployment assistance, employment, etc.
- Customers interested in Employment Connection services shall receive a telephone “greeting/orientation” for an overview of services available through the Employment Connection system.
- Staff will assess and make a referral to the appropriate Employment Connection partner service.

## **Universal Counts – Activity 120 – Use of AJCC Resource Room**

Due to the COVID-19 Pandemic Employment Connection physical visits have decreased, however, the need for resources and services has increased. Individuals who normally visit the Employment Connection are now accessing services remotely via online and/or telephone, including the iHUB hotline number. In order to capture these interactions, service provider staff are required to enter *Activity 120 – Use of AJCC Resource Room* in the CalJOBS Wagner-Peyser Application when providing the following activities:

- iHUB Hotline calls or other staff resource calls
- Greetings/Orientations
- Eligibility Appointments
- Career Coaching and Case Management Sessions
- Virtual Workshops

***Please note:*** Activity 120 will not replace regular WIOA Title I program activities for actively enrolled individuals, but will be an additional activity.

### **Eligibility, Enrollment, and WIOA Documentation**

In an effort to ensure undue hardship is not placed on individuals during this unique time, the WIB will require flexibility with the use of self-attestation in accordance with the WIB Eligibility Technical Assistance Guide. ***Self-attestation is not intended to be the first resort to get documentation, however, is acceptable if it creates a hardship to the individual.*** Self-attestation may be documented in a Telephone Verification Form if an eligibility item is verified by phone or Applicant Statement if an eligibility item is verified in person. ***When using self-attestation, service provider staff must document efforts and reason(s) a participant is unable to provide documentation for verification.***

### **Maximizing Technology for Remote Services**

When providing remote services, the WIB has adopted the option of accepting electronic signatures on all registration, enrollment, and work-based training documents. Service provider staff must document in case notes that an electronic signature was obtained and upload signature into CalJOBS.

Below are other ways to maximize technology for remote services:

- Telephone/virtual appointments - eligibility, enrollment, career guidance, case management, etc.
- Virtual workshops

### **Temporary Waiver of WorkKeys Requirement**

The WorkKeys assessment requirement is temporarily waived for training services as the WIB explores the best way to ensure that the basic skills of individuals are assessed prior to being referred to training.

## Unlikely to Return Determination

Since the Governor of California issued Executive Order N-33-20 on March 19, 2020 in response to the COVID-19 Pandemic, the unemployment rate in Tulare County has significantly increased. The rise in unemployment is due to concentrated amounts of persons who lost jobs, as opposed to job leavers or people joining the labor force. The unemployment rate in Tulare County was an estimated 18.4 percent in May 2020, up from a reported 8.4 percent in May 2019. From May 2019 to May 2020, employment has decreased by 31,900.

Due to the economic conditions in Tulare County, including the very high unemployment rate, and numerous increases in employer lay-offs due COVID-19 Pandemic, individuals that meet the two eligibility criteria described in (a) and (b) below are determined to be eligible for the WIOA Dislocated Worker program. ***It is temporarily not required to prove “unlikely to return” to their previous industry or occupation.***

An individual who:

- a) Has been terminated or laid off, ***voluntary terminated employment due to being impacted by COVID-19*** or who has received a notice of termination or layoff from employment; *and*
- b) Is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law.
- c) Unlikely to return to previous industry or occupation (***temporarily not required to prove due to economic conditions in Tulare County***).

As we continue to adjust our service delivery model, our customers continue to be in the center of planning. This guidance ensures that the WIOA requirements and the needs of the individuals we serve are met during the COVID-19 Pandemic.

Please direct questions regarding this memo to Mary Rodarte, Workforce Services Program Manager at [mrodarte@tularewib.org](mailto:mrodarte@tularewib.org).

Thank you,



Adam Peck  
Executive Director

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