

<p align="center">WORKFORCE INVESTMENT BOARD OF TULARE COUNTY</p>	<p>DATE: March 2, 2023</p>
<p align="center">WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE 1</p>	<p>SUBJECT: Guidance on Remote Service Delivery of WIOA Title I Career and Youth Services</p>

WIB POLICY MEMORANDUM

TUL PM 23-02

To: WIB WIOA Title I Subrecipients
WIB Staff

Subject: Guidance on Remote Service Delivery of WIOA Title I Career and Youth Services

This memo provides guidance on the provision of virtual services for WIOA Title I Eligibility, Youth, Career, and Training Services. On March 31, 2020, and July 23, 2020, the Workforce Investment Board of Tulare County (WIB) established temporary guidance to prioritize virtual services to assist individuals who had an urgent and immediate need for enrollment during the COVID-19 pandemic. This memorandum supersedes the guidance titled *Maximizing Distance Technology for WIOA Title I Registration*, dated March 31, 2020, and guidance titled *Activities and Service Delivery for Remote Services*, dated July 23, 2020.

Over the past three years, we have found innovative ways to accommodate customers through the pandemic and provided a customer-centered approach to service delivery. The use of technology has allowed us to expand services and reach customers during shelter-in-place mandates. We will continue to use best practices to streamline the use of virtual activities to provide meaningful and engaging services to our community.

Definition of Remote Services

For the purpose of this policy, remote service involves the exchange of information through a virtual platform such as Zoom, Google Meet, Teams, or other platforms. Remote services should be meaningful, engaging, and equivalent to receiving in-person services.

Customer Focused Service Delivery

All aspects of service delivery must be designed with the needs and interests of customers in mind. Customers may access WIOA Title I program services remotely or in person based on their preferences or needs. In addition, when in-person or remote services are not viable for WIOA Title I customers due to lack of transportation or technology, subrecipients must consider meeting customers "where they are at" by meeting at an alternative location. ***Reference PY**

**22-23 WIOA Title I Youth Career Services and Adult and Dislocated Worker Career Services
Contract Exhibit A.**

Remote CalJOBS Eligibility Explorer Application

When conducting remote eligibility, refer to the attached **CalJOBS How to use the Eligibility Explorer Application** to assist customers in completing a pre-application and uploading eligibility documents remotely. Intake staff must protect customers' Personal Identifiable Information (PII); therefore, eligibility documents must be uploaded to CalJOBS through the Eligibility Explorer Application or schedule an in-person appointment to submit documents. Staff will enter a case note of the customer's request for a remote eligibility appointment.

Remote Electronic Signatures

The WIOA application enables individuals and staff to sign the CalJOBS program applications remotely. Refer to the attached **CalJOBS Remote Electronic Signature User Guide** to assist customers in signing the WIOA application remotely.

In addition, electronic applications may be used to obtain signatures for worksite agreements, timesheets, and other related documents.

Coordinated Enrollment

Upon completing the eligibility in person or remotely, customers shall have access to a career coach the same day for an initial assessment, objective assessment, and My Action Plan.

Remote Services for Youth and Adult Career Services

Subrecipients may offer remote services equivalent to receiving in-person services via engaging, interactive platforms (Zoom, Google Meet, Teams, etc.) for career services.

Access to remote Youth and Adult Career Services shall include, but is not limited to:

- Career services, coaching, and guidance
- Work readiness workshops
- Job fairs and industry-specific recruitment
- Business Engagement and outreach
- Signing work-based training documents and other types of documents via electronic applications

Access to remote workshops shall include, but is not limited to:

- Interviewing skills
- Career Exploration
- Resume development
- How to apply for jobs online and in-person
- Finance and budgeting

Evaluation of Remote Services

Subrecipients will regularly evaluate the effectiveness of remote services by collecting customer satisfaction surveys. The customers' evaluations will assist the Employment Connection staff in continually improving and refine remote service delivery.

TeleSupport Services vs. Remote Services

Subrecipients may offer customer support over the telephone, although telesupport should not be relied upon as the sole source of an engagement or career services. Acceptable examples of telesupport services to customers include:

- Providing new job leads or program updates
- Reengaging customers or checking-in
- Following up with customers enrolled in a training program
- Mandatory program follow-ups

Please direct questions regarding this memo to Mary Rodarte, Workforce Services Program Manager, at mrodarte@tularewib.org.

Thank you,



Adam Peck
Executive Director

AP:mr:llg

Attachments

1. CalJOBS Help Sheet – How to use the Eligibility Explorer Application Manual
2. CalJOBS How to use the Eligibility Explorer Application User Guide
3. CalJOBS Remote Electronic Signature Guide



CalJOBS User Guide

How to use the Eligibility Explorer Application (WIOA Pre-application)

How to use the Eligibility Explorer Guide (WIOA Pre-Application)

This guide will outline how a registered individual can access and create an Eligibility Explorer Guide (WIOA pre-application) in CalJOBS, as well as how an WIOA Title I Adult and Youth staff member can convert the pre-application into a formal WIOA application.

The Eligibility Explorer Guide allows individuals to answer basic questions related to the WIOA application and upload documents without having to physically be present. A career coach or case manager can then convert the pre-application and complete the enrollment with the documents supplied by the individual.

How an Individual Creates a WIOA Pre-Application

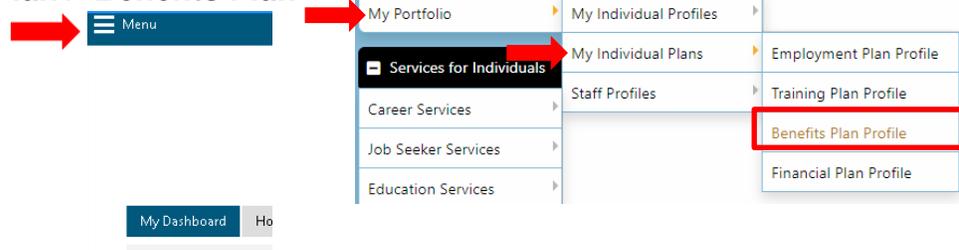
To create a pre-application, the individual must first register in CalJOBS. Once they have registered, they can follow the steps below.

As an Individual:

1. Log into the system by going to www.employmentconnect.org using your internet browser. The website works best with Google Chrome.
2. Click “**Sign In**” to enter the login page. Enter your ‘**User Name**’ and ‘**Password**’ and complete the **reCaptcha** before clicking “**Sign in**”.

The image shows a screenshot of the CalJOBS website. At the top, there is a blue navigation bar with the CalJOBS logo on the left, the text "En Español" in the middle, and a yellow "Sign In" button on the right. Below this is a white login form titled "Option 1 - Already Registered". The form contains three input fields: "User Name:", "Password:", and a checkbox labeled "I'm not a robot." with a reCAPTCHA logo. A yellow "Sign In" button is located at the bottom of the form. Red arrows point to the "Sign In" button in the top bar, the "User Name" field, the "Password" field, and the reCAPTCHA checkbox.

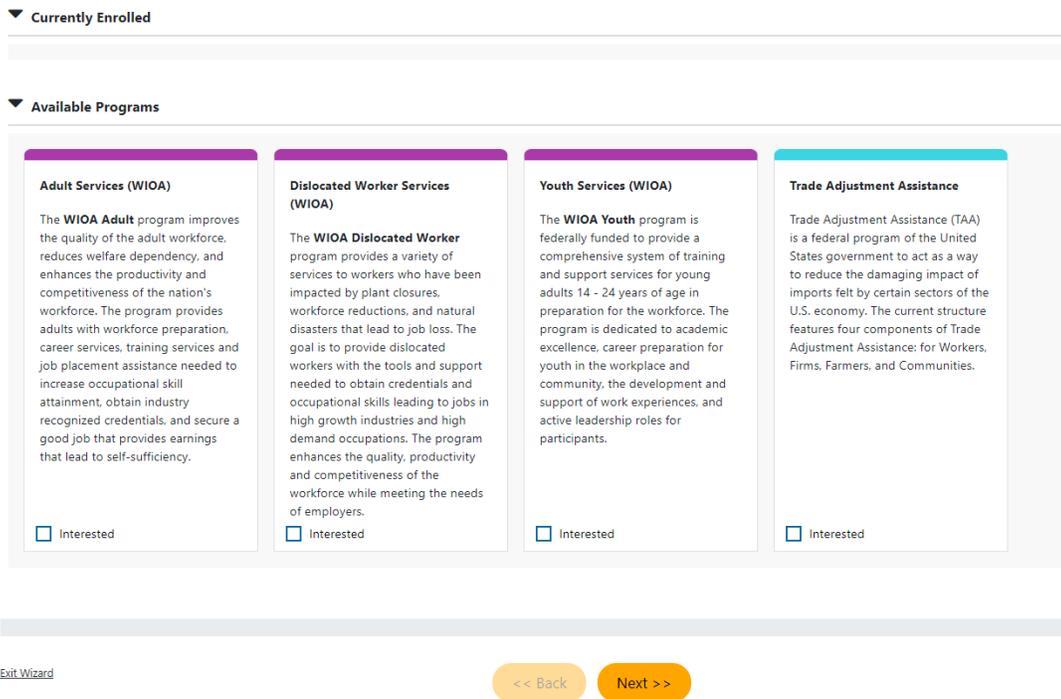
- Once you're logged in, on the left navigation **Menu** > access **Quick Menu** > **My Portfolio** > **My Individual Plan** > **Benefits Plan Profile**.



- Navigate to the bottom of the following page and click the **Eligibility Explorer Application** link.

Fill out the [Eligibility Explorer Application](#) to determine if you may be eligible for the program.

- On the following Eligibility Explorer **Intro** page, there are **Available Programs** listed with Program cards that describe a program that you may be eligible for.



Check the box next to **"Interested"** under each WIOA program that you would like to apply for and click **"Next"** to continue.

- Confirm that the information pre-populated from your registration is correct in all the tabs of the pre-application and enter any required information if needed.

You will see that the Eligibility Explorer application has 12 tabs in total:

1. Intro (the Available Programs page you just completed)
2. Contact
3. Demographic
4. Education
5. Farmworker
6. Employment
7. Public Assistance
8. Factors
9. Household And Income
10. Veteran
11. Documents
12. Eligibility Review

Confirm, update or add the required information in the **Contact, Demographic, Education, Farmworker, Employment, Public Assistance, Factors, Household And Income, and Veteran** tabs. If you did not enter information for those areas in registration, there may be no information displayed. You may simply click the orange **“Next”** button to save and continue.

Uploading Documents

One of the key features of the WIOA Pre-application is the ability to upload documents, to assist case managers with determining your WIOA eligibility.

In the **Docs** tab, a **Documentation Required** list will be displayed.

1. Under the **Action** column on the right, click on the **Upload** link to upload a document that fulfills the requirement.



- [Intro](#)
- [Education](#)
- [Public Assistance](#)
- [Veteran](#)

- [Contact](#)
- [Farmworker](#)
- [Factors](#)
- [Documents](#)

- [Demographic](#)
- [Employment](#)
- [Household And Income](#)
- [Eligibility Review](#)

▲ Hide All Steps

Lee, Michelle

- Individual Detail
- Case Notes
- Comments

↓ To Bottom

Documents



You are missing documentation required for eligibility. Please upload the necessary files listed. If you are unable to upload your documents, you may skip this step and bring them when you meet with staff.

Documentation Required	Uploaded?	Action
Social Security Documentation		Upload
Address Documentation		Upload
Citizenship Documentation		Upload
Education Level Documentation		Upload
Education Status Documentation		Upload
Family Size Documentation		Upload
Date of Birth Documentation		Upload

[Exit Wizard](#)

- In the pop-up page that appears, select the type of document you are uploading.

Please select the type of document you are uploading. Then click the "Browse" or "Choose File" button to select a file for upload:

- DD-214 Report of Transfer of discharge
- Employment Records
- IRS Form Letter 1722
- Letter from Social Service Agency
- Unemployment Wages Records
- Social Security Benefits
- Social Security Card
- W-2 Form
- Letter/Printout from Social Security Office
- Public Assistance Record/Printout
- Agency Award Letter
- Unemployment Wage Records

File Name	Upload Date	Action
test_doc.txt	6/24/2021 5:08:59 PM	Delete

- Click "Select File" to browse your computer for the appropriate document and then click "Upload File" to upload the file.

- If successful, the file will display as uploaded.

- Click the yellow Close button to close the dialog box and the corresponding document should now show a green check mark under the **Uploaded?** column.

Documentation Required	Uploaded?	Action
Social Security Documentation	<input checked="" type="checkbox"/>	Upload
Address Documentation	<input type="checkbox"/>	Upload
Citizenship Documentation	<input type="checkbox"/>	Upload
Education Level Documentation	<input type="checkbox"/>	Upload
Education Status Documentation	<input type="checkbox"/>	Upload
Family Size Documentation	<input type="checkbox"/>	Upload
Date of Birth Documentation	<input type="checkbox"/>	Upload

- You do NOT have to upload a document for every documentation required in order to complete the Eligibility Explorer. **If you do not have the documents with you at the time of completing this application, you may skip this step and bring them when you meet with staff. However, uploading as many of the required documents as possible will assist case managers in determining your eligibility and will prevent you from having to bring any of the documents to an AJCC.**

- Once you are finished uploading documents, click the orange **“Next”** button at the bottom and you will be taken to the final **Eligibility Review** tab.

Here, you can view for which programs you may be eligible for, and the list of contact information for the closest office locations in your area.

Eligibility Explorer 12 / 12

Veteran **Documents** **Eligibility Review**

[Home](#)
[Status](#)
[Public Assistance](#)
[Intake](#)

[Contact](#)
[Documents](#)
[Check](#)
[Documents](#)

[Determinations](#)
[Enrollment](#)
[Individual Area Pages](#)
[Eligibility Review](#)

Lee, Michelle

[Individual Detail](#) [Case Notes](#) [Comments](#) [To Bottom](#)

Eligibility Review/Determination

Thank you for filling out the Eligibility Explorer. Based upon the information provided, we have found that you may be eligible for the following services:

- [Adult Services \(WIOA Title II\)](#)
- [Workforce Development](#)

What's Next

Our staff will contact you regarding your eligibility. To continue with your eligibility please review the document list as the documents will be required to complete your eligibility. During the eligibility interview, additional questions will be asked.

[View Summary Report](#) [View Document List](#)

Here is a list of contact information for the closest office locations in your area:

LAO Community and Senior Services	00190 Community & Senior Service	00150 Community and Senior Services of LA County
2175 W 6th Street Los Angeles, CA 90020 Phone: Email: Map Address	2175 W 6th Street Los Angeles, CA 90020 Phone: 213-351-5485 Email: Map Address	2175 W 6th St Box 13 Los Angeles, CA 90020 Phone: 213-738-2196 Email: Map Address

Programs offered:
 • Title II - Workforce Development (WIOA)
 • Title III - Wagner-Pepper (AP)
 • Regional LARISE
 • CREDIT Career Center

Programs offered:
 • Title II - Workforce Development (WIOA)
 • Title III - Wagner-Pepper (AP)
 • Trade Adjustment Assistance (TAA)

[Back](#) [Finish](#)

- Click **“Finish”** to save your application. Your Eligibility Explorer application will now be available to the workforce development area that corresponds to the address you entered.

- Contact the nearest AJCC listed on this page and let them know that you have completed a WIOA Pre-Application and a case manager will contact you.

Converting an Eligibility Explorer Guide

Once an individual creates an Eligibility Explorer application, a case manager can access the individual's record to convert and complete the WIOA application. The information entered by the individual upon registration and through the pre-app will be available, along with any documents the individual uploaded.

Please note that an Eligibility Explorer application can only be converted if there is NO ACTIVE WIOA application for the participant in the same workforce area.

How to Convert an Eligibility Explorer Application: Staff Instructions

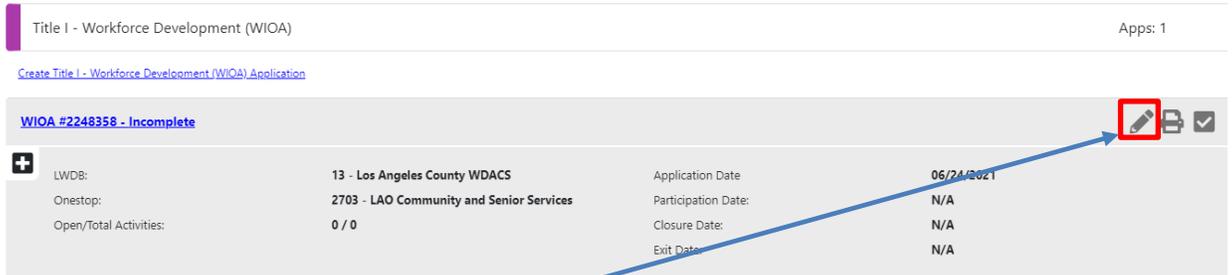
1. Log in to CalJOBS and access the individual's record by going to **Services for Workforce Staff > Manage an Individual > Assist an Individual**.
2. Once you've accessed the individual's case file, access **Staff Profiles > Case Management Profiles > Programs**.
3. Under the **Eligibility Explorer Application** section with the black banner, click the **Convert Application** link.

The screenshot shows a user interface for managing applications. At the top right, the user's name 'Lee, Michelle' is displayed. Below the header, there are filter sections: 'Filter Applications' with a dropdown set to 'All Applications', and 'Filter Activities' with three checked options: 'Open', 'Closed', and 'Voided'. There is also a 'Filter Programs' dropdown set to 'All Programs' and a checkbox for 'Only My Staff LWDB'. A horizontal bar contains the text 'Eligibility Explorer Application #2248356 - 06/24/2021' and a blue 'Convert Application' link, which is highlighted with a red rectangular box.

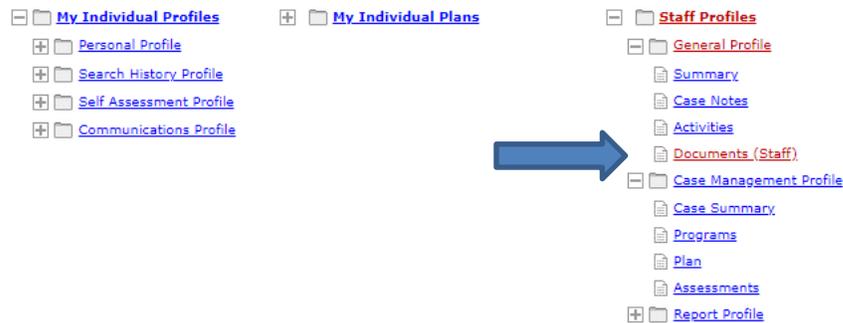
4. Check the programs to use the existing Eligibility Explorer Application data to pre-populate and create a program application.

This screenshot shows the program selection step. It features a header with 'Eligibility Explorer Application #2248356 - 06/24/2021' and a 'Convert Application' link. Below the header, a paragraph of text explains the process: 'Check any items below to use the existing Eligibility Explorer Application data to pre-populate and create a program application. The system determines the listing of programs below using the application data, staff access privileges and the existence of any open applications. Once the new applications are created you will be able to access them via the programs tab links below this section.' Three checkboxes are listed: 'Adult Services (WIOA Title I)' (checked), 'Youth Services (WIOA Title I) (Not Eligible - Age Restriction)' (unchecked), and 'Trade Adjustment Assistance Program (Not Eligible - No Petition)' (unchecked). At the bottom, there is a blue 'Create Applications' button.

- Click on “**Create Applications**” after selecting the programs to create the application. The WIOA application should automatically be created as **Incomplete** in the Title I – Workforce Development (WIOA) section of the individual’s programs tab.



- Click the top right pencil icon to finish completing the WIOA application. The first tab of the converted WIOA application will appear and you can proceed with completing the WIOA application as normal.
- Documents that were uploaded by the participant during pre-application should already be verified and noted within the WIOA application, but you can also view, access and link any of those documents by going to **Staff Profiles > General Profile > Documents (Staff)**.



CaJOBSSM WIOA Pre-Application USER GUIDE

Employment Development Department

Workforce Services Branch

2020

WIOA Pre-Application DescriptionI

Individual: Creating a WIOA Pre-AppII

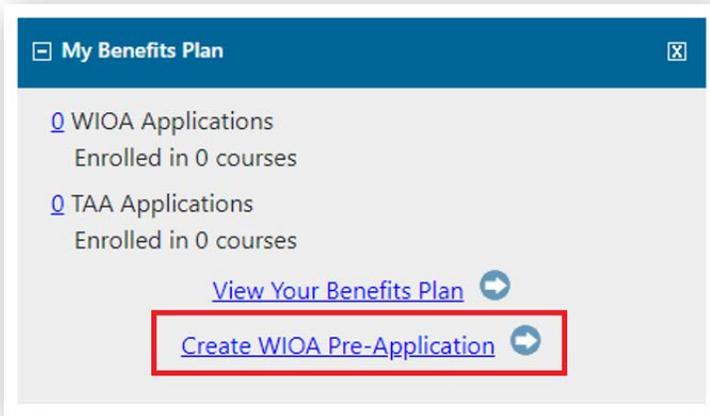
Staff: Viewing / Approving WIOA Pre-Applications Via the Navigation
MenuIII

Staff: Viewing / Approving WIOA Pre-Applications Via the Programs
TabIV

I. WIOA Pre-Application Description

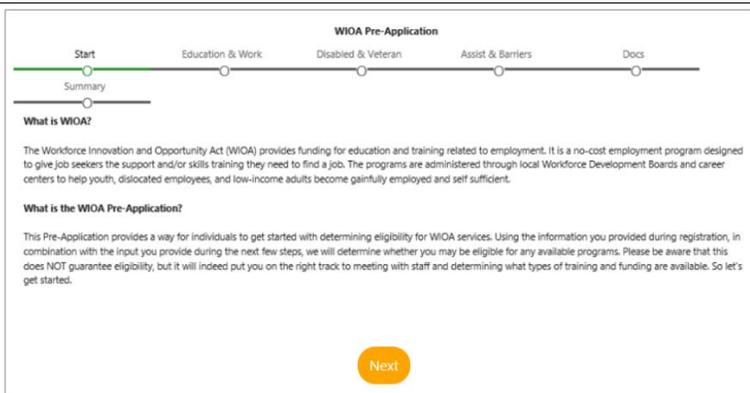
Job seekers who may be eligible for *Workforce Innovation and Opportunity Act* (WIOA) services can start a WIOA Pre-Application in the CalJOBS system after registration, and check their WIOA eligibility at any time. CalJOBS will allow individuals to create a “self-service” WIOA Pre-Application after they have registered in the system. The WIOA Pre-Application wizard that is launched helps individuals to determine if they are qualified for services under WIOA and provides the ability to provide WIOA information and verification documents before contacting AJCC staff for case management assistance. This will improve efficiency of in person services, as well as virtual services and saves time for both the job seeker and one-stop staff.

II. Individual: Creating a WIOA Pre-App



Create WIOA Pre-Application

Click on the “**Create WIOA Pre-Application**” link within the “My Benefits Plan” widget on your dashboard.



WIOA Pre-Application – Start Page

Review the information on the WIOA Pre-Application start page, and click **Next** to start the WIOA Pre-Application.

WIOA Pre-Application Guide

WIOA Pre-Application

Start Education & Work Disabled & Veteran Assist & Barriers Docs Summary

Your Education

Previously you had stated that the highest level education you achieved was:

Bachelor's degree or equivalent

What is your current school status?

Your Employment

*What is your current employment status?

*What is your most current hourly rate of pay?

*Have you received a layoff notice? Yes No

*Are you receiving Unemployment Compensation? Yes No

WIOA Pre-Application – Education & Work Page

Education & Work

Populate the required fields under “Your Education” & “Your Employment” and click Next.

WIOA Pre-Application

Start Education & Work Disabled & Veteran Assist & Barriers Docs Summary

Previously you had stated that you clearly yourself as not having a disability and not having any military service experience. If this is accurate, continue by clicking Next. Otherwise, update your registration information by clicking on the link at the bottom.

Something doesn't look right? [Update your registration information here](#)

WIOA Pre-Application – Disabled & Veteran Page

Disabled & Veteran

- a. **Disabled and/or Military Experience** - If you stated that you have a disability or have military experience in your registration, this information will appear on the “Disabled and Veteran” page. Make sure that the information is correct and click **Next**.
- b. **Not Disabled and/or No Military Experience** - If you stated that you do not have a disability or do not have military experience in your registration, you will be presented with the page shown to the left. Once you have completed reading the information on this screen, click **Next**.

WIOA Pre-Application Guide

WIOA Pre-Application – Assist & Barriers Page

Assist & Barriers

Populate the required fields under “Your Income”, “Public Assistance” & “Individual Barriers” and click **Next**.

Documentation Required	Uploaded?	Action
Social Security Documentation	●	Upload
Address Documentation	●	Upload
Citizenship Documentation	●	Upload
Education Level Documentation	●	Upload
Education Status Documentation	●	Upload
Income Documentation	●	Upload
Service Service Craft Status Documentation	●	Upload
Temporary Assistance for Needy Families (TANF) Documentation	●	Upload
Date of Birth Documentation	●	Upload

WIOA Pre-Application – Docs Page

Docs (Optional)

This section is optional. Click on **Upload** next to associated “Documentation Required” to upload an image or document for the chosen option.

View the documents you have uploaded for the selected category. To upload more documents click the browse/choose file button to locate a file on your computer. Then click "Upload" to send your file.

Citizenship Documentation

Please select the type of document you are uploading. Then click the "Browse" or "Choose File" button to select a file for upload:

- Alien Registration Card (USCIS Forms I-151, I-551, I-94, I-668A, I-197, I-179)
- Baptismal Certificate with Place of Birth
- Birth Certificate
- DD-214
- Food Stamp Records
- Foreign Passport Stamped Eligible to Work
- Hospital Birth Record
- Naturalization Certification
- Public Assistance Records
- United States Passport
- Native American Tribal Document
- Alien Registration Card Indication right to work
- Voter Registration Card

File Name	Upload Date	Action
No Files Uploaded		

Birth Cert.PNG

Type of Document (Optional)

Select the type of document you are uploading. Then click the **Choose File** button to select a file for upload. Finally, click the **Upload File** button to upload the file.

WIOA Pre-Application – Docs Upload Page

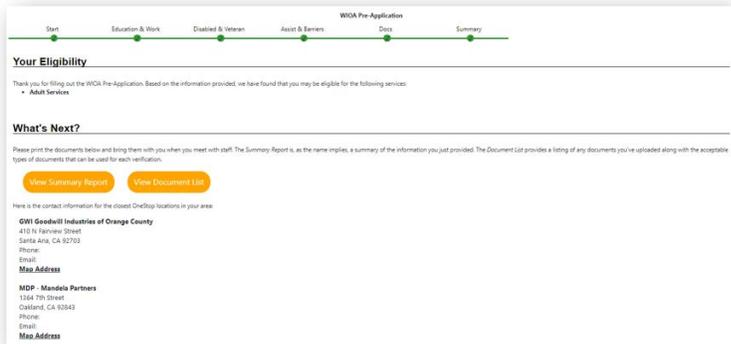
Start Education & Work Disabled & Veteran Assist & Barriers Docs Summary

You are missing documentation required for eligibility. Please upload the necessary files listed. If you are unable to upload your documents, you may skip this step and bring them when you meet with us.

Documentation Required	Uploaded?	Action
Social Security Documentation	●	Upload
Address Documentation	●	Upload
Citizenship Documentation	●	Upload
Education Level Documentation	●	Upload
Education Status Documentation	●	Upload
Employment Documentation	●	Upload
Selective Service (Draft Status) Documentation	●	Upload
Temporary Assistance for Needy Families (TANF) Documentation	●	Upload
Date of Birth Documentation	●	Upload

Click **Next** on the Docs page to continue to the final page of the WIOA Pre-Application.

WIOA Pre-Application – Docs Page



WIOA Pre-Application – Summary Page

Once you have completed the questions and uploaded any related documents, your preliminary eligibility information will display at the top Summary screen.

From the summary screen, you can view a summary report by clicking on **View Summary Report**.

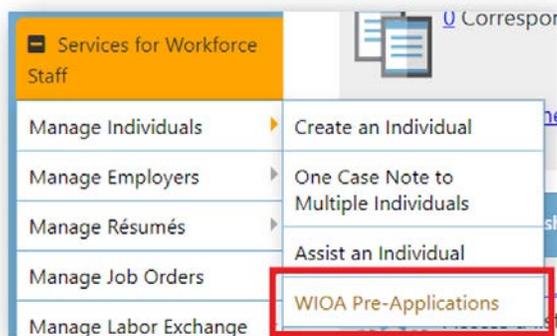
You can also view a list of any uploaded documents by clicking on **View Documents List**.

You can also print these summaries if needed.

This screen also displays the contact information for the nearest one-stop office(s).

The final step is to submit the WIOA pre-application by clicking on **Finish**.

III. Staff: Viewing / Approving WIOA Pre-Applications Via the Navigation Menu



Manage Individuals > WIOA Pre-Applications

Go to **Manage Individuals** under “Services for Workforce Staff” from the navigation menu on the left side, and click **WIOA Pre-Applications**.

WIOA Pre-Application Guide

User Name	Last Updated	# of Files	Action
HPOTTERTEST (Potter, Harry)	3/23/2020 11:08:36 AM	0	Approve Summary Delete

WIOA Pre-Application (Listed by LWIA and or Office/OneStop)

(Optional) Select the appropriate search criteria and click **Filter**.

(Optional) You can see a summary of the individual's WIOA Pre-Application by clicking **Summary** or delete the WIOA Pre-Application by clicking on **Delete**.

From the display of pre-applications, click **Approve** under "Action" for the associated username that you would like to approve.

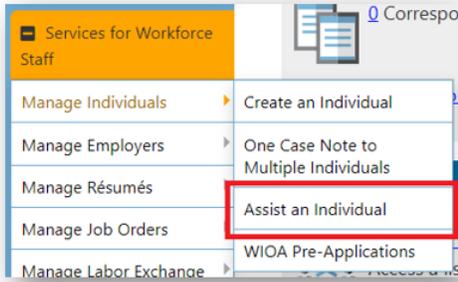
Convert Application Button

Review the WIOA information screen and populate the required fields, and then click **Convert Application** to convert the WIOA Pre-Application in a traditional Title I application.

WIOA Wizard Progress Bar

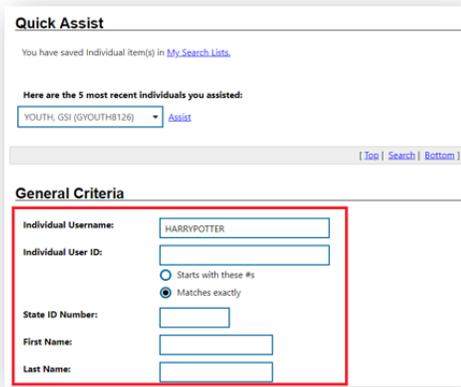
Once the application has been converted, complete the Title I application as you normally would.

IV. Staff: Viewing / Approving WIOA Pre-Applications Via the Programs Tab



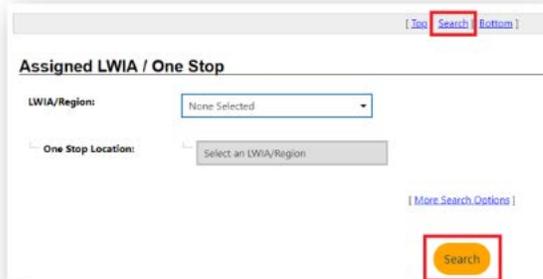
Assist An Individual

Go to **Manage Individuals** under “Services for Workforce Staff” from the navigation menu on the left side and then click **Assist an Individual**.



Assist An Individual Search Criteria

Input the appropriate search criteria



Assist An Individual Search

Click on the blue **Search** link or scroll to the bottom and click the orange **Search** button.

WIOA Pre-Application Guide

Results View: Summary | Detailed

To sort on any column, click a column title.

User Name	First Name	Last Name	SSN	Vet	State ID	Last Login Date	Last Edited	Created	Action	Select
HARRYPOTTER	GSI	YOUTH	6975	No	29656079	12/31/2006	09/19/2006		Summary Tab Case Notes Tab Activities Tab Programs Tab	

1 Records found

SEARCH CRITERIA: Username begins with GYOUTH@DS

Assist An Individual Search Results

Click on the individual's user name to assist the individual.

[[Assist an individual](#) | [Staff Services](#) | [Individual Portfolio](#)]

- My Individual Profiles
 - Personal Profile
 - Search History Profile
 - Self Assessment Profile
 - Communications Profile
- My Individual Plans
- Staff Profiles
 - General Profile
 - Case Management Profile
 - Case Summary
 - Programs**
 - Plan
 - Assessments
 - Report Profile

Individual Navigation Lists

Navigate to the individual's Programs Tab by expanding the "Staff Profiles" list at the top of the page and clicking on **Programs** under "Case Management Profile."

Case Summary | **Programs** | Plan | Assessments

Show Summary Tabs Potter, Harry

Filter Applications: All Applications

Filter Programs: Title I - Workforce Development (WIOA)

Only My Staff LWDB

Title I - Workforce Development (WIOA) Apps: 0

[Create Title I - Workforce Development \(WIOA\) Application](#)

[Convert WIOA Pre-Application](#)

WIOA Pre-Application Link on Programs Tab

Scroll down to Title I – Workforce Development (WIOA) or use the filters to only show Title I – Workforce Development (WIOA).

Click on **Convert WIOA Pre-Application** under Title I – Workforce Development (WIOA)

WIOA Pre-Application Guide

WIOA Information

View: [Summary](#) | [Files](#)

Username: 9560168

Login Name: GSIPOPTERRG

Date Last Edited: 12/18/2019 9:26:17 AM

* Application Date: (mm/dd/yyyy) [Today](#)

* LWIA:

* Office/Onestop:

Convert Application

Convert Application Button

Review the WIOA information screen and populate the required fields.

Click **Convert Application** to convert the application

Title I - Workforce Development (WIOA) 1 / 11

Intro Contact Demographic

- Intro
 - Intro
 - Veteran
 - Public Assistance
 - Miscellaneous
- Contact
 - Contact
 - Employment
 - Barriers
 - Eligibility Summary
- Demographic
 - Demographic
 - Education
 - Household and Income

Hide All Steps

WIOA

Potter, Harry

Individual Detail Case Notes Comments To Bottom

Workforce Innovation and Opportunity Act (WIOA)

Application is Closed Never Enrolled

Case Application ID: 19502685

WIA Converted Application ID: Not Applicable

* Application Date: 03/24/2020 Today

WIOA Wizard Progress Bar

Once the conversion has been completed, complete the WIOA application as you normally would.

CalJOBSSM Remote Electronic Signature

USER GUIDE

Employment Development Department

Workforce Services Branch

2020

Locating the Signature Section.....I

Using the Remote Electronic Signature..II

I. Locating the Signature Section

The screenshot shows a vertical navigation menu with the following items: 'Manage Individuals', 'Manage Employers', 'Manage Résumés', 'Manage Job Orders', and 'Manage Labor Exchange'. A dropdown menu is open for 'Manage Individuals', showing options: 'Create an Individual', 'One Case Note to Multiple Individuals', 'Assist an Individual', and 'WIOA Pre-Applications'. Both the 'Manage Individuals' menu item and the 'Assist an Individual' dropdown option are highlighted with red rectangular boxes.

Start the normal process of assisting an individual.

Manage Individuals > Assist an Individual

The screenshot shows the 'Individual Detailed' page. On the left, there is a list of fields: 'User Name', 'User ID', 'Individual Name', 'SSN (last 4 digits)', 'Date of Birth', and 'State ID'. On the right, there is an 'Action' column with links: 'Summary Tab', 'Case Notes Tab', 'Activities Tab', 'Programs Tab', and 'Reset'. The 'Programs Tab' link is highlighted with a red rectangular box.

Go to the programs tab of the searched individual

The screenshot shows the 'Title I - Workforce Development (WIOA)' page. It features a purple header bar and two blue links: 'Create Title I - Workforce Development (WIOA) Application' and 'Convert WIOA Pre-Application'. The 'Create Title I - Workforce Development (WIOA) Application' link is highlighted with a red rectangular box.

Select the federal program you wish to enroll the individual in:

Title III Wagner-Peyser, Title I WIOA, Trade Adjustment Act (TAA), and National Farmworkers Job Program

This screenshot is identical to the previous one, showing the 'Title I - Workforce Development (WIOA)' page with the 'Create Title I - Workforce Development (WIOA) Application' link highlighted in red.

Go through the application process until you get to the signature piece

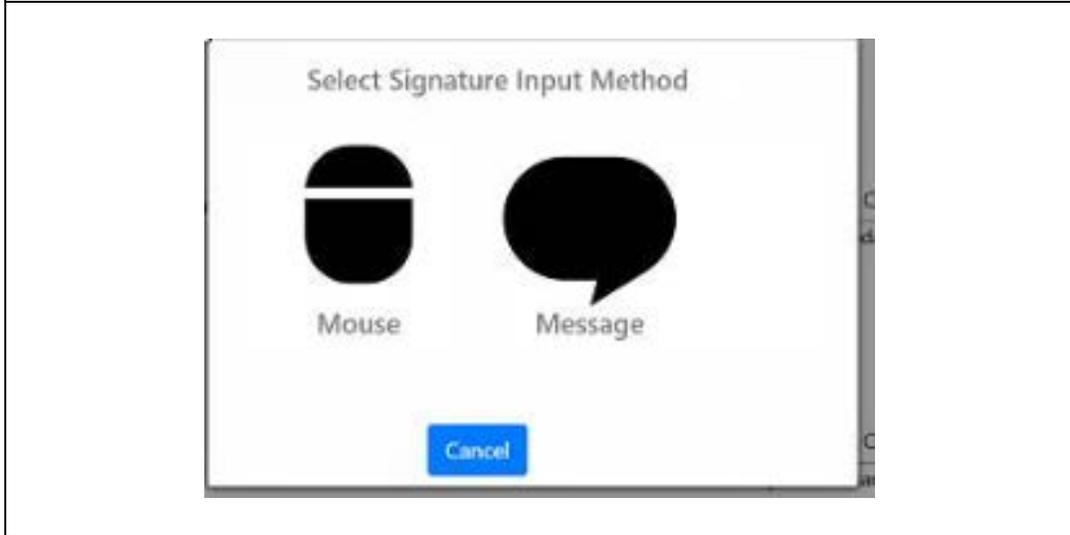
II. Using the Remote Electronic Signature

> **Signature**

Applicant Signature: _____ *n* Capture Signature

Staff Signature: _____ *n* Capture Signature

The application signature section of the federal program applications will initially look like this with no signatures



When staff click the Staff Signature/Capture Signature link, they will get these 2 options: Mouse and Message. Staff will use the mouse for their signature and message to obtain the applicant signature.

<p>CERTIFICATION OF UNDERSTANDING: I understand, acknowledge, agree and certify that:</p> <ul style="list-style-type: none"> • I accept my responsibilities in the use of electronic signatures as described on this form. • My execution of an electronic signature performed on this system is the legally binding equivalent of my traditional handwritten signature, and I am accountable and responsible for actions performed under such an electronic signature • I may not share components of my electronic signature such that my signature could be executed by another individual. Such components may include, but are not limited to, computer passwords and/or unique identification tokens. <div style="border: 1px solid gray; height: 150px; margin: 10px 0;"></div> <p style="text-align: center;"> Apply Clear Cancel </p>	<p>If staff select Mouse, they will see this screen where they can use their mouse to create a signature.</p>
<p>Signature _____</p> <p>Applicant Signature: _____ <i>Signature</i> Capture Signature</p> <p>Staff Signature: <i>B. Dasing</i> _____ <i>Signature</i> Capture Signature <small>bonnie dassing WIOA #160382453</small></p>	<p>Application will look like this once the mouse is used and signature applied.</p>
<div style="border: 1px solid gray; padding: 20px; text-align: center;"> <p> Send Text Send Email </p> <p style="margin-top: 20px;"> Cancel </p> </div>	<p>When staff click the Applicant Signature/Capture Signature link, they will see the same 2 options. When applicants are not in the offices, staff will select message, so that they can either text or email a link to the applicant.</p>

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Please select your preferred method of signing this document, using any of the e-signature methods constitutes a legal signature confirming that you acknowledge and warrant the truthfulness of the information provided in this document.



Applicants will get a link via text or email. When clicked, this link will bring them to a page in the system with their signature options and a link to view the application PDF. For the early rollout, we will only have the Mouse signature method available. We will add other options as they become available.

Signature

Applicant Signature: _____



 Capture Signature
Herbert, Yolanda WIOA #163215514

Staff Signature: _____



 Capture Signature
Allyson Guzman WIOA #163215514

Completed applications will look like this for staff. Individuals will get confirmation in the CalJOBS message center that the application was signed.