

## **Workforce Innovation and Opportunity Act Telephone/Document Inspection Verification Requirements**

WIOA eligibility criteria may be verified by telephone contacts with governmental or social service agencies, or by document inspection. The information obtained must be verified and recorded on the Telephone/Document Inspection Verification form. Information recorded must be adequate to enable a monitor or auditor to trace back to the agency representative providing the verification information.

In some cases, the information provided by an agency through telephone contact may be sufficient to satisfy multiple WIOA eligibility criteria. For example, verification that an applicant has been determined eligible to receive TANF can satisfy the requirement for in-school youth program eligibility.

Verification of eligibility through document inspection is appropriate when documents cannot or may not be machine-copied.

Agencies that may assist in verifying via telephone are as follows:

- Local schools
- Social Security Administration
- Veterans Administration
- Social Service agencies
- Medical and health facilities
- Vocational rehabilitation facilities
- Drug and alcohol rehabilitation facilities
- Housing authorities
- Homeless shelters
- Judicial agencies and institutions
- Other state and local government agencies

When WIOA eligibility verification is accomplished via telephone or document inspection, local areas are required to use a standardized form, such as the example on the next page for monitoring and audit purposes.