



## POLICY

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<b>CATEGORY:</b>	Program Operations	<b>No: 4.0.111.04</b>
<b>TITLE:</b>	Customer Eligibility File Documentation	
<b>SUPERSEDES:</b>	4.0.111.03 dated October 31, 2014	
<b>EFFECTIVE:</b>	June 16, 2017	
<b>BOARD APPROVAL:</b>	June 15, 2017	
<b>LAST REVIEW:</b>	June 7, 2017	

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### I. PURPOSE:

To establish criteria for customer eligibility file documentation and ensure complete and accurate documentation during eligibility determination for Workforce Programs is verified and maintained in customer files.

### II. DEFINITIONS:

N/A

### III. POLICY STATEMENT:

Complete and accurate documentation for eligibility determination for Workforce Programs shall be verified and maintained in customer files.

### IV. PROCEDURES:

At the time a customer has been determined to require additional assistance through specialized services; all eligibility documentation will be requested for that specific program.

Required data entry will be completed in the appropriate data management system within 3 business days of action/service provided.

Eligibility determination will be reviewed and assessed for accuracy and placed in the customer's file, entered into appropriate data fields, and documented thoroughly in counselor notes.

Eligible Workforce Innovation and Opportunity Act (WIOA) customers will have the types of documentation verifying eligibility entered into the WIOA Program Detail, Documentation tab of TWIST.

For programs that require re-verification of eligibility on a monthly basis, documentation will be maintained in customer file and counselor notes in TWIST to ensure continued eligibility.

### V. RELATED POLICY INFORMATION:

POLICY TITLE: Customer File Documentation  
POLICY NUMBER: 4.0.111.04

DATE: 03/15/2012  
REVISION: 06/15/2017

WD Letter 32-03, Change 4, Workforce Investment Act: Updated Workforce Investment Act Eligibility Guidelines Desk References, Dated 09/17/2012

WD Letter 03-14, Change 1, issued May 1, 2014 and entitled "Workforce Investment Act: WIA Eligibility Guidelines: Income and Guidelines Desk Reference

Texas Workforce Commission- Workforce Innovation and Opportunity Act: Guidelines for Adults, Dislocated Workers and Youth, issued September 26, 2016.

Texas Workforce Commission Workforce Innovation and Opportunity Act- Eligibility Documentation Log, issued September 6, 2016

**VI. RESPONSIBILITIES:**

The Contract Manager shall ensure that all relevant staff and contracted service providers are aware of and comply with this policy

The Board Monitor shall provide oversight and evaluation of customer file documentation activities.

Contracted service providers shall ensure that appropriate procedures are implemented and that relevant staff receive training regarding the requirements of this policy.

**VII. FORMS AND INSTRUCTIONS: N/A**

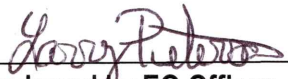
**VIII. DISTRIBUTION:**


Board of Directors

Board Staff

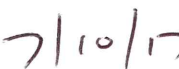
Contracted Service Provider Staff

**IX. SIGNATURES:**

  
Reviewed by EO Officer

  
Date

  
President/CEO

  
Date