

WIOA Guidance Letter 20-01



DATE: April 10, 2020
TO: LWDB Executive Directors
FROM: Mike Beene, Director Workforce Services
CC: Workforce Services, Fiscal, CRC
RE: Verbal/Virtual Signature

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Temporary Acceptance of Verbal/Virtual Signatures

Due to social distancing recommendations and provision of virtual services as a result of the National declaration of a State of Emergency due to the COVID-19 Pandemic and the accompanying State issued Stay at Home Orders, physical signatures may not be readily obtainable from customers in a timely manner for the provision of necessary services to eligible individuals.

During the time a State of Disaster Emergency exists in Kansas, verbal and virtual signatures from customers will be allowed and accepted when approved by Local Workforce Development Boards (LWDB). LWDB's desiring to allow verbal and/or virtual signatures must adopt local procedures for acceptance of virtual and/or verbal signatures which at a minimum include provisions to:

1. Allow appropriate staff (e.g., intake workers and case managers) to complete applications over the phone, virtually or other appropriate conveyance.
2. Provide for detailed case notes that must accompany any verbal/virtual signature:
 - a. followed by an additional confirmation (e.g., e-mail or text) from the customer verifying the verbal/virtual signature
 - i. which will be uploaded to the customer's **KANSASWORKS** case file.

Signatures obtained by fax, photo, electronic keypad, PIN, etc. are considered to be physical signatures and not subject to the exceptions applicable to verbal or virtual signatures.

For questions, please email to: WorkforceSvcs@ks.gov