


Self-Attestation and Telephone Verification/Document Inspection Policy #P-29-8.22

Re: The use and submission of self-certification and telephone/document verification forms through the use of authorized, State-approved Self-Certification and Telephone/Document Inspection Verification processes for all WIOA and TANF YDP participants within the SCPa Works region.

Updated: February 27, 2026
Revision Approved: N/A
Originated: August 26, 2022
Approved: November 11, 2022

References: 20 C.F.R. Parts 603, 651, 652
20 C.F.R. Parts 676, 677, and 678
TEGL No. 35-14
TEGL No. 6-14
Workforce System Guidance 04-2015
Workforce System Guidance on WIOA Eligibility Verification

Author: Saranne Miller 

Related Forms: Forms relating to this Statement of Purpose can be found in the CWDS Help Center.

I. Definitions:

- A. **Self-Attestation:** Self-attestation (also referred to as an applicant statement) occurs when an individual states his or her status for a particular data element, such as “runaway youth,” and then signs and dates a form acknowledging this status.
1. The key elements for self-attestation are:
 - a. The individual identifying his or her status for permitted elements;
 - b. Signing and dating a form attesting to this self-identification; and
 - c. A detailed case note to include all attempts to collect eligibility verification.
- B. **Self-Certification:** Self-certification means an individual’s signed attestation that the information said individual submitted to demonstrate eligibility for a program under WIOA/TANF is true and accurate.
1. Self-certification is also performed when an eligible migrant and seasonal farmworker (MSFW) signed attestation that the information he/she submits to demonstrate eligibility for the NFJP is true and accurate.
- C. **Telephone/Document Inspection Verification:** Is a means by which a service provider calls an agency or organization to verify program eligibility requirements over the telephone, in a verbal manner.
1. Telephone verifications can only be administered when a service provider makes a phone call to a formal agency or organization.
 2. Verbal verifications are recorded on a standardized form and detailed in a case note to include the name of the agency/organization, the name of the individual who was called, and the exact nature of the eligibility verification.

3. Document inspection occurs when a document is in the possession of an agency/organization and the data on the document is verbally verified over the telephone to the service provider to ensure that eligibility requirements are validated, and then detailed in a case note.
 - a. When applicable and feasible, documents should be acquired, copied, scanned, and/or maintained in a participant's physical file; however, when all attempts to do so have failed, document inspection will suffice.

II. **Verification and documentation:**

- A. It is important to note that verification is far different than hard-copy documentation.
 1. **Verification** means to confirm eligibility requirements through examination of documents (e.g., birth certificates or public assistance records) or speaking with representatives of authorized agencies.
 2. **Documentation** means to maintain physical evidence, which is obtained during the verification process, in participant files. Examples of such evidence are copies of documents (where legally permitted).

III. **Self-Attestation:** *CWDS Help Center > Documents > How-To's > WIOA > WIOA Self-Attestation Form*

- A. Self-attestation as an allowable source for documenting eligibility only under the circumstances and conditions listed below:
 1. Self-attestation is a viable source for documenting eligibility, and is limited to and only available after all other sources of eligibility verification are exhausted as indicative of self-certification serving as the "last resort" for documenting WIOA/TANF YDP eligibility.
 2. SCPa Works allows for self-attestation to verify those eligibility items requiring documentation that, in rare cases, may cause undue hardship for applicants to obtain, particularly those with barriers to employment.
 3. Self-attestation may be accepted from an individual who has experienced a loss of documentation due to:
 - a. Natural or man-made disaster such as fire, flood, tornado;
 - b. Eviction from residence resulting in a loss of supporting documentation; or
 - c. Individual is fleeing or has fled an abusive or untenable home situation.
 4. Youth:
 - a. Self-attestation for out-of-school youth is permitted for the purpose of WIOA/TANF YDP eligibility determination.
 - b. In-school-youth participants should have access to their records through access to a school or institution database.
 5. Self-Attestation List:
 - a. Service providers will use the self-certification method as a last resort, and only for use of verifying the following eligibility criteria elements:
 - i. Date of Actual Dislocation (Dislocated Worker)
 - ii. Displaced Homemaker (Dislocated Worker)
 - iii. Reemployment Opportunity is Poor / Unlikely to Return-to-Work (Dislocated Worker)
 - iv. Permanently or Temporarily Laid Off as a Consequence of a Disaster (Adult/DW)
 - v. Long-Term Unemployed (Adult/DW)
 - vi. English Language Learner (Youth/Adult)
 - vii. Homeless (Youth/Adult)
 - viii. In/Aged Out of Foster Care System (Youth)
 - ix. Offender (Youth)
 - x. Pregnant or Parenting (Youth)
 - xi. Requires Additional Assistance (Youth)

- xii. Runaway (Youth)
- xiii. School Status at time of Registration (Youth)

IV. Telephone Verification/Document Inspection:

CWDS Help Center>Policy&Procedures>Workforce Innovation and Opportunity Act (WIOA)>Appendix B

- A. Local boards are required to address in their local plan strategies for assisting individuals with barriers, to include methods of validating eligibility for such individuals.
- B. SCPa Works encourages the use of **telephone verification** and **documentation inspection verification** to verify eligibility.
 - 1. Service providers should consider **the use of telephone verification prior to self-certification** to verify eligibility criteria when another agency or organization may have access to eligibility verification documents.
 - a. When applicable, eligibility criteria may be verified by telephone contacts with recognized governmental or social services agencies, or by document inspection.
 - b. The information obtained must be verified and recorded on the **Telephone Verification and Document Inspection Form** found in CWDS.
 - i. Information recorded must be adequate to enable a monitor or auditor to report back to the cognizant agency or able to confirm the data included on a verified document.
 - ii. The information provided by the agency through telephone contact may be sufficient to satisfy multiple eligibility criteria.
 - iii. Verification of eligibility through document inspection is appropriate when documents cannot or may not be copied.

V. Applicant Statement:


- A. A hand-written or printed applicant statement is a form of self-attestation and may be used to validate family size/family income, if all other means of collecting proof have been exhausted.
- B. If an applicant’s statement or self-attestation form is used in the eligibility-determination process, all workforce staff must adhere to the stringent SCPa Works case-noting practices to ensure that:
 - 1. The self-attestation case note includes all failed attempts to secure eligibility verification.
 - 2. The self-attestation case note includes a record of all phone calls and discussions that took place surrounding the attempt to acquire eligibility verification from an individual, agency, or organization.
 - 3. The self-attestation email references email correspondence when applicable, and that all email correspondence is copied (copied and pasted) into a separate case note.

VI. Standardized Forms:

- A. Standardized forms to assist in the verification of eligibility criteria and acceptable documentation sources, to include self-certification, telephone verification, and document inspection verification can be found in the *List of Policies and Procedures* under WIOA in the Help Center of CWDS.

VII. Summary of Changes: This Statement of Purpose is reviewed every 180 days by the SCPa Works Policy

Department for necessary changes, edits, updates, and revisions.



Date of Change:	Changed by:	Summary of Change(s):	Effective Date
08/26/2022	Saranne Miller 	1. Re-wrote sections I, IV, V, and VI. 2. Reiterated WIOA, TANF Youth, and EARN relevancy under Purpose .	11/11/2022

SCPa Works Self-Certification, Self-Attestation, & Telephone Verification Policy #P-29-8.22 ~ SCWDB Approved November 11, 2022

This is an electronically controlled document. All hard copies are considered uncontrolled.

This document is reviewed for updates every 180 days by the SCPa Works Policy Department and was last reviewed on 02.27.2026.

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employment/Program

04/08/2024	Saranne Miller 	Reviewed for edits. No revision necessary. Re-formatted header page. Removed TEGL No. 12-01 from references due to cancelation.	04/08/2024
02.27.2026	Saranne Miller 	Reviewed for edits. No revision necessary. Approval not necessary.	02.27.2026

SCPa Works Self-Certification, Self-Attestation, & Telephone Verification Policy #P-29-8.22 ~ SCWDB Approved November 11, 2022

This is an electronically controlled document. All hard copies are considered uncontrolled.

This document is reviewed for updates every 180 days by the SCPa Works Policy Department and was last reviewed on 02.27.2026.

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employment/Program