



Workforce Innovation and Opportunity Act (WIOA) Administrative Policy #112

Subject: Virtual Service Delivery

Effective Date: March 27, 2020

This Administrative Policy authorizes the use of virtual service delivery protocols for WIOA Title I Providers. In light of the current coronavirus (COVID-19) pandemic, the Capital Region Workforce Partnership is cognizant of the need to use remote and virtual technology to support the needs of both currently enrolled customers and those being laid off or otherwise seeking employment and training services during this time when direct interaction is discouraged.

The following methods are approved during this pandemic:

1. Use of electronic signature on WIOA documentation requiring a signature.
2. Use of encrypted technology to collect required WIOA enrollment documentation to include PII and other sensitive information.
3. Use of virtual technology to host meetings and workshops.
4. Use of virtual activities to support work experience combined with academic and vocational training.
5. Use of virtual signature or electronic confirmation of attendance for recordkeeping.
6. Use of package tracking for supportive service items delivered directly to customers residence.

As things evolve with the current pandemic this policy will be updated or modified as needed.

Service providers should update program policies and procedures accordingly to support these modifications.

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