

April 7, 2020

WORKFORCE DEVELOPMENT FIELD INFORMATION MEMO NO: 20-05

TOPIC: Use of Alternative Signatures During COVID-19 Pandemic

1. **Purpose:** To transmit guidance allowing alternative methods of obtaining customer signatures.
2. **Background:** Physical signatures or electronic signatures via use of the signature pad connected to IowaWORKS are generally the only allowable methods for obtaining customer signatures.
3. **Substance:** Due to social distancing recommendations as a result of COVID-19, physical signatures may not be able to be obtained from customers. While social distancing is in place in Iowa, verbal and virtual signatures from customers will be allowed and accepted. Additionally, career planners may complete applications over the phone, or virtually, with individuals.

When career planners utilize this allowance, detailed case notes must accompany the verbal signature. The customer must also follow-up with an email to the career planner verifying the signature. The customer verification email must be uploaded as a document in IowaWORKS.

If the customer completes a hard copy application (or other document such as an eligibility document) and signs, a verbal signature does not need to be notated as outlined above. The hard copy application can be mailed to the career planner and uploaded to the system, or the participant may take a picture of the document and upload the document themselves, or send it to the career planner to do so.

4. **Action:** This information should be shared with CEOs, Local WDB members as well as appropriate One-Stop staff.
5. **Effective Date:** This field memo is effective from the date of this memo.
6. **Contact:** Questions related to the information in this memo should be directed to Wendy Greenman, Workforce Services Division Bureau Chief, at wendy.greenman@iwd.iowa.gov.

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