

## Job Access Loan Policy Attachment

### 17.2.2 Eligibility Determination Process

JAL applicants may request JAL services by contacting the W-2 agency. ~~JAL applicants may also apply directly or by applying~~ in ACCESS. JAL applicants may schedule an interview with a FEP in ACCESS. W-2 agencies must provide availability in ACCESS for appointment scheduling within five days of the application being submitted. Agencies must maintain available intake appointments in CWW Client Scheduling for a minimum of the next 10 working days to avoid delays in appointment scheduling and application processing.

ACCESS applicants are responsible for scheduling an appointment with a FEP either online through ACCESS or by calling their local W-2 agency. Agencies may contact applicants to schedule interview appointments if an applicant does not schedule an appointment in ACCESS or does not attend their appointment scheduled in ACCESS.

All JAL applicants must meet with a FEP to complete the interactive application process and to sign the [JAL Combined Application and Repayment Agreement \(2482\)](#). If the appointment is telephonic, the form must be signed electronically. The meeting with the FEP can be in-person or via phone or video call. W-2 agencies must provide the option to meet in whichever acceptable meeting format the applicant prefers. FEPs must document in comments which meeting format was used.

The applicant signature can be obtained one of three ways below. W-2 agencies must provide the option to sign in whichever acceptable signature method the applicant prefers.

1. **Written signature:** The applicant physically signs the [JAL Combined Application and Repayment Agreement \(2482\)](#).
2. **Electronic signature:** The applicant electronically signs the [JAL Combined Application and Repayment Agreement \(2482\)](#) via an electronic signature software.
3. **Telephonic signature:** The applicant telephonically signs the [JAL Combined Application and Repayment Agreement \(2482\)](#) during a recorded call.

FEPs must read the form in order to record the agreement being made between the FEP and the participant. Additionally, the FEP must read the language that is in the telephonic signature display in Genesys. The Telephonic Signature Interaction ID generated in Genesys must be documented on the signature line and case comments.

This form documents the JAL application date and loan amount requested. The second section of the form acknowledges receipt of the loan and serves as a loan repayment agreement. Loan recipients must sign the lower half of the form to document receipt of the loan check at the time the check is provided to the loan recipient. The form must be scanned into ECF.

No change to the remainder of 17.2.2