

Policy Name	Supportive Service Policy for Youth, Adults, and Dislocated Workers
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Policy

The purpose of this policy is to establish guidelines for the use of Workforce Innovation and Opportunity Act (WIOA) Title I funds in the provision of supportive services to enable Youth, Adults, and Dislocated Workers to participate in WIOA activities.

Supportive services may be made available to any Youth, Adult, or Dislocated Worker participating in WIOA Title I career services or training activities that are unable to obtain supportive services through other programs providing such services.

Additionally, supportive services must be necessary to enable the individual to participate in career services or training activities. Participants identified as needing ongoing supportive services in accordance with their Individual Employment Plan (IEP) must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. The type and amount spent on supportive services will be determined on a case-by-case basis, and the total spent on any one participant for supportive services will be based on the availability of funds. The Executive Director, Deputy Director, or Program Director may determine that circumstances justify additional funding based on ongoing IEP participant assessments and evaluation of needs. Supportive services for Adults and Dislocated Workers will be available between enrollment and the commencement of follow-up services. The supportive services for Youth will be available during their one-year follow-up period.

Enrolled in Training

Supportive services that may be available to participants who are enrolled in training, including driver instruction and post-secondary training, via Individual Training Accounts (ITAs) with an approved training provider may receive the following supportive services in addition to the approved level of ITA tuition assistance. The supportive services provided must be necessary for the participant to achieve their training goals and be used for that training, as outlined in the Individual Employment Plan (IEP) and include:

- (a) Assistance with educational testing;
- (b) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- (c) Assistance with books, fees, school supplies, and other necessary items (including electronic devices such as laptops, tablets, smartphones, or other technology whose costs are included in a published course tuition rate) for students enrolled in postsecondary education classes to complete training;
- (d) Payments and fees for employment and training-related applications, tests, and certifications; and

(e) Assistance with transportation costs, including parking fees, related to attending training, up to a maximum of \$ \$1,000 per WIOA Program Year

No limit is set on the amount of supportive services (except transportation) for participants enrolled in ITA training, but all services must be necessary to meet training goals and not available from any other source.

Receiving Individualized Career Services Only

Supportive services that may be available to participants that are receiving individualized career services, but not in ITA training, may receive supportive service payment(s) for the following job-seeking or related expenses listed below.

- (a) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear up to \$ \$1,000.
- (b) Assistance with payments and fees for employment and training-related applications, document fees, background investigations, fingerprinting, testing (including drug testing), certifications and licensing fees, and obtaining required U.S. Citizenship and Immigration Services (USCIS) Department of Homeland Security Employment Eligibility Form I-9 documents needed for hire;
- (c) Payments and fees related to obtaining a New York State Driver's Learner's Permit and New York State Driver's License, including Motor Vehicle Reports (MVRs) for Commercial Driver's License (CDL) A and B. Alternatively, payments and fees related to obtaining a New York State Identification (I.D.) card may be covered, if necessary, to secure employment.
- (d) Assistance with transportation, including parking fees, to job interviews/fairs, or traveling to a new job prior to receiving the initial paycheck, up to a maximum of 31 days or \$ \$1,000 whichever is less. Scheduled interviews or employment will be verified with the employer. (NOTE: Please reference the Transportation section in this policy for details.)
- (e) Assistance with Metrix Learning Licenses, Coursera, or other online Eligible Training Provider (ETP) approved Industry Certification Examination payments.
- (f) Reasonable accommodation for Youth, Adults, or Dislocated Workers with disabilities.
- (g) Legal Aid Services
- (h) Assistance with Electronic Devices, such as laptops, tablets, smartphones, hot spots, or other technology in accordance with NYSDOL Program Guidance Letter No. 21-02 (11-30-2021) equipment purchase thresholds for participation in On-the-Job Training (OJT) or WIOA Title I Youth, Adult or Dislocated Worker work experience programs. (NOTE: Please reference the Electronic Device section in this policy for details.)

The total amount that can be spent on job-related supportive services may not exceed \$7,500 in total per program year and cannot exceed \$15,000 in a participant's lifetime.

If supportive services other than these are necessary by a participant, a referral will be made to other community agencies that provide those services.

While 20 CFR 680.900 lists additional examples of covered items, WIOA grants local areas the authority to make policy and administrative decisions and the flexibility to tailor the workforce system to the needs of the local community. WIOA provides a broad definition of supportive services which are determined by the local board. As such, CNY Works will offer supportive services for child care, dependent care, housing-related expenses, transportation, electronic devices, or other permissible services as indicated

below. Each program year CNY Works will evaluate the demand for additional supportive services and will revisit this policy to fund other supportive services if a significant need arises for participants to participate in applicable WIOA activities.

Child Care, Dependent Care, or Housing Costs

ALL partner agencies and other community service providers that could provide these supportive services should be contacted prior to using WIOA Youth, Adult and Dislocated Worker funding (i.e., “all other options exhausted”). Supportive service payments for childcare, dependent care, or housing will not exceed the training duration.

- 1) Childcare or dependent care costs can only be paid to a licensed/~~certified~~ registered provider, Legally Exempt care, or child care assistance determined through the local Department of Social Services.
- 2) Childcare or dependent care costs may be supported for participants with a family income of 300% of current federal poverty guidelines.
- 3) Housing can only be paid to commercial hotels or established landlords (NOT relative or friend, etc.).

Transportation Costs

Gas cards, bus passes, and taxi fares (including Uber or Lyft) may be given to Youth, Adult, or Dislocated Workers to assist participants in being able to participate in program activities, training, and employment.

- 1) Gas cards or bus passes are to be utilized as a supplement to overall transportation costs, not to totally subsidize the transportation costs of a participant. Youth, Adult or Dislocated Workers are to be advised that these are transportation costs supplement ONLY.
- 2) Gas cards are distributed and paid at the current federal government rate (<https://www.irs.gov/tax-professionals/standard-mileage-rates> . Participants may receive NO MORE than \$75 in gas cards per day, covering only one full round-trip to and from training or placement. Participants will not receive gas cards for days, not in programs or training. **Training provider-signed attendance sheets are required as supporting documentation.** If a provider cannot sign the attendance sheets, the participant is required to return the gas receipt with the corresponding gas card number after using the gas card. **NO** additional cards will be issued if the participant does not return a signed attendance sheet or receipt with the corresponding gas card number on the receipt.
- 3) Bus passes are purchased on a monthly basis unless training is for a shorter length of time. The rate of bus passes will vary depending on the participant’s travel needs or be determined by their assigned Workforce Advisor or the Program Director or Executive Director.
- 4) Taxi, Uber, or Lyft Fare expenses are approved when bus passes are insufficient for covering transportation needs. (For example, when a participant takes a bus to class and when return trip bus options are unavailable due to location or time of day.) Total expenses cannot exceed the \$75 per day cap.
- 5) Youth, Adult, or Dislocated Worker participants who become employed may receive gas cards or bus passes until their first paycheck, up to a maximum of 31 days or \$1,000, whichever is less. Employment and paid schedules will be verified with the employer.
- 6) Supportive services can include driver training courses to assist Youth, Adult or Dislocated Workers in attaining their driver’s licenses to allow them to participate in program activities,

training, and employment. Participants must complete a WIOA Training Application for an Individual Training Account (ITA).

- 7) For urban and rural areas where transportation is limited or non-existent, the purchase of a new or used bicycle as a viable transportation option to allow the Youth, Adult or Dislocated Worker to participate in program activities, training, and employment may be permitted. A bicycle purchase to cover a 25-mile or more radius is reasonable. The bicycle cost cannot exceed \$250 and must be purchased by CNY Works, Inc. Bicycle repair will not exceed \$100.
- 8) Other transportation modes or repairs can be funded but require prior approval by the Workforce Director or Executive Director. The cost of vehicle repairs cannot exceed \$1,500* and must meet the criteria listed below.
 - a) All repairs must have an invoice in order to be paid.
 - b) All repairs must be conducted at a New York State-approved repair shop.
 - c) Repairs are only done on vehicles registered to the Youth, Adult, or Dislocated Worker. No repairs will be made on family or friend vehicles, even if that vehicle is the participant's transportation mode.

*NOTE: Vehicle repair cap pertains to each training period or training funding request. Therefore, a participant cannot repeatedly receive vehicle repair funding assistance during one training period (unless the total expenses have not yet exceeded the cap).

** NOTE: Payments will be made directly to the authorized service shops. No retroactive payments will be allowed.

Electronic Device Costs

In accordance with NYSDOL Program Guidance Letter No. 21-02 (11-30-2021), Local Workforce Development Boards (LWDBs) such as the Onondaga County Workforce Development Board (OCWDB) also known as CNY Works, Inc. may purchase and distribute Electronic Devices such as laptops, tablets, smartphones, hot spots or other technology for employment and training participant using WIOA Title I Funds.

- 1) Electronic Devices must be provided to participants at the start of training and services for the purpose of providing the participant with access or additional assistance during the training or related to the services, and not at the end of the training or services as a completion award or a way to boost spending.
- 2) Participants must attest that they do not own a comparable Electronic Device, or that they only possess old, inadequate electronic devices and do not have sufficient personal funds to purchase these items, and that they are unable to obtain an adequate Electronic Device through another program they are enrolled in or are eligible to participate. Participants will be required to sign an attestation document prior to receiving the Electronic Device(s).
- 3) CNY Works, Inc. must confirm that other partner agencies and community service providers that could provide Electronic Devices have been contacted prior to using WIOA Youth, Adult and Dislocated Worker funding. Further, confirmation that other funding streams, such as Temporary Assistance to Needy Families (TANF) or ACCESS-VR, cannot pay for these items prior to using WIOA Title I Funds.
- 4) Costs for Electronic Devices purchases are not to exceed \$1,000 per participant. It is preferred that Electronic Devices are temporarily loaned to participants to allow multiple participants to benefit from one purchase. However, participants may be reimbursed for purchasing an electronic device of their own choice, but only up to \$1,000.
 - a) No more than one Electronic Device may be purchased per participant, per lifetime.

- b) Purchases are contingent upon the current Electronic Devices Policy.
- 5) Should a participant experience an early withdrawal from training or career services, reasonable efforts will be made by CNY Works, Inc. to recover the Electronic Device(s). These attempts will be documented on the appropriate electronic device inventory and tracking documents.

NOTE: Related items such as, but not limited to replacement charging cables or wall plugs, flash drives, printer cables or HDMI cables, cellular or Internet service, and software can be purchased under this Supportive Services Policy and are not subject to the Electronic Devices Policy.

Reimbursement Costs

If an enrolled Youth, Adult or Dislocated Worker pre-pays a cost that can qualify as a supportive service cost, the participant may be reimbursed for these expenditures as outlined below.

- 1) Stipulation for reimbursement is that the participant must be employed or in training for thirty (30) days before reimbursement requests can be processed.
- 2) No reimbursement requests will be processed without supporting documentation and receipts.
- 3) The participant must be WIOA-enrolled and the costs were incurred AFTER WIOA participant enrollment.
- 4) Reimbursement requests must be made for costs incurred within the last six (6) months.
- 5) All receipts/invoices paid by participants must have the participant's name (typed or handwritten).

Any combination of Supportive Services Payments will not exceed \$7,500 per program year. Further, the Supportive Services maximum amount (\$15,000) cannot exceed over the participant's lifetime.

*NOTE: A participant is eligible for a lifetime waiver based on showing hardship or if extreme circumstances change. Executive Director and/or Deputy Director will approve on a case-by-case basis.

**NOTE: Lifetime resets after 90 days of a participant exiting a program/service.

Supportive Services for participants participating in New York State-approved pre-apprenticeship and apprenticeship programs.

Supportive services through this policy will not be provided to apprentices whose sponsor's policy and procedure is to provide full financial support for the same services. The LWDB will provide financial support, as specified in the provisions below, for those services which were not paid for by the sponsor according to the sponsor's policy and procedure.

Provisions include:

- The individual is engaged in a New York State pre-apprenticeship or registered apprenticeship program.
- The apprentice is eligible to receive WIOA intensive services.
- The support is limited to textbooks and LMS Access fees directly related to the apprentice's required classroom training in each documented apprenticeship year.
- The support for textbooks and LMC Access fees will be up to \$750 per year in accordance with the annual books and materials fees provided by the Apprenticeship Training provider per apprentice.

- First year apprentices may also receive support for the initial Tool Kit cost up to \$500.
- Support will be provided following an application/assessment that determines:
 - the apprentice's program eligibility
 - verification that textbooks are directly related and required for the successful completion of the training.
- Payment and/or reimbursement will be provided when the individual has provided documentation of the successful completion of 60% of the coursework/training for which textbooks are being provided. (Not necessary to successfully complete 60% of entire apprenticeship program.)

Resource Referrals

Workforce Advisors will offer information related to local sources of community linkages and providers of supportive services not available at the One Stop Career Center. Referrals will be given to participant as necessary by providing direct information either via a website, email, phone number or direct contact for the following services (excluding needs related payments, which are not provided by CNY Works):

- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Reasonable accommodations for participants with disabilities;
- Legal aid services;
- Referrals to health care

Workforce Advisors will document all referrals on the IEP and in the One Stop Operating System (OSOS).

Supportive Services Procedure

The necessity of providing a participant with a supportive service will be determined by the Workforce Advisor as part of the case management process. The Workforce Advisor must indicate that the supportive service is not available from any other source or program and that it is necessary to enable the participant to participate in career services or training activities.

The most common supportive service relates to payment of books, fees and testing for s in training. The intention of this policy is to treat these costs as supplemental to the tuition. There is no established limit to the supportive services provided while in ITA training, the services must be necessary, reasonable and not available from other sources. Supportive services deemed necessary for participants receiving career services will be limited to \$7,500 per enrollment period (services received before "follow up" services begin) per program year. Further, the Supportive Services maximum amount (\$15,000) cannot exceed over the participant's lifetime.

Request for funding of supportive services in conjunction with an ITA funding request will be included as part of the total cost calculation of the ITA and included on Form ITA-4-Cost breakdown (including revisions thereof). Request for supportive services not associated with an ITA funding request will be made by the Workforce Advisor via completion of the Support Services Justification Form, SS-1, with any attached documentation, including the participant's IEP, indicating that:

- a) The participant needs of supportive services to participate in career services (other than follow-up services) or training services **and**
- b) The participant cannot obtain the services from any other source **and**
- c) The services will assist participants in finding sustainable employment in the local area.

The Program Director will review the justification and instruct the Workforce Advisor to prepare a purchase requisition if deemed reasonable and appropriate. The Program Director will send the approved purchase requisition to Finance for processing.

Note: Workforce Advisors and Program Directors will inform the participant of the need to file form 1099- MISC if payments on Supportive Services exceed \$600.