

Director Approval \_\_\_\_\_

**SUBJECT: PIMA COUNTY ONE STOP SUPPORTIVE SERVICES PROCEDURES–**

**DATE: DECEMBER 15, 2015**

**PURPOSE:** To establish departmental procedures for Pima County Community Services, Employment and Training (CSET) for effective supportive services for participants in Workforce Innovation and Opportunity Act (WIOA) Title IB and other approved workforce activities and to ensure compliance with Federal Regulations.

**GUIDELINES:**

Supportive services for adults and dislocated workers include services such as transportation, child care, dependent care, and housing that are necessary to enable an individual to participate in workforce development activities.

Supportive services may only be provided to individuals who are

1. Enrolled in WIOA Adult, Youth or Dislocated Worker program, or other approved funding program, as instructed by the Department Director or designated Program Manager, and
2. Participating in all assigned activities, and
3. Showing reasonable commitment and progress towards vocational and employment goals.

Supportive services may only be provided when they are necessary to enable individuals to participate in WIOA/workforce activities and/or remove a barrier to unsubsidized employment.

A Workforce Development Specialist can initiate supportive service requests up to the per-participant cap. (Refer to Training/Support Guidelines).

Supportive service dollar cap for training and or employment related expenses is \$500 for WIOA Youth, Adult, and WIOA Dislocated Worker clients.

Additional amounts may be authorized under other grant(s) subject to the requirements of that (those) funding program(s). Referrals to other programs and resulting co-enrollments should be noted in the PTS.

A Workforce Development Specialist can initiate a request for a participant to receive a bus pass to job search, work and/or training by entering the participant's name on the monthly bus pass request log at each facility. The log is approved by a One-Stop Supervisor or Manager subject to verification of participant status in PTS.

The following supportive services may be provided by issuing a voucher to an approved vendor that is registered in the Pima County Advantage Management System (AMS) for:

1. uniforms and/or other appropriate work attire (requires Delivery Order)
2. eyeglasses required for work and/or training
3. work-related and/or training-related tools (required Delivery Order)
4. examination and/or licensure fees
5. health insurance coverage that is required for clinical training for the applicable period of training
6. other items required for work and/or training
7. transportation services to access job search, work and/or training

A One-Stop Supervisor or Manager's signature is required to approve the request. The Participant Tracking System will be used to enter, track and print the voucher. Support Services will also be tracked in the Arizona Job Connection system. The WDS must obtain and file receipts from the participant to verify that the vouchered items were purchased. If the participant paid for the items out of pocket, and is an approved and registered vendor in AMS, the WDS may issue a voucher for the participant to be reimbursed.

If a Delivery Order is required, the WDS must submit a quote from the vendor to the Administrative Support Specialist and include a DO number on the voucher.

The following supportive services may be provided by issuing a referral to the Pima County Community Action Agency (CAA) if funding is available:

1. rent assistance to prevent eviction
2. utilities assistance to prevent shut-off
3. mortgage assistance to prevent foreclosure

These services will be provided using CAA funding and according to CAA guidelines and procedures unless no such funding is available. The following additional services may be provided using WIOA funding:

1. childcare assistance that cannot be covered by other sources
2. transportation assistance that cannot be provided through bus passes or PTS vendors

In general emergency rent, mortgage, and utility assistance is limited to one time per household, and the nature of the crisis must be clearly documented. The Workforce Development Specialist

must certify on the CAA referral form that the participant meets the requirements for supportive services, and the CAA Specialist must certify that the assistance is reasonable and necessary according to CAA guidelines. Both a One Stop and a CAA Supervisor or Manager's signatures are required to approve the request.

Exceptions to these rules must be authorized by the Department Director or his/her designated Program Manager. The Program Manager may deny a supportive service request or approve a service request in excess of the \$500 cap, based on individual circumstances, participation record, progress made toward employment and/or training goals, cost of training, fees, and employment-related needs, service history, and other relevant factors.

**UNALLOWABLE COSTS:** The following costs are not allowable:

- Fines and penalties
- Bad debts
- Deposits, such as those collected for rents and utilities
- Auto loan payments
- Entertainment costs
- Warranties

The Pima County One Stop system is not obligated to pay for supportive services that have been promised by a case manager or agency that are outside these guidelines.

**ADDITIONAL GUIDANCE ON SUPPORTIVE SERVICE CATEGORIES:**

**Transportation**

1. Urban participants in need of transportation should be given a bus pass. (Bus passes will be excluded from the \$500 limit).
2. Rural Pima County participants may receive transportation services through a vendor.
3. In situations where a bus or transportation service is not available or cost-effective, vehicle assistance may be authorized, subject to the following requirements and limitations:
4. the training is more than one mile from the person's residence
5. the WDS must keep up to date driver's license and insurance documents on file
6. the WDS must submit attendance records verified by the training institution with each request for payment
7. assistance with car insurance is provided for one month only
8. assistance with car repair is essential to operate the vehicle
9. assistance with car registration—excluding late fees— is provided once only

For these purposes, training will include unpaid work experience, internships, and externships.

**Relocation** (Dislocated Workers Only): **Maximum amount per client \$800.00**

Supportive services may pay for relocation expenses when a person obtains a new job, subject to the following requirements:

1. Supportive services may reimburse for relocation expenses under the dislocated worker program when a person obtains a new job, subject to the following requirements:
2. The need for relocation must be shown on the case plan.
3. The new job must be located in the United States.
4. Business must verify that the job is permanent and has a regular base wage (not commission only).
5. The new residence must be more than 50 miles from client's current residence.
6. **Reimbursement will not exceed the lesser of 90% of documented costs or \$800.00.**
7. Relocation must be necessary for client to be able to obtain employment.
8. All relocation requests must list client's address at new location as well as job placement information.
9. For transportation costs more than two counties away we may reimburse for mileage up to 1500 miles at **\$.445** per mile maximum.
10. Receipts may be submitted for mass transit or gas in lieu of mileage.
11. For mileage reimbursement or automobile related payments, a copy of the client's driver's license and proof of insurance must be in the client's file prior to authorization for reimbursement.

**Additional items allowed for relocation reimbursement may include:**

1. Fees for moving van, moving service, trailer or towing dolly fees
2. Costs of moving boxes and packing materials
3. Fees for motel for overnight travel, maximum 3 days (\$60.00 per day)
4. Rent- first month rent (may not be used for rent deposit)
5. Utility activation fees (gas, electric and water and must be in client's name)

**Items not covered for relocation reimbursement are as follows:**

1. Tow hitch installation
2. Food cost incurred during travel
3. Deposits for rent and or utilities
4. Activation fees for telephone internet or cable.

**Child Care, Sick Child Care, and Dependent Care**



Pima County may provide assistance for child care provided through a DES certified day care provider. The provider must be able to register in the Pima County vendor database and agree to the County's payment processing time frame. The County will only pay for child care provided during the hours of actual required participation plus one hour of transportation time.

Such assistance will be subject to the total cap on supportive services per participant.

Other potential forms of assistance, such as DES Day Care assistance for working families or TANF recipients must be explored by the case manager and their availability noted on the case plan.

If the assistance covered within the available support-service cap is not sufficient to cover the period needed to complete training, then the plan must address how the participant will complete training after the assistance ends.

### **Certification, License, Uniforms, Equipment, Tools (CLUET)**

For a new job: Requires documentation from hiring employer that all employees in that position are required to have this CLUET.

For Training: Requires documentation from the training institution that all trainees are required to obtain this CLUET.

### **Behavioral Health Counseling**

For financial and/or family counseling that affects the person's ability to participate in training or to hold a job we will pay or co-pay for up to eight sessions.

The counseling agency must be a state certified provider and a contractor of the CSET Department.

Medical Exams/Glasses/Health: Clients should be referred to AHCCCS, PCAP, Vocational Rehabilitation or other no/low-cost programs if those programs are applicable. However, One-Stop may provide vision services, psychological evaluations and medical services if no other program is available.

One-Stop will pay costs for training/job related needs (such as glasses—not to exceed \$90) if they are not readily available through other sources (such as the Lion's Club). One-Stop can assist with required screening tests and immunizations required for a job or training if the employer, the training institution, or the client's health insurance does not pay for this cost.



### **Clothing**

Requests for basic uniform or work clothes must be accompanied by a letter from the training institution or employer.

Requests for clothing for employment will be considered on a case-by-case basis depending on client's situation (e.g., recently released from prison, living in a shelter, youth with no previous work experience or other special circumstances).

A basic set of clothing up to \$150 may include for example, 1-2 pair slacks or skirts, 1-2 shirts or blouses, one pair of shoes, one package of undergarments and socks/stockings).

Emergency clothing requests should be explained (e.g., home burned down). Under special circumstances basic toiletries may be allowed not exceed \$15.

### **Credit, transcript and degree evaluation services**

Fees may be paid to accredited post-secondary institutions or to recognized third-party evaluators for analysis of foreign, military or non-academic transcripts, certifications and other training records to support awarding of credit for prior learning.

### **Interpreters**

Foreign language and sign language interpreters are allowable for intake/assessment. Sign language interpreters are allowable for job interviews and training. Reimbursement for interpreters must be approved in advance and arranged by staff from a vendor list.