PURPOSE
To establish Community and Workforce Development (CWD) guidance in order to provide effective Support Services for ARIZONA@WORK system/Pima County One-Stop participants funded under the Workforce Innovation and Opportunity Act (WIOA) Title I-B and other approved workforce activities and to ensure compliance with federal regulations.

REFERENCES
- Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128),
- 20 CFR § 680.900-970,
- Office of Management and Budget 20 CFR § 200.470,
- A.R.S 41-1967, and
- Arizona Department of Economic Security, Workforce Innovation and Opportunity Act Policy and Procedure Manual, Chapter 2, Section 400

DEFINITIONS AND ELIGIBILITY
Support services for WIOA Title I-B Adult, Dislocated Worker (DW) and Youth are services that are necessary to enable an individual to participate in workforce development activities authorized by the WIOA and/or to remove a barrier to unsubsidized employment. Training also includes paid and unpaid work experience, internships and externships. Support services are only provided to Adults or DW who are participating in career or training services and are determined to be in need and Youth who have been determined in need of such services.

Support services such as transportation, childcare, dependent care, housing and needs-related payments are necessary to enable an individual to participate in WIOA Title I-B Adult, DW and Youth programs authorized career or training services. LWDA Pima County funds support services for participants in WIOA Title I-B programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in approved WIOA Title I-B career or training services when the support service is not available from other sources and are facilitated through their assigned Workforce Development Specialist (WDS).

Support services may only be provided to individuals who meet eligibility requirements, enrolled in WIOA Title I-B programming and are actively participating in all assigned activities and showing reasonable commitment and progress towards vocational, education or employment goals.

Support services must not be provided after WIOA Title I-B Adult or DW participant exits the program, if the individual needs support services they must be re-enrolled in WIOA programming and support service must be directly related with training. Support services, with the exception of needs-related payments may be provided to WIOA Title I-B Youth participants throughout the 12 month follow up service period.
Support services can be made available for participants who may need additional assistance as determined through comprehensive assessments. These assessments and all support services provided must be documented on the Individual Employment Plan (IEP), Individual Service Strategy (ISS), or Career College Blueprint (CCB) as well as accurately recorded in Arizona Job Connection (AJC) and the Pima County Participant Tracking System (PTS). Support services must only be provided through WIOA Title I-B when the individual is unable to obtain free support services through other programs that provide such qualifying services and WDS verify the support services are not duplicated in participant programming prior to support service authorization.

**LWDA PIMA COUNTY ELIGIBLE SUPPORT SERVICES**

Eligible support services for LWDA Pima County include but are not limited to: uniforms and appropriate work attire; examination, licensure or certificate fees – separate from training support; technology resources and tools necessary for employment. Referrals for the following support services based on needs of the individual and supporting documentation can be made by the WDS when there is no other alternative resource: health related, transportation, housing and utility assistance, deposit assistance, childcare and other items.

**UNALLOWABLE COSTS UNDER SUPPORT SERVICES**

Unallowable costs under support services include payment toward goods or services incurred prior to participant enrollment in WIOA as well as fines such as parking tickets, moving violations, fines for late utility payments, income taxes, payroll taxes, union dues, child support, legal fees (bail and restitution), debts that have been turned over to collection agency, purchase of goods or services that are illegal under federal, state, local or municipal law, purchase of cigarettes, alcoholic beverages or firearms; or support services that are included in actual service provided through training services.

**REQUIRED AUTHORIZATION FOR SUPPORT SERVICES**

LWDA Pima County is not obligated to pay for support services that have been promised by a staff member or agency that are outside of these guidelines. A LWDA program manager or supervisor’s signature is required to approve the support service request. The Pima County Participant Tracking System (PTS) will be used to enter, track and print the voucher. Support services will also be tracked in the Service and Training Plan (S&T Plan) in Arizona Job Connection (AJC) database. The WDS must obtain and file receipts from the participant to verify that they vouchered items were purchased. If the participant paid for the items out of pocket and is an approved and registered vendor in Pima County Procurement system, the WDS may issue a voucher for the participant to be reimbursed under Client Reimbursement. If a Delivery Order (DO) is required, the WDS must submit a quote from the vendor to the Administrative Support Specialist and include the DO number on the voucher.

Exceptions to these rules must be authorized by the CWD Director or designated Program Manager. The Program Manager may deny a Support Service request or approve a Support Service request in excess of the per-participant dollar cap based on individual circumstances, participant record, progress made toward employment and/or training goals, cost of training, fees, employment related needs, service history or other relevant factors.

**TYPES OF SUPPORT SERVICES OFFERED**

Unless otherwise noted all costs with the support service described below are included in the per-participant dollar cap amount. Additional amounts may be authorized under other grant(s) subject to the requirements of that or those funding program(s). Referrals to other programs and resulting co-enrollments should be noted in the Pima County Participant Tracking System (PTS).

**TRANSPORTATION**- Bus Passes are utilized for individuals who reside within urban areas. Rural participants may use alternative transportation under specific conditions and costs associated with rural transportation is considered part of the per-participant cap. Rural participants may receive transportation...
assistance through a vendor. In situations where a bus or transportation is not available or cost effective, vehicle assistance may be authorized, subject to the following requirements and limitations:

A. Training is more than one mile from the person’s residence

B. WDS must keep an up to date driver license and proof of vehicle insurance documents on file;

C. WDS must submit attendance records verified by the training institution with each request for payment;

D. Assistance with car insurance is provided for one month only;

E. Assistance with car repair is essential to operate the vehicle; and

F. Assistance with car registration – excluding late fees- and is provided only one time

G. Assistance with a gas only card

**CHILDRENS AND DEPENDANT CARE**- Co-pay fees for child care that is provided through an Arizona Department of Economic Security (DES) certified provider may be an eligible cost under WIOA support services when the childcare provider is DES certified, a registered and approved vendor in Pima County Procurement system and agree to the County’s payment processing time frame. The County will only pay for child care provided during the hours of actual participation of an approved activity plus a reasonable amount of transportation time. WDS are encouraged to refer to other potential forms of assistance such as DES Childcare for working families or Temporary Assistance for Needy Families (TANF) recipients. 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.

**EMERGENCY EXPENSES**- Emergency services are allowable on a case-by-case basis and only as a onetime occurrence with the approval of the program manager and may include but are not limited to payments for: Utility assistance for overdue bills water, electric, and/or heating; Rental payments when the participant is at risk of eviction; Temporary shelter in the event of an emergency. Referral to Sullivan Jackson Employment Center and other community agencies that provide such service should be made available to the WIOA participant before WIOA provides assistance.

**RENTAL, HOUSING, AND UTILITY ASSISTANCE**- Utility and rental assistance requires the following: Confirm with other local community agencies or state funded programs the availability of services. Attempt to use other resources must be made prior to providing this service; Obtain documentation to show pending shut off or overdue bills; obtain documentation such as an eviction notice; cannot pay late fees or refundable deposits.

**MEDICAL EXAMS, GLASSES, HEALTH**- LWDA Pima County may provide vision services, psychological evaluations and medical services if no other program is available to the participant. Pima County may assist with required screening tests and immunizations required for a job or training program if the employer, the training institution, or the client’s health insurance does not pay for the cost. Health insurance coverage that is required for clinical training for the applicable period of training.

**UNIFORM AND APPROPRIATE WORK ATTIRE**- Uniforms and work attire may be provided on a case-by-case basis and is limited to $150. 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. Emergency clothing requests should be explained (example: home burned down, etc.) WDS are encouraged to refer to community organizations that provide work attire and other uniforms when possible. Uniform and work attire requires a DO.

**WORK RELATED AND/OR TRAINING RELATED**- Work related and/or training related assistance with books, fees, school supplies, and other necessary items for participants enrolled in post-secondary education classes, tools are allowable and require a DO.
OTHER ITEMS – Other items that are required for work and/or training, per curriculum or employee, except for computers and non-allowable cost items

CREDIT, TRANSCRIPT and DEGREE EVALUATION SERVICES- Fees may be paid to accredited postsecondary institutions or 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, job interviews and training. This support service cost does not count toward the support service dollar cap.

RELOCATION REIMBURSEMENT (DW ONLY) - Minimal assistance for relocation reimbursement can be made available to an eligible DW when conditions have been met and are approved by the WDS, program manager and CWD administrator. Support Services may pay for relocation expenses or reimburse for relocation expenses under the DW program only when a person obtains a new job, subject to the following requirements:

1. The need for relocation must be shown on the IEP
2. The new job must be located in the United States
3. Business must verify that the job is permanent and has a regular base wage (not commission only)
4. The new residence must be more than 100 miles from the client’s current residence
5. Reimbursement will not exceed the lesser of 90% of documented costs or $800.00
6. Relocation must be necessary for client to be able to obtain employment
7. All relocation requests must list client’s new address as well as job placement information
8. For transportation costs more than two counties away, client may receive reimbursement for mileage up to 1,500 miles at the current Pima County rate per mile maximum
9. Receipts may be submitted for mass transit or gas in lieu of mileage
10. For mileage reimbursement or automobile related payments, a copy of the client’s driver 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:

a. Fees for moving van, moving service, trailer or towing dolly fees
b. Costs of moving boxes and packing materials
c. Fees for motel for overnight travel, maximum 3 days ($60.00 per day)
d. Rent – first month rent (may not be used for rent deposit)
e. Utility activation fees – gas, electric and water and must be in client’s name

Items NOT covered for relocation reimbursement are:

- Tow hitch installation
- Food cost incurred during travel
- Deposits for rent or utilities
- Activation fees for telephone, internet or cable

FOLLOW UP SERVICES – The WIOA Title I-B Adult and DW does not allow the provision of support services after the completion of participation as support services are provided to enable adults and DW to participate in career and training services. WIOA Youth are eligible for support services throughout the 12 month follow after program exit.
Public Notice of virtual Meeting of the Pima County Workforce Investment Board ("WIB")

Pursuant to A.R.S. § 38-431.02, notice is hereby given to the members of the Pima County WIB and to the general public that the WIB will hold a virtual meeting open to the public on

Friday, October 8, 2021 at 7:30am

Join Zoom Meeting https://us02web.zoom.us/j/85232239436
Meeting ID: 852 3223 9436

One tap mobile +13462487799,,85232239436# US (Houston) +16699009128,,85232239436# US (San Jose)

Dial by your location
+1 346 248 7799 US (Houston)
+1 669 900 9128 US (San Jose)
+1 253 215 8782 US (Tacoma)
+1 312 626 6799 US (Chicago)
+1 646 558 8656 US (New York)
+1 301 715 8592 US (Washington DC)

Meeting ID 852 3223 9436
Find your local number https://us02web.zoom.us/u/kdYtX6cebv

Agenda

I. Call to Order and Welcome: Dr. Mark Vitale, MBA, PhD, Chair, 7:31am

II. Pledge of Allegiance - All

III. Roll Call: Board Development Committee – What is your favorite childhood candy? Danielle Duarte did the Roll Call. 21 members present. Quorum established, total members 39.

IV. WIB Chair Message: Dr. Mark Vitale, MBA, PhD – Chair reviewed the job description for the WIB Director position is open and on the Pima County employment site. Chair reviewed October 2021 Job Report.

V. Action Item: To approve September 8, 2021 Meeting Minutes, Motioned: Trish Muir. Second: Dr. David Dore. No discussion. Approved 19-0

VI. Action Item: To approve additional vision language in the By-Laws pursuant to LWDB Recertification process, Motioned: Heath Vescovi-Chiordi. Second: Kari Hogan. No discussion. Approved 20-0

VII. Standing Committee Reports:

  Board Development, Danielle Duarte, Chair – discussed WIB Member Orientation as a success. Received several nominations and are waiting on WIB Application Packets to review for new members. If you are interested in serving on the Annual Meeting Taskforce please email Cassie.Lundin@pima.gov

  Youth Council, Dr. Vaughn Croft, Chair – reviewed youth organizations and presentations

  Planning, Michael Guymon, Chair – Dr Vitale provided an update on the committee and Cassie Lundin also shared that the committee is starting to review occupations rather than sectors based on the top 15 based on customer choice. If you are interested in becoming a member of the committee please email Cassie.Lundin@pima.gov
Performance & Accountability, Brad McCormick, Chair – reviewed that the committee will present to the WIOA Partners meeting later this month regarding the performance metrics report that the committee has been working on to simplify data across partners. Jim Mize confirmed that the WIOA Partners meeting is October 27, 2021.

VIII. **Presentation**: Tucson Indian Center, Rose Grijavla – No presentation at this meeting, will present in November

IX. **Call to Public** – Josh C with Pima County GMI shared that CWD was awarded the CAREER grant to aid in technology development and implementation.

Cassie Lundin shared that Las Artes students graduated in September and also recognized Pima Community College Adult Basic Education for their recent graduating class.

Cassie Lundin also shared that Community and Workforce Development has a new landing page on the website.

Abra McAndrew shared information on the Getting Back to Business grant

X. **Next WIB Monthly Meeting**: November 12, 2021, 7:30am, virtual meeting

XI. **Adjourn**, 8:42am
The Workforce Investment Board Annual Meeting
December 10, 2021
7:30am to 9:30am
Virtual https://us02web.zoom.us/j/89136276566