

APPROVAL SIGNATURE:

Charles Casey, Director
Pima County Community Services, Employment and Training (CSET)

APPROVAL DATE: _____

SUBJECT: CSET Supportive Services Guidelines

REVISION: September 2016; March 16, 2017

PURPOSE: To establish CSET Department Guidelines in order to provide effective Supportive Services for ARIZONA@WORK System/Pima County One-Stop System participants funded under the Workforce Innovation and Opportunity Act (WIOA) Title I and other approved workforce activities and to ensure compliance with Federal Regulations.

GUIDELINES:

Supportive Services for adults, dislocated workers 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.

These services may include, but are not limited to:

**Linkages to community services, Assistance with transportation, child care, and dependent care, *assistance with housing, and needs-related payments, assistance with educational testing, *reasonable accommodations for individuals with disabilities, *legal aid services, *referrals to health care, assistance with uniforms or other appropriate work attire and work related tools including eyeglasses or and protective eye gear, assistance with books, fees and other items required for training per curriculum, except for computers, payment and fees for employment and training-related applications, tests, and certifications.*
**Thorough referrals to partner and or community based organizations.*

Supportive Services may only be provided to individuals who meet eligibility requirements that include:

1. Enrolled in a WIOA Adult, Dislocated Worker (DW), or Youth program, or other approved funding program;
2. Participating in all assigned activities; and

3. Showing reasonable commitment and progress towards vocational and employment goals.

Supportive Services under the above referenced categories may be provided by issuing a voucher to an approved vendor who is registered in the Pima County Advantage Management System (AMS).

A Workforce Development Specialist (WDS) may initiate Supportive Services requests up to the per-participant cap.

The Supportive Services dollar cap for training and or employment related expenses is \$500 for WIOA Adults, DWs, and Youth clients.

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 CSET Participant Tracking System (PTS).

The ARIZONA@WORK System/Pima County One-Stop system is not obligated to pay for Supportive Services that have been promised by a staff member or agency that are outside these guidelines.

- An ARIZONA@WORK/One-Stop Supervisor or Manager's signature is required to approve the request. The PTS will be used to enter, track and print the voucher.
- Supportive Services will also be tracked in the Arizona Job Connection (AJC) database 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 (D.O.) is required, the WDS must submit a quote from the vendor to the Administrative Support Specialist and include a D.O. number on the voucher.

Exceptions to these rules must be authorized by the CSET Department Director or his/her designated Program Manager. The Program Manager may deny a Supportive Services request or approve a Supportive Services 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.

The following Supportive Services may be provided by issuing a voucher:

1. Uniforms and/or other appropriate work attire (requires Delivery Order);
2. Eyeglasses necessary or required for work and/or training;
3. Work-related and/or training-related tools (requires Delivery Order);
4. Examination, licensure or certificate 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, per curriculum or employee, except for computers; and

Non-Allowable 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

ADDITIONAL GUIDANCE ON SUPPORTIVE SERVICE CATEGORIES:

Transportation

1. Urban participants in need of transportation for job search, *work and/or* attending training** should be given a bus pass. Bus passes will be excluded from the \$500 cap limit.

A Workforce Development Specialist initiates a request for a participant to receive a bus pass by submitting the 008 (request for supportive service form) to supervisor for approval and then entering the request into Participant Tracking System (PTS) to generate the voucher. Once voucher is generated it will then be submitted to the designated person at each ARIZONA@WORK/One-Stop location so they may enter value on the bus card through the Sun Tran database.

2. Rural Pima County participants may receive transportation Supportive Services through a vendor.
3. In situations where a bus or transportation Supportive Service 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's 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.

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

Child Care and Dependent Care*

Pima County may provide assistance with co-pay fees for child care provided the service is through an Arizona Department of Economic Security (D.E.S.) 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 D.E.S. day care assistance for working families or TANF recipients must be explored by the WDS and their availability noted on the case plan.

If the assistance covered within the available Supportive Services 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.

Medical Exams/Glasses/Health

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

ARIZONA@WORK/One-Stop will pay costs for training/job related needs such as eye glasses - not to exceed \$90, if they are not readily available through other sources such as the Lion's Club. ARIZONA@WORK/One-Stop may 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 but not to 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.

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

Supportive Services may pay for relocation expenses or reimburse for relocation expenses under the DW program when a person obtains a new job, subject to the following requirements:

1. The need for relocation must be shown on the Individual Employment Plan (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 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 location as well as job placement information.
8. For transportation costs more than two counties away, the Pima County ARIZONA@WORK/One-Stop may reimburse for mileage up to 1,500 miles at 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'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.