



**APPROVAL SIGNATURE:**

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

**APPROVAL DATE:** \_\_\_\_\_

**SUBJECT: TRAINING AND SUPPORTIVE SERVICES VOUCHER GUIDELINES**

**REVISION:** April 15, 2016; 03/16/17

**PURPOSE:** To establish guidelines for Pima County to issue vouchers to obtain training and supportive services for participants enrolled in the Local Workforce Development System programs known as the ARIZONA@WORK System programs.

**GUIDELINE:**

Vouchers are issued to Workforce Innovation and Opportunity Act (WIOA) Eligible Training Providers and other approved vendors that are registered in the Pima County Advantage Management System (AMS) to provide confirmation that the County will pay for the training or service from the specified workforce development funding source. The Participant Tracking System (PTS) will be used to enter, track and print the voucher.

The Voucher must be issued prior to the service being provided.

If a Delivery Order (D.O.) is required, the Workforce Development Specialist (WDS) must submit a quote from the vendor to the Administrative Support Specialist and include a D.O. number on the voucher.

The vendor or training provider must submit invoices to the Pima County Community Services, Employment and Training Department (CSET) administrative office in accordance with the billing instructions on the voucher.

**Training Voucher**

1. WDS submits completed training plan to Supervisor.
2. Supervisor reviews for the following;
  - a) Enrollment/Eligibility



- b) Pell Grant or other funding
  - c) Complete training packet
3. After Supervisor's approval the WDS enters the information in the PTS.
4. The Supervisor will receive an electronic notice to approve the voucher in the PTS.
5. Once the voucher is approved by the Supervisor in PTS the WDS prints out two copies of the voucher.
  - a) One is stamped Original
  - b) One is stamped Copy and placed in client file
6. For training at Pima Community College (PCC) the WDS gives the Original voucher with the supportive documentation to the PCC Student Services Representative.
7. If training is at another approved training site, the voucher is faxed to the provider and the original is given to the client to hand deliver.

### **Support Service Voucher**

1. For PCC the voucher is provided to PCC Student Services Specialist (books, supplies from a PCC bookstore).
2. For other approved providers the participant picks up the voucher and takes to the provider (eye glasses, shoes, clothing, fingerprinting, etc.).
3. The WDS must obtain and file receipts from the participant to verify that the vouchered items were purchased.
4. 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.
5. If a participant is being reimbursed for an approved supportive service, the participant must be registered in the Pima County AMS. The WDS faxes the voucher, W-9 and support documentation to the Pima County Procurement Department for processing.