

Supportive Services Policy

As approved by the CSS WFNY Executive Committee on 8/5/21

Policy: Effective July 1, 2021, the CSS WFNY policies related to Supportive Services in compliance with WIOA §680.900 §680.930-681.600 are as follows:

Training Programs

The following Training Programs may have participants eligible for Supportive Services:

- 1.) **OJT**- Participants may be eligible for tools and/or boots. If these Supportive Services are necessary, it must be determined in the OJT Contract. These items must be the property of the participant.
- 2.) **ITA/TOT**-Participants may be eligible for any of above listed Supportive Services. However, the maximum expenditure shall be determined by the Level of Training with exception to the WIA/WIOA Youth participants.
 - a. Level 1 Occupational Training- up to \$150
 - b. Level 2 Occupational Training- up to \$450
 - c. Level 3 Occupational Training- up to \$2000
 - i. Up to \$1000 per year
 - ii. Up to 2 years of training
 - iii. Maintain a GPA of 2.5 or higher during the period of training
 - iv. Not transferrable between years of study
 - v. Exceptions may be made as necessary to the above requirements, however, must be at the discretion of the Program Manager.
- 3.) **Metrix**-Participants may be eligible for testing/certifications fees only.

Supportive Services

Supportive Services may be offered to approved WIA/WIOA Adult and DW participants. Supportive Services may differ by participant and/or by training program. Participants must work with their Counselor to determine which supportive services are available to them. All requests for Supportive Services must be approved by the Program Manager. **If a participant is attending training and the training is (a) on the Local Demand Occupation List and (b) not being paid by CSS WFNY; the approval of the Executive Director or designee is required. The maximum reimbursement for this exception shall be set at \$450 per person and it shall not be available for more than 52 weeks from the initial payment.**

Supportive Services may include: (WIOA § 680.900)

- 1) Assistance with Childcare/Dependent care
- 2) Assistance with Educational Testing Fees
- 3) Assistance with Books, fee, school supplies, and other necessary items for students enrolled in postsecondary education.
- 4) Payments and fees for employment and training-related applications, tests, and certifications.
- 5) Assistance with Uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

- 6) Referrals to health care; Medical services
- 7) Assistance with Transportation; Travel, Driving lessons/ 5-hour course
- 8) Linkages to Community Services
- 9) Assistance with Housing
- 10) Reasonable accommodations for individuals with disabilities
- 11) Needs related payments
- 12) Referrals to Legal Aid Services

Please see the descriptions/requirements of the Supportive Service below.

Childcare

Participants who incur childcare costs while attending a CSS WFNY approved training may be eligible for reimbursement of these costs. They must submit a completed childcare receipt from a childcare provider to receive payment. Childcare and Attendance Verification forms must be submitted to the Counselor simultaneously and within 4 business of their payment to the provider. Reimbursement rates/restrictions are as follows:

- 1.) \$2 per hour per child up to \$10 per day for one child, or \$20 per day for multiple children
- 2.) Must be a licensed daycare provider. Parent(s), family member(s), or members of the household will not be reimbursed.
- 3.) If the participant is eligible for daycare reimbursement through the Department of Social Services, they are not eligible for daycare reimbursement through CSS WFNY.
- 4.) Participants are only eligible to receive childcare assistance for the days and hours they have attended training. They shall have allowance for travel time to and from daycare.

Educational Testing Fees

Participants who, as a part of their respective training program, incur testing or other licensing fees, may be eligible for financial assistance to cover said fees. If a participant does not pass his/her exam, CSS WFNY will deny funding requests for additional testing fees. It will be the participant's responsibility to assume any costs associated with re-testing. These costs must be identified in coordination with, and monitored by, the Counselor and fit within the established cost in effect at the time of issuance. Receipts/proof of payment must be presented with the reimbursement request.

Books/Supplies/Tools/Uniforms/Boots

Participants who, as part of their respective training program, incur costs for books, supplies, tools, uniforms or other work attire, and/or boots; directly related to their area of study, may be eligible for reimbursement of these costs. These costs must be identified in coordination with, and monitored by, the Counselor and fit within the established cost in effect at time of issuance. Receipts/proof of payment must be presented with the reimbursement request.

Identification Fees

Participants who incur costs for obtaining adequate identification (i.e. Non-Drivers ID, Permit, Driver's License, etc.) may be eligible for reimbursement of these costs. These costs must be identified in coordination with, and monitored by, the Counselor and fit within the established cost in effect at time of issuance. Receipts/proof of payment must be presented with the reimbursement request.

Medical Services

Participants who, as part of their respective training program, incur costs for obtaining a physical, drug test or required shot may be eligible for reimbursement of these costs. This shall include both the medical office fee, as well as, the lab fee. These costs must be identified in coordination with, and monitored by, the Counselor and fit within the established cost in effect at time of issuance. Receipts/proof of payment must be presented with the reimbursement request.

Transportation

Participants who, as part of their respective training program, have obtained public transportation may be eligible for an allotment or reimbursement of these costs. These costs must be identified in coordination with, and monitored by, the Counselor and fit within the established supportive service level in effect at time of issuance.

Allotments are the designation of a specific amount to a specified person. They must be initiated by a CSS WFNY designee and usually issued in monthly increments. Participants must sign a received receipt when tokens or bus passes are obtained.

Reimbursements are the repayment of the transportation expense. Receipts/proof of payment or attendance sheets must be presented with the reimbursement request.

Any transportation requests must be handled on a case-by-case basis and at the discretion of the Business Services & Training Manager.

Participants who incur costs for obtaining driving lessons or a 5-hour course may be eligible for reimbursement of these costs. These costs must be identified in coordination with, and monitored by, the Counselor and fit within the established cost in effect at the time of issuance. Receipts/proof of payment must be presented with the reimbursement.

Travel

Participants who, as part of their respective training program, incur costs for travel may be eligible for reimbursement of these costs. Should specific State funds identified by the respective Technical Advisories and/or their replacements be available, then those funds will be utilized first when reimbursing participants for the documented expenses. Should these specific funds be exhausted but the individual is still in training, then CSS WFNY may use other funding to fulfill the obligation to the individuals previously approved for this Supportive Service. To be considered for reimbursement the following must apply:

- 1.) The participant must reside at least 10 miles from the training site.
- 2.) The maximum reimbursement amount is capped per the Tier of the training program.
- 3.) When sending a reimbursement, CSS WFNY Fiscal Office will include a notification indicating the remaining balance available against the cap.

Incentives/Stipends

CSS WFNY reserves the right to provide incentives/stipends to participants who are approved WIA/WIOA Adults, DW or Youth. The participant must be attending an approved ITA or TOT training. Incentives are not eligible to participants attending OJT or CT trainings or, utilizing TAA funding. This initiative is subject to fund availability. The incentive benchmarks, thresholds, award amounts/type and other details as may be relevant shall be determined prior to the start of training.

Needs Related

CSS WFNY reserves the right to provide needs related payments to participants who are approved WIOA Adults/DWs and who are participating in an approved *Level 3 Training*. Counselors must notify the participant that CSS WFNY shall only provide a needs related payment once the participant can provide documentation indicating denial of all other cash service programs. CSS WFNY shall be used as a last resort only. If necessary, payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Cash payments for basic needs may be made available by working with their Counselor. This initiative is not related to the ITA presentation nor the

TOT cost, it is separate and above. The maximum reimbursement to an Adult under this initiative is capped at \$3900 per person during the period of his/her training and shall not continue for more than 26 weeks. Requests and estimates must be declared at the time of application. Failure to do so will disqualify an applicant from these funds. Exceptions may be made at the discretion of the Program Manager. A stipend of \$150 per week (or actual UI rate as determined by the NYS UI Division, whichever is less) will be available to all eligible participants on a bi-weekly basis while maintaining attendance in an approved training a minimum of 12 hours per week. The maximum reimbursement for a DW must not exceed the greater of (a) the applicable weekly level of unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation or, (b) the poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income. Any Adult or DW must meet the following eligibility requirements:

Adult

- 1.) Unemployed, and
- 2.) Does not qualify for, or has ceased to qualify for unemployment compensation, and
- 3.) Is enrolled in an approved program of training services being paid for by CSS WFNY

DW

- 1.) Unemployed, and
- 2.) Does not qualify for, or has ceased to qualify for unemployment compensation or trade readjustment allowance under TAA
- 3.) is enrolled in a program of training services under WIOA by the end of the 13th week after the most recent layoff that resulted in a determination of the workers' eligibility as a DW, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months

Internships/Work Experience

WIOA Adults and/or DW may participate in internships/work experience. This must be a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid as appropriate. Internships or work experiences may be arranged within the private for profit sector, non-profit sector or public sector. They must comply with the Fair Labor Standards Act. *Work experiences must include academic and occupational education.* Examples of work experience are as follows:

- 1.) Summer Employment
- 2.) Pre-apprenticeship programs
- 3.) Internships and job shadowing