



Supportive Services Policy

As approved by the CSS WFNY LWDB on February 22, 2024

Policy: Effective February 22, 2024, the CSS WFNY policies related to Supportive Services in compliance with WIOA §680.900 - 680.920 are as follows:

Training Programs

Participant eligibility: Only those participants enrolled in OJT, ITA/TOT may be eligible for Supportive Services.

1.) **On-the-Job Training (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.) **Individual Training Accounts/Targeted Occupational Trainings (ITA/TOT)**-Participants may be eligible for any of the Supportive Services listed below. 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) Reasonable accommodations for individuals with disabilities
- 10) 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 days 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.

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. Any medical supportive service reimbursement request for physicals, drug tests or required shots will need to receive prior approval from CSS WorkForce NY. 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 individual's 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 participant must complete and sign the WIOA Request For Mileage Reimbursement form provided by their counselor.
3. The maximum reimbursement amount is capped per the tier of the training program.
4. When sending a reimbursement, CSS WFNY Fiscal Office will include a notification indicating the remaining balance available against the cap.

Revision

CSS WorkForce NY has the authority to make technical revisions to this policy. Technical revisions may be made to better align this policy with federal or state laws, statutes, regulations, or policy guidance; to better align this policy with other local policies; to respond to changes in the WIOA budget that impact this policy; or to revise references to source documents cited in this policy. Any revision to this policy that could have a substantial impact on participants must be approved by the CSS Workforce Development Board.

All WIOA Trainings and Supportive Services will be contingent upon the availability of funding.

