

FLORIDA CROWN WORKFORCE BOARD, INC. POLICY

POLICY TITLE: Supportive Services

POLICY NUMBER: OPS-001-02

DATE EFFECTIVE: May 21, 2002

DATE REVISED: July 20, 2010

APPLICATION

Florida Crown Workforce Board, Inc. (FCWB) employees, contractors, providers and customers.

PURPOSE

To set forth corporate policy regarding supportive services provided under the Workforce Investment Act (WIA), Welfare Transition Program (WTP), Wagner-Peyser and Veterans Programs, and the Florida Workforce Legislation (SB 2050).

POLICY

Supportive services are defined as those services or activities provided either directly to, or on behalf of, job seekers which are necessary to reduce or eradicate barriers to obtaining or retaining employment (excluding training). Each of the primary funding sources administered by FCWB has its own definitions and parameters associated with supportive services. While it is the intent of FCWB to interpret such legislative diversity broadly in an effort to ensure needed services are available to customers, all laws, regulations and formally issued written policies associated with specific funding sources are to be followed should such conflict with this policy. Further, nothing in this policy should be interpreted to affect the assignment of costs to appropriate cost categories regardless of the inclusion or non-inclusion of a service or activity as a supportive service in this policy.

FCWB adheres to certain principles, which should guide decisions regarding supportive services. Specifically:

- FCWB believes that workforce development programs should lead focus on job attainment, but not at the expense of human resource development. As such FCWB supports a long-term view of a customer's employment prospects.
- Supportive services should be viewed individually and creatively to enable customers to fully participate in education and training activities contained in his/her employment plan/career plan.

- Decisions regarding appropriate support should, to the fullest extent possible, be made by the staff person most familiar with the customer. Rationale for decisions should be well documented in the customer's employment plan.
- Supportive service expenditures should be based on careful consideration of Region 7's economic reality and social values.

FCWB, through its core One-Stop and core youth provider(s), offers assistance to enable customers to participate in universal as well as more intensive services. Supportive services may be provided to qualified WIA customers for up to one year following completion of a skills training program. WTP customers may receive supportive services for up to two years following program exit.

Eligibility: To qualify to receive supportive services a customer must

- Demonstrate a need that will prevent him/her from successfully accessing, accepting, or retaining employment;
- Be unable to afford the cost associated with addressing the need;
- Not duplicate any existing or potential funding support;
- Be unable to secure the needed service elsewhere; and
- Be determined eligible for one or more FCWB funding sources.

Eligibility for Workforce Investment Act (WIA) customers will be assessed based on the annualized family income not to exceed 200% of the LLSIL Non-Metro standard and their being unable to find suitable employment with existing skills and/or academic credentials as evidenced through unsuccessful placement while actively participating in both core and intensive services offered through the One-Stop Career Center system, excluding youth where the established poverty income level guidelines will be followed.

For purposes of the WINGS Grant and/or other grants that may be obtained by FCWB, eligibility may be extended to applicants earning less than twenty-five dollars (\$25.00) per hour at the discretion of the Board. Verification of participant's household income is required for WIA Application information but not for eligibility.

Customers eligible under this provision must:

- a. Not be eligible to receive other training assistance (i.e. Pell grant, scholarships) or, if received, the additional funding is not sufficient to cover training costs;
- b. Through assessment be determined to be appropriate for and able to complete the chosen employment training program;
- c. Select a training program that is linked to a demand occupation in the local area and make a commitment to seek employment in the field once trained; and
- d. Select a training provider from the FCWB approved list;

- e. Give evidence that they have the financial resources to cover all other living expenses and complete the training period without support from FCWB; and,
- f. Receive a favorable recommendation from One-Stop Provider for approval by FCWB.

Eligibility for supportive services must be established by the Career Manager/Specialist prior to issuance of a purchase order for services. Training services are not to commence prior to approval being obtained. No supportive service will be paid retroactive to the approval date.

Local Definition of Youth Barrier (6th):

- ***Definition of Additional Barrier to Employment for Youth***

Additional barrier to employment for youth is defined as a disabled youth, or other individual with a disability who:

1. has no vocational/employment goals or poor work history;
2. has been fired from a job in the last six calendar months;
3. requires additional assistance to complete an educational program;
4. requires additional assistance to secure and hold employment.

- ***Definition of Need for Additional Assistance (education)***

Requires additional assistance to complete an education program is defined as an individual who is:

1. attending an alternative educational program/school;
2. credit deficient;
3. educational achievement is below expected levels;
4. exhibits past or current attendance and/or discipline problems, or
5. has unstable living conditions;
6. is on academic probation.

- ***Definition of Need Local Youth 5% Window Policy***

Up to five percent (5%) of the WIA applicants may be served without documentation to support low income eligibility.

Additional barrier to employment for youth is defined as a disabled youth, or other individual with a disability who:

1. has no vocational/employment goals or poor work history;

2. has been fired from a job in the last six calendar months;
3. requires additional assistance to complete an educational program;
4. requires additional assistance to secure and hold employment.

Available Assistance:

A. Universal Customer (WP)

Universal customers, walk-ins most commonly fall under the Wagner-Peyser program (WP). As such, they are entitled to the full range of core services to include orientation, resume preparation, provision of LMI, E-Choice testing, job search and job referrals. They may be referred to GED classes, as appropriate.

Supportive services shall not be provided to individuals who have not been determined eligible for a specific program, except transportation to and from scheduled appointments for the purpose of determining eligibility.

Supportive services shall not be provided to customers who have been found eligible but do not agree to participation or to follow his/her employment plan.

B. Eligible Applicants

Supportive services shall not be provided to customers determined eligible but who have yet to be registered for WIA or accepted as a WTP participant except for assistance with transportation to and from scheduled appointments and childcare when no alternative exists and only for the actual time of the scheduled appointment plus one-hour.

Up to five percent (5%) of the WIA youth applicants may be served without documentation to support low income eligibility.

As funds are to be expended on an older youth (age 18-21) that was initially served with adult funds, documentation of low income status AND the presence of an allowable barrier must be documented prior to the expenditure of youth funds, unless the 5% window is used.

In that case, one of the 5% window barriers must be documented.

Local policy pertaining to high school youth enrollment requires basic skills deficiency at eligibility - assessed by generally accepted standardized or criterion-referenced tests (such as TABE) or school records.

Local policy criteria for participating high school youth eligibility for those with a documented disability – priority given towards participation in after-school tutoring activities to include enrollment in Florida High School/High Tech.

C. WIA Registrants and WTP Participants

Supportive services shall be available to customers who are determined eligible and are actively participating. This will be based on need and availability of funds.

Types of General Limitations and Assistance:

Supportive services encompass a broad array of services:

Limitations:

- Medical services, devices or prescriptions otherwise payable under federal, state or personal insurance programs are specifically prohibited under the WIA and WT programs. Prior approval from the FCWB Executive Director or designee is required before medical services can be provided under all other FCWB funding (except where specifically required by the approved training program).
- Medical or therapeutic exams or second opinions required to determine psychological, emotional or physical limitation related to program participation or employment, and follow up consultations required to develop plans to accommodate such limitations, are not considered medical services for the purpose of this policy nor are they included in the financial limitations discussed below.
- Goggles and protective eyewear required to participate in a training program or accept employment are not included in the financial limitations discussed below.

Assistance:

- Uniforms, boots and other protective clothing and footwear required to participate in a training program or accept employment (See the financial limitations discussed below).
- Books, materials, non-expendable supplies and tools required to participate in a training program or accept/retain employment. For employed customers, a Verification of Employment reflecting date employment commences as well as a statement from the employer stating that the tools are required for employment is to be attached to the Purchase Order. Career Manager/Specialist must include justification for the purchase. ALL TOOL REQUESTS ARE TO BE SUBMITTED TO THE EXECUTIVE DIRECTOR FOR APPROVAL. (See the financial limitations discussed below).

- Childcare required to participate in a training program or accept employment including sick childcare and before and after school care for children under the age of 13 and special needs children under the age of 19 are not included in the financial limitations discussed below. Organized after-school activities for children 13 to 18 are allowable with appropriate documentation substantiating need and, if provided, are not included in the financial limitations discussed below.
- Relocation assistance for families, including dislocated workers, who have significant barriers to finding and retaining employment in moving to communities where they have obtained verifiable employment at a self-sufficiency wage or to aid victims of domestic violence who would benefit from reduced probability of further incidents through relocation.

To the extent possible FCWB attempts to find supportive services vendors through a competitive procurement process to streamline the authorization process. Where pre-identified vendors are not available, a cost and service availability comparison is required and must be documented.

Supportive services include, but are not limited to:

- Transportation (mileage, gas vouchers, taxi, and bus passes).
- Eye care to correct vision problems. Elective surgery or cosmetic products such as sunglasses are prohibited.
- Books and non-expendable supplies are the property of FCWB and must be returned at the completion of a program. A client may purchase the property from FCWB at a cost of half the purchase price.
- Vocational Programs are limited to a total cost of \$6,000.
- Academic programs may not exceed the established State cost per course hour, including fees, for Community Colleges or Universities.
- Dental-care to correct minor deficiencies, which impact employment prospects. Elective cosmetic treatments such as braces are prohibited.
- Outer clothing (maximum \$75.00) and footwear (maximum \$50.00) for employment as outlined by the employer, hair care (maximum \$15.00), and personal appearance/hygiene products for adequate presentation at job interviews, work or a training environment (maximum \$10.00). For requests other than work-related clothing requirements, an explanation of need must be attached to the Purchase Order. For employed customers, a Verification of Employment reflecting date employment commences and starting salary is to be attached to the Purchase Order. Career Manager/Specialist must include justification for the purchase. The foregoing applies to non-ITA Customers only.
- Family or personal mental health or substance abuse counseling.

- One-time housing assistance up to One Thousand Dollars (\$1,000.00) per customer to stabilize the household including security deposits, rent, mortgage payments, and utilities.
- Domestic abuse counseling.
- Vehicle repair costs in excess of the value of the vehicle, on vehicles more than seven (7) years old, or vehicles with significant wear require the prior approval of the FCWB Executive Director or designee. For all vehicle repairs exceeding five hundred dollars (\$500.00), approval must be obtained from the Program Manager and Project Director or FCWB Operations Officer. All repairs must be at an established vehicle repair facility by an ASE or similarly certified technicians employed by a repair facility registered under FS 559.904
- Driver and vehicle licensing, tag and title. Personal liability insurance (PIP) (deposit only).
- Transitional childcare.
- Specialized assistance not otherwise specifically listed herein required to participate in training or to accept or retain employment.
- **One (1) time payment of fee for the ACT test for WIA eligible youth participants not eligible for waivers.**

Supportive services are limited to \$1,600 per program year or funding year per customer. Annual expenditures in excess of this limit require the prior approval of the FCWB Executive Director or designee who may elect to increase the ceiling for individual customers in the event of extraordinary circumstances. All WIA supportive services must be identified in the Individual Training Agreement (ITA).

Gas Card Calculation:

Gas cards for existing WIA Adult/Dislocated Workers, in increments of twenty dollars (\$20.00) each, will be distributed based upon a calculation of ten cents (\$.10) per mile (200 miles = \$20.00). Mileage will be determined based upon MapQuest or similar mapping program and a copy of the printout must be placed in the customer file along with Attendance Sheets reflecting the dates.

WIA Youth attending an after-school program will receive one (1) twenty dollar (\$20.00) gas card weekly for attendance at a minimum of two (2) classes per week (remaining in class for a minimum of one hour each class) weekly. Proof of attendance must be placed in the customer's file.

WT participants will receive one (1) twenty dollar (\$20.00) gas card for thirty-three (33) or more participation hours per week. Proof of attendance must be placed in the customer's file.

Youth Incentives: For all youth who are determined to be basic skills deficient, which

shall be defined as having reading, math or language assessment scores at or below the 9th grade level, or having failed the FCAT exam, basic skills instruction will be a required component. The Test for Adult Basic Education (TABE) or any other testing approved by FCWB shall be administered to determine basic skills deficiency. To meet goal attainment from TABE testing for incentive payment(s), the customer must improve a minimum of one (1) subject by .5 grade level while maintaining or improving the remaining subjects. TABE tests may only be administered three (3) times per participation year. Requests for incentive payments are to be submitted no more than twice monthly and for amounts of \$25 or more only.

Vehicle Repair: The geographic reality of Region 7 necessitates creative strategies related to transportation. Repairs shall only be made on a vehicle owned by the customer except in rare instances where the customer has unrestricted written access to a vehicle owned by another member of the immediate household.

All vehicle repairs require a written estimate from ASE or similarly certified technicians employed by a repair facility registered under FS 559.904. Vehicle repairs are restricted to those affecting the safe functioning of the vehicle. Routine maintenance (oil changes and wiper blades) or non-essential components such as audio, climate control (unless accompanied by a doctor's statement documenting health circumstances) and auto body repairs are prohibited.

All estimates require a written diagnosis by an independent specialist selected by FCWB to determine the cost/benefit of projected repairs against the value of the vehicle. Projected repair costs are defined as the cost of the required repairs plus an estimate of costs associated with likely imminent repairs. Projected repair costs in excess of the value of the vehicle, on vehicles more than seven (7) years old, or vehicles with significant wear require the prior approval of the FCWB Executive Director or designee. For all vehicle repairs exceeding five hundred dollars (\$500.00), approval must be obtained from the Program Manager and Project Director or FCWB Operations Officer.

Customer Travel: Career Managers/Specialists will determine, by individual case, the need for travel assistance/compensation. The customer must be participating in an approved activity and must provide proper backup documentation prior to receiving additional travel assistance. Any travel assistance expended for Medical Verification must be approved by Career Manager/Specialist.

Travel assistance will not be issued to Welfare Transition customers on Level 2 or above Sanction.

Relocation Reimbursement: Reimbursement of relocating costs will be available to WIA Dislocated Worker (DW) customers who meet the following criteria. For WTP customer relocation assistance see OPS-011-02.

WIA DISLOCATED WORKER:

- Total reimbursement will not exceed \$3,000.
- Customers must provide a letter of intent to hire from employer.
- Suitable employment at a self-sufficiency wage is defined as and 80% of layoff wage replacement for Dislocated Workers or the Lower Living Standard as defined by the Federal Guidelines, whichever is greater.
- Reimbursement will be for essential utilities (sewer, water, gas and electricity).
- Any remaining funds may be used to pay for moving vans/trailers.
- Participation in the relocation reimbursement program is available to the customer one time only in a five-year period.

Prioritization of Services:

- Veterans will receive priority of service. All One-Stop service staff will provide services to Veterans. Veterans need not be served only by LVER or DVOP staff.
- Severely injured military members and their families, disabled veterans, veterans of all wars, Florida National Guard members and Military Reservists and families of military members killed in action will also receive priority of service. **This includes eligible spouses, including widows and widowers, as defined in the State regulations in 38.U.S.C. 101 and section 2(a) of the JVA (38 U.S.C. 4215[a]).**
- Consistent with Section 134(d)(4)(G)(iv) of the Workforce Investment Act, individuals age fifty-five (55) and older are added to the list of hard-to-serve populations and shall be given prioritization of services.
- Support Services - Child care, Transportation, Barrier Identification, background checks.
- Transitional Services - FCWB provides services up to 24 months from the last grant recipient check.
- Incentive Payments - Summer Youth program – use stipend to keep in educational program.

Clients are to be provided services in accordance with the limits stated within this policy and availability of funds.

Service provider provides update on funding issues and services at each staff meeting.

Each Career Manager/Specialist will be provided and must maintain an updated copy of this policy at all times.

A copy of the above prioritization of services will be posted in a public accessible area in each Career Center located in Region 7.

Board Staff Quality Assurance personnel will review and ensure Board policies are being implemented.

Cancellation of Supportive Services: This statement of policy and some or all categories of supportive services under it may be cancelled or changed, in whole or in part, by FCWB at any time and without notice, effective immediately or at such time as FCWB may determine. Exceptions may be made to this policy by FCWB when doing so is in the best interest of FCWB or its customers. No contractor or service provider of FCWB is authorized to offer assistance different from or in addition to the assistance described in this statement of policy, except as such authority may be expressly granted in writing and does not conflict with this statement of policy.

ACTION

All FCWB employees, contractors, providers and customers will adhere to this policy.

Approved: *John Chastain*
John Chastain, Executive Director

LOWER LIVING STANDARD INCOME LEVEL AND POVERTY GUIDELINES FOR 2010

FAMILY UNIT SIZE	POVERTY	70% LLSIL (METRO)	70% LLSIL (NON-METRO)	100% LLSIL (METRO)	100% LLSIL (NON-METRO)
1	10,830	(8,331)	(8,151)	11,901	11,644
2	14,570	(13,650)	(13,353)	19,500	19,075
3	18,310	18,736	18,326	26,765	26,180
4	22,050	23,130	22,623	33,043	32,318
5	25,790	27,299	26,697	38,999	38,139
6	29,530	31,928	31,222	45,611	44,603
7	33,270	36,557	35,747	52,223	51,067
8	37,010	41,186	40,272	58,835	57,531
	To calculate the poverty guideline amount for family units with more than eight members, add \$3,740 for each additional person.	For each additional person in a family above eight, add \$4,629 per person in the Metro areas.	For each additional person in a family above eight, add \$4,525 per person in the Non-Metro areas.	For each additional person in a family above eight, add \$6,612 per person in the Metro areas.	For each additional person in a family above eight, add \$6,464 per person in the Non-Metro areas.

The RWBs which contain the following counties are required to use the Metro data: Escambia, Santa Rosa, Okaloosa, Bay, Gadsden, Leon, Clay, Duval, Nassau, St. Johns, Alachua, Marion, Flagler, Volusia, Lake, Orange, Osceola, Seminole, Brevard, Polk, Hernando, Hillsborough, Pasco, Pinellas, Manatee, Sarasota, Charlotte, Lee, Collier, Martin, St. Lucie, Palm Beach, Broward and Miami-Dade. The remaining RWBs must use the Non-Metro figures. Where the poverty level for a particular family size is greater than the corresponding LLSIL figure, the Metro or Non-Metro figure is indicated in parentheses. The 100 percent table for the LLSIL may be modified to calculate any locally determined values for prioritizing service or eligibility (i.e. 200 percent of LLSIL would multiply the 100 percent value times 2 for the appropriate family size).