



## Policy

<b>SECTION: PROGRAMS</b>	<b>POLICY#020-C0100</b>	<b>PAGE: 1 of 7</b>
<b>TITLE: Supportive Service Policy</b>		<b>EFFECTIVE DATE: 2.18.2021</b>
<b>REPLACES: Supportive Service Issuance Programs Desk Guide &amp; Supportive Service and Incentive Policy</b>		<b>DATED:</b>

### **DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF**

**PURPOSE:** To provide guidance on the various support services options allowed under the requirements of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Youth and Temporary Assistance to Needy Families (TANF) / Welfare Transition programs.

**BACKGROUND:** The Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance to Needy Families (TANF) legislation and guidance provide for the provision of supportive services to participants enrolled in WIOA and TANF funded programs.

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA. The term supportive service is defined under WIOA to mean services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act.

Supportive services are for eligible individuals, particularly eligible individuals with barriers to employment. Section 133(b) defines funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively (A) who are participating in programs with activities authorized in paragraph (2) or (3) of subsection (c); and (B) who are unable to obtain such supportive services through other programs providing such services. Section 134(d)(2)(A) of WIOA requires that adults and dislocated workers must be participants to receive supportive services. Support services are provided on the basis of need and eligibility.

Section 129(vii) defines youth supportive services necessary to enable individuals to participate in the program and to assist individuals, for a period not to exceed 12 months after the completion of training, in obtaining or retaining employment, or applying for and transitioning to postsecondary education or training; and follow-up services for not less than 12 months after the completion of participation, as appropriate.

Chapter 414, F.S., sets forth provisions for receipt of Temporary Cash Assistance (TCA) and requires all individuals who do not meet TCA exemptions to participate in work or alternative plan activities. Chapter

445, F.S., consolidates the state workforce policy direction, oversight, and welfare support functions under one board, CareerSource Florida, Inc., (CSF) and designates the Department of Economic Opportunity (DEO) as the administrative, fiscal, and implementing agency for TCA work activities and supportive services, the Welfare Transition (WT) program.

The Department of Health and Human Services has provided final approval of the Temporary Assistance for Needy Families (TANF) State Plan which authorizes support services assistance. These benefits are designed to deal with a specific crisis situation or episode of need and other service such as childcare and transportation, transitional services, job retention, job advancement, and other employment-related services.

**POLICY:**

Support services may only be provided to adults, dislocated workers or youth who are participating in career or training services authorized under WIOA secs. 129(c)(2) or 134(c)(2)-(3) and who are unable to obtain supportive services through other programs providing such services. Adults and dislocated workers must be provided accurate information about the availability of supportive services in the local area, as well as referral to such activities.

Based on individual assessment and availability of funds, supportive services may be awarded to eligible program participants. Supportive services are intended to enable an individual to participate in workforce funded programs and activities and to secure and retain employment. Supportive services are provided on the basis of need as determined by the CSTB Career Coach working with the participant and may include:

- Transportation including support services cards, gas cards or bus passes
- Clothing including general interview clothing
- Uniforms
- Certification fees
- Tools for occupational skills training or work-related
- Assistance with education-related testing
- WIOA Youth programs can provide supportive services during post exit follow-up services for up to 12 months after completion of program services.

The supportive services listed above may only be provided to individuals who are:

1. Participating in programs with activities authorized under WIOA; and
2. Unable to obtain supportive services through other programs providing such services.

CSTB/Service provider program staff must ensure that the participant is in need and eligible for all requested supportive services and that the supportive service is necessary for ongoing participation in the program.

**Eligibility for Supportive Services:**

As support services are not an entitlement, staff must first determine a participant to be in financial need of supportive services before they are provided. Support services should be used to address the participant's barriers identified through the initial assessment process.

In addition, CSTB program staff must ensure adults and dislocated workers are provided accurate information about the availability of supportive services in Hillsborough County, as well as referral to such activities. CSTB and service provider staff will utilize the One Stop Partner portal to identify appropriate community-based services and where applicable execute

electronic referrals. The One Stop Partner portal can be found at: <https://one-stop.atlasforworkforce.com/login>. In addition, the 2-1-1 Contact Center - Crisis Center of Tampa Bay Community Resource Guide can be utilized to identify a variety of programs and services. This resource can be found at: <https://www.crisiscenter.com/wp-content/uploads/2017/02/ResourceGuide2016KG.pdf>.

Both services should be reviewed to determine availability of other resources in Hillsborough County before staff opt to consider CSTB. The only exception to this is when the customer has an urgent need for supportive service, where we can document that referral to external resources would delay the provision of the support service and create a hardship for the participant.

Supportive services will be viewed individually and creatively to enable participant to be successful in education and training activities outlined in their individual career plan. The rationale for providing supportive services will be based on careful consideration of the region's funding limitations and availability of community resources, to leverage program resources to the greatest extent possible.

To qualify for receipt of supportive services, staff in consultation with the program participant must:

- Qualify and enroll the participant in one or more workforce funded programs operated by CSTB;
- Demonstrate and document a need that will prevent him or her from participating in the program, accepting employment, or retaining employment;
- Document that the customer is unable to obtain support services through other community-based programs in Hillsborough County providing such services;
- Complete a Financial Analysis/Budget Worksheet reflecting their current financial situation
- Complete a Statement of Need & Eligibility form which documents the specific supportive service being requested, need/eligibility for service along with allowable reimbursement amount per category of service.

#### **Supportive Service Limitations:**

1. CSTB will not provide supportive services prematurely for any services not yet rendered.
2. Tuition, books and fees for approved training programs are not included as supportive services. These costs are included under the Individual Training Account.
3. CSTB Supportive Services cap is established as a maximum of \$700 per Program Year (PY) per participant. CSTB/Service Provider staff will track supportive service amounts per PY to ensure that established caps are not exceeded.
4. The Program Director and Service Provider will review supportive services funding levels on a monthly basis to ensure resources are used with the intent of this policy.
5. The Chief Executive Officer may waive the \$700, up to a maximum of \$1,500 limit if circumstances warrant. If excess of \$1,500 is needed, request must be approved by CSTB Board Chairman's Authorization to increase the limit above established cap of \$700 per participant at either level 4 or 5 in this section must be documented in participant's case notes.

#### **Methodology & Processing**

CareerSource Florida's Administrative Policy – 109 Supportive Service and Needs- Related Payments allows the LWDB to use a payment methodology that allows the LWDB to exercise the highest level of oversight, accountability and internal controls to ensure the supportive service provided is used for the intended purpose. LWDBs are required to ensure that supportive services are provided in the actual amount of the participant's documented need. Supportive services will be paid to participants in the form of reimbursement based on allowable supportive service costs. Proof of payment is required for

reimbursement.

All supportive services will be issued in accordance with CSTB Supportive Service Procedure- #018-C0012b that outlines the specific categories of supportive services allowable, description of each, maximum reimbursement amount and required documentation.

Once the CSTB Reimbursement Form is completed, staff will submit to Finance Department for further processing. The request to Finance must include the following details:

- Name of the participant
- Description of the purchased item or service
- Purpose of the purchase
- Fund source
- Amount and date of the purchase, and
- A copy of the receipt for the item, service or other supporting documentation as applicable and the approved Reimbursement Request is included with the request for reimbursement.

Payment will be made directly to the participant within 30 days from the submission date of reimbursement request to Finance Department.

CSTBs primary methodology will be the reimbursement-based model outlined above, if a customer is experiencing extenuating circumstances such as: financial hardship and cannot afford to pay out of pocket then we will consider on a case-by-case basis the vendor-specific approach. Using the vendor-specific approach the payment is made from CSTB directly to the vendor.

If at any time CSTB opts to procure supportive services directly from a third party vendor the LWDB will follow all federal, state and local procurement practices.

**Documentation:**

Supportive services are outlined in the customer's programmatic Career Plan. Participants must be in good standing with the program, in compliance and document that their requested need cannot be met or provided through any other organization or entity. The rationale for providing supportive services must be well documented in the participant's plan, supporting documentation and case noted in Employ Florida. Our investment in supportive services will position the customer for optimal success in the program leading to increased training completion, credential attainment and employment rates by removing barriers that customers face.

CSTB/service provider staff are required to maintain documentation sufficient to ensure that funds are allowable and used for the intended purpose. At a minimum, documentation must include:

1. Determination of the participant's need for support services included in the participant's Career Plan.
2. Complete a Statement of Need & Eligibility form signed by the participant which documents the specific supportive service need and validates eligibility for service.
3. Complete a Financial Analysis/ Budget Worksheet form signed by the participant reflecting the participant's financial situation.
4. Case Notes in EmployFlorida either confirming the CSTB/service providers staff determination of approval, participants eligibility and issuance, exception due to urgency of need where external referrals were not made as this would delay the provision of the support service and create a hardship for the participant.
5. Records of payments, including date of receipt, the amount of payment, check/voucher number, validated by signature of the participant; For participants enrolled in training, proof/verification of attendance in training programs.
6. Documentation showing the specific type of need that was reimbursed or vendor-specific

issued and proof of payment by the participant. Supporting documents such as payroll receipts, redeemed checks or vouchers paying for the goods or services, travel log. Reimbursement Request Form will be completed requiring the program participant and CSTB / Service Provider staff signature.

7. *NOTE: If childcare or dependent care assistance is provided, documentation of other resources explored must be provide such as: community based referrals, Early Learning Coalition referrals, etc..*

Priority must be given to enrolled eligible veterans and their spouses under the Jobs for Veterans Act. If program and service resources are limited, then the veteran or spouse is given priority. This does not mean that the veteran or spouse is given “bumping rights” over others who are already receiving supportive services.

**Employ Florida Service Codes:**

The appropriate service codes for WIOA must be entered in Employ Florida when participants are either referred to or provided support services. The Employ Florida Service Code Guide outlines the various code titles and definitions as well as the documentation/case note requirements.

CSTB and service provider staff are required to enter the appropriate service codes in Employ Florida when participants are provided supportive services. Outlined below are the specific Employ Florida Service Codes, definitions and documentation required for supportive services.

<b>Service Code</b>	<b>Definition</b>	<b>Documentation Required</b>
180 Supportive Service - Family Care Adult/Dislocated Worker	Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided family care supportive services.	A case note is required and must include a description of the family care supportive service(s) provided to the individual.  20 CFR 680.900
181 Supportive Service - Transportation Assistance Adult/Dislocated Worker	Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided transportation assistance supportive services.	A case note is required and must include the specific transportation assistance supportive service(s) provided to the individual.  20 CFR 680.900
184- Supportive Service - Temporary Shelter Adult/Dislocated Worker	Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided temporary shelter supportive services.	A case note is required and must include the specific temporary shelter supportive service(s) provided to the individual.  20 FR 680.900
185 Supportive Service -Other Adult/Dislocated Worker	Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided supportive services beyond those specified in	A case note is required and must include the specific supportive service(s) beyond those specified in this guide provided to the individual.  20 FR 680.900

	DEO EF Service Code Guide.	
480 Supportive Service - Family Care Youth	Code is recorded to identify support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include a description of the family care provided to the jobseeker.  20 CFR 681.570
481 Supportive Service - Transportation Assistance Youth	Code is recorded to identify support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include the type of transportation assistance provided to the jobseeker.  20 CFR 681.570
482 Supportive Service - Medical Youth	Code is recorded to identify support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include the type of medical assistance secured for the jobseeker.  20 CFR 681.570
483 Supportive Service - Temporary Shelter Youth	Code is recorded to identify support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include the name, address, location and phone number of the temporary shelter provided to the jobseeker and specific requirements, if applicable. 20 CFR 681.570
485 Support Service -Other Youth	Code is recorded to identify support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include the type of support service provided to the job seeker. The support service must be different than any of those listed in the DEO Employ Florida Service Code Guide. 20 CFR 681.570

TANF funded supportive services are outlined in the participant's Career Plan and recorded within the One-Stop Service Tracking (OSST).

**Cancellation of Support Services:**

This policy and some or all of its categories of support services may be cancelled or changed, in whole or in part, by CSTB at any time without notice, effective immediately, or at any time CSTB determines necessary. Exceptions may be made to this policy by CSTB if it is in the best interest of CSTB or its participants.

**Monitoring**

Programmatic monitoring will be conducted throughout the program year by our internal Program Monitors under the direction of our Director of MIS & Data Services. This will include a formal review

of supportive service issuance, activities and case noting for all programmatic funding to comply with federal, state and local policies and procedures.

**Policy Exceptions:**

Any exceptions to the above stated policy or any part thereof, must be documented and approved by the CareerSource Tampa Bay CEO or his/her designee for consideration.

CSTB may receive federal, state and local grant awards that may not be subject to the requirements outlined above. Those awards will be governed by the rules and guidelines set forth as defined in the grant document(s). Desk guide(s) or other internal documents will be established to outline the processes specific to the award(s).

**Inquiries:** Any questions about this policy should be directed to the CEO, Chief Policy & Performance Officer, Programs Director and/or her designee.