

## CUSTOMER SERVICE PLAN MODIFICATION TRANSMITTAL FORM

<b>To Be Completed by Region:</b> Region Number: 16 Date Submitted 01/22/18 Effective Date: 01/23/18	<b>For State Use Only:</b> Date Received: Date Approved: Effective Date:
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Provide a brief description of the CSP changes below:

### **REGION 16 WIOA SUPPORT SERVICES POLICY**

Support Services are payments made to participants or service providers which enable participants to take part in a WIOA activity or partner activity (Support Service Payments) or which reward participants for attendance and achievement (Incentive and Bonus Payments).

#### **Support Service Payments**

Support Service Payments may be provided when necessary to enable a participant to participate in a WIOA activity or partner activity. Support Service Payments may also be made to youth during the provision of Follow-Up Services, based upon the needs of the youth. Support Service Payments can be made only when the participant is unable to obtain the service through other programs providing such services.

Support Services may be provided to adults and dislocated workers who are participating in basic career, individualized career and training services, and to youth participating in youth activities. Support Service Payments must not be made for activities in which the participant failed to participate without good cause.

The need for and the amount of Support Service Payments must be documented in the participant's Individual Employment Plan (IEP)/Individual Services Strategy (ISS). Support Service Payments which assist a parent, spouse, or legal guardian's participation in a youth participant's training are allowable under the Youth Program. Such payments might include reimbursement for transportation costs or childcare for a parent to attend a conference regarding a child's progress toward achievement of the objectives of the ISS.

Specialist documentation of appropriateness and administrative approval are required for all support services.

There is a support cap maximum of \$4500.00 per participant per program year. Support caps can be altered with written permission of an administrator.

Following are the allowable types of Support Service Payments and a description of each.

#### **1) Clothing (CHG)**

The costs of items such as clothes and shoes, which are necessary for participation in WIOA activities, are allowable. Items such as uniforms and safety equipment are included. Maximum expenditure is \$300.00 per activity.

## **2) Counseling (CLG)**

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. However, major personal or emotional problems affecting employability may require referral to an approved counseling or health care agency. Generally, major personal or emotional problems are outside the scope of WIOA services. WIOA resources will be used as the resource of last resort for counseling. Maximum expenditure is \$500.00.

## **3) Dependent Care (DPC)**

The costs of dependent care from licensed institutions or from private sources agreed upon by the participant and WIOA Service Provider staff are allowable. Dependent care includes child or adult care. For those individuals not eligible for dependent care from other entities, the allowable maximum is \$3.75/hour per dependent or the rate of the provider, whichever is less. Maximum payment to a participant is limited to \$35/day. Maximum hours for care may equal time in the activity plus travel time. Travel time can only be included as one round trip per day per activity. If the unemployed parent of the child(ren) resides in the home, no childcare support will be provided. DPC payments are paid directly to the participant.

## **4) Financial Assistance (FAS)**

The purpose of a Financial Assistance Payment is to make a payment to a service provider or vendor on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA activities. FAS may be used for such things as housing assistance, auto repair, eyeglasses repair, etc. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, state or local law or statute. There is a \$500.00 limit per participant per fiscal year.

## **5) Health Care (HLC)**

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This supportive service would be used only when there are no other resources available to the participant. There is a \$500.00 limit per participant per fiscal year.

## **6) Miscellaneous Services (MSS)**

Bonding is an allowable cost, if it is not available under federally or locally sponsored programs. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation. The cost of required tools is allowed. All policies and procedures set forth in the property section of state policy apply to property purchased with WIOA funds for \$2,000 or more. The costs of licenses or application fees are allowable if occupationally required. The cap for this service is \$1,000 per fiscal year.

## **7) Needs-Related Payments (NRP) - Adults and Dislocated Workers Only**

REGION 16 does not make Needs-Related Payments.

**8) Residential/Meals Support (RMS)**

The costs of lodging for each night away from the participant's permanent home, required for continued program participation, are allowable. The costs for meals, while the participant is away from home or in travel status for required training, are allowable. Residential costs and meal costs will be in accordance with the Title I service provider's administrative guidelines on travel. The length of training will determine duration.

**9) Services for Individuals With Disabilities (SID)**

The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in training are allowable. It is not an allowable use of WIOA funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements. Costs are limited to \$500.00 per participant.

**10) Stipends (STI) - Youth Only**

Reasonable stipends may be used to assist the participant with additional or subsistence costs incurred by participating in any of the fourteen youth services provided the provision of a stipend is included in the participant's Individual Service Strategy. Stipends must be a lump-sum amount for a specific time frame and may not be based on an hourly rate.

A stipend of \$65 per week will be awarded to students with 9 hours of documented participation in an accredited High School Equivalency (e.g. HiSED, GED, district-approved credit recovery) program. A stipend of \$65 per week will also be awarded to enrolled High School students with a documented full week of attendance, as defined by school district policy.

**11) Supported Employment and Training (SET)**

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with INT, OJT, PRE, SHW and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment. Region 16 funds are the resource of last resort for Supported Employment and Training. The length of a Supported Employment and Training contract may not exceed six months. Charges for services must be in the same manner and at the same rate as other entities purchasing similar services, not to exceed \$2,000.00 per year.

**12) Transportation (TRN)**

The cost of transportation necessary to get to and from WIOA Title I activity or partner activity, including job interviews, are allowable. Assistance can consist of per mile reimbursement, fuel purchase orders, bus and/or taxi passes and bicycle purchases (capped at \$250). Maximum mile reimbursement is \$.23/mile. Daily travel reimbursements are limited to one round trip per day per activity, capped at \$18.00 per day.

**Incentive and Bonus Payments (INB) – Youth Only**

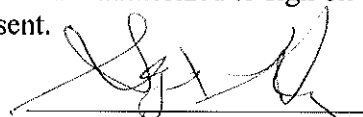
Incentive and Bonus Payments are allowable for youth participants for significant benchmarks that are identified on each ISS. Those benchmarks are listed below

High school diploma attainment.....	\$250.00
HiSED/GED attainment.....	\$250.00
Achievement Career Pathway or Benchmark goal as identified on the ISS (per goal).....	\$75.00
Completion of a Workplace Readiness curriculum (At least 6 hrs in length and 80% or better on test at the end).....	\$75.00
Obtainment of 10 Future Economic Opportunity Credits.....	\$100.00
Maximum FEO bonus.....	\$400.00
Completion of 30 hours leadership activity.....	\$100.00
Perfect attendance for subsidized or unsubsidized work in a month.....	\$100.00
Maximum perfect attendance bonus.....	\$600.00
Completion of Post-Secondary Occupational training, ..... including (but not limited to) Certified Nursing Assistant Microsoft Office Certification (Word, Excel, Powerpoint) Certified Production Technician Para Educator Certification/Substitute licensure One-Year diploma through post-secondary education Production Welding	\$100.00
Must be pre-approved by Regional Title I Director	
Employed for both the 2 <sup>nd</sup> and 4 <sup>th</sup> quarter after exit.....	\$500.00

**Regional Customer Service Plan Certification**

I certify that the attached has been reviewed and approved by the Regional Workforce Development Board and the Chief Elected Officials Board, and that I am authorized to sign on behalf of the group I represent.

  
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RWDB Chair Signature / Date

  
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CEO Chair Signature / Date