WIOA Support Services Desk Guide

Table of Contents

WIOA Support Services Desk Guide 6.1

Date: Updated 04/09/2019

To: All CareerSource Pinellas Program Staff Members

Subject: Support Service Availability, Distribution, Data Entry, and File Retention

Purpose: To provide guidance and overview of WIOA program support services, eligibility, and distribution. This desk guide will also provide guidance on distribution, data entry, and file retention.

SUMMARY:

WIOA program staff members will provide WIOA participant support services based upon their need AND compliance with required program participation. Participants will be informed that program support services are to be used to support their continued participation within their selected training program, job search efforts at the end of their training program. Support Services are subject to availability of funding and are not a participant entitlement. Participant services are divided into two categories; transportation and training.

Staff members are to utilize the following guidelines when authorizing the use of support services to address participant needs:
- Participants must be in compliance with program requirements and report a need
- Transportation is $50 per calendar month unless a higher need is documented and approved.
- Support Service cap is based upon the type and policy below.
- Program year (July 1- June 30) annual cap is $700
- All eligible participants must state need in the form of a participant Statement of Need signed by the participant and a staff member

When are participants eligible?
1) The WIOA application must be approved and EFM data entry completed
2) Up to 2 weeks before the training begin date/class start date
3) Monthly while attending training
4) Up to 2 months following training completion, with diligent job search
5) Participants are not eligible for support service while school is closed or on break.
6) It is preferred participants receive the monthly transportation assistance on or around the same date every month however not required. It is allowable for participants to receive earlier the next month if justification is stated and it is allowable for a participant to receive later the following month
7) There are rare instances where staff might need to approve $25 bi-weekly, but this is not a regular occurrence.
8) Participant should always receive the monthly transportation in the month it is approved for
   o There are instances where transportation assistance maybe issued by

the 10th of the following month for the previous month.

- o Examples include, but are not limited to 1) Holiday and/or a combination of Holiday and work/school schedule did not allow participant to pick up assistance within the month.
- o Agency was not able to deliver service within the month due to staffing or lack of inventory

DISTRIBUTION AND STAFF HANDLING:

1) Staff will be issued a set inventory of various dollar amounts of Visa Bank cards
2) Staff must retain their cards in a secure safe in their respective offices to maintain security and control.
3) Staff is responsible for managing their card inventories. Each card has a control number which will be used to track and manage.
4) Card supplies are issued and signed out by the Finance department
   a. Cards orders are submitted monthly to Finance by Programs Coordinator or designee
   b. Orders are determined by what is currently in center inventory compared to what was issued over the last 30 days. Orders should not exceed what is expected to be used within 30 days.
   c. Orders are approved and processed by the Finance Department
   d. Finance enters each card into the card tracking system by assigning the card to a center and assigned designee for each center
   e. The staff member receiving cards from Finance is required to count and sign for the cards prior to delivery to assigned center

Approval process:

1) Front Desk/issuer emails the Career Counselor (CC)/Designee stating participant is here for a support service request
2) The Career Counselor/Designee reviews customer's case for eligibility
   A) If eligible the Career Counselor/Designee enters one of the copy/paste approval case notes
   B) The CC/Designee completes the Statement of Need form and hands to the issuer. For offsite approvals the Statement of Need form will be emailed to the issuer.
   C) Correct completion of Statement of Need form should include:
      - o Name & last 4 digits of SSN
      - o Appropriate funding selected
      - o Written approved dollar amount
      - o appropriate approved service selected
      - o signature

      ** If not eligible, the CC/Designee will explain the reason to the participant. If offsite, the reason for denial will be emailed to the issuer.
   D) The issuer reviews the form to ensure it is complete, correct and the services marked on the form match the approval case note in EFM
   E) The issuer obtains the participants signature on the Statement of Need, if not already obtained

- Statement of Need forms will not always have the date of card issuance. Staff are encouraged to discuss and complete these forms ahead of time with participants, whenever possible
- F) The issuer issues the card by swiping the card and photo ID through the ID card reader. IF the participant does not have a FL issued photo ID, instructions are provided below for ID Exceptions.
- G) Both the participant and issuer sign using the card tracker signature pad
- H) The issuer completes all data entry within 48 hours of issuance
- I) The issuer then either e-files the Statement of Need form or scans the form to appropriate MIS queue

ID Exceptions:

There are three reasons the "ID Exception" button can be used when issuing gas and visa cards
1) The participant does not have or did not bring an ID
2) The card reader will not read the ID black strip
3) The participant has been issued the new version of the FL State ID as the card reader will record the customer's last name, but not their first. Staff have to hit the "ID exception button and manually insert the participants last name

A) Staff members are able to issue a card without an ID only once
- The participants should be informed that there will only be a one-time issuance without an ID which will occur. After the first time, no ID = no service.
- Participants who do not own an ID should be informed of local resources such as We Help and St. Pete Free Clinic who can assist with the cost of obtaining a Florida ID
- Participant's signature on the card reader should be compared to a document in the participant's e-file
- A special issuance case note is entered for these instances.

Process for using ID Exceptions:
1) Always attempt to swipe an ID before using the exception
2) If the card reader will not accept the ID click the "ID Exception" button
3) Enter the participant first name, last name and last 4 of SSN, click save
4) The issuer and participant sign on the signature pad
5) The issuer prints the signature page
6) The issuer photo copies the card and the ID together, if ID is available
7) A supervisor/designated staff member then signs the signature page.
8) The supervisor/designated staff member remains with the issuer until the support service card(s) are handed to the participant
9) Supervisor/designated staff member signs form verifying they witnessed the support service card(s) being handed directly to the participant.
10) The issuer is responsible for e-filing the signature page and photo copies as one scan

Support Service Inventory:
1) The designated issuer will maintain and ensure complete/correct recordkeeping of inventory

2) Inventory is completed bi-monthly, on the 15th and last day of each month, or closest business day prior.
3) Inventory is always completed with at least 2 staff members present at one time
4) Inventory will be completed preferably by the issuer and a supervisor, when available. Other designees can be appointed to cover for staff not being available.
5) Cards in the safe are counted by issuer and supervisor/designee, completing and signing the Inventory Cover sheet.
6) The report is then pulled for the center by the supervisor; the supervisor pulling the center report cannot be the same supervisor that counted the card inventory.
7) The supervisor than matches the report to the inventory cover sheet and signs the report if correct
8) a) If for any reason the report and inventory cover sheet do not match the issuer and supervisor are to research and recount.
   b) If center reaches the Close of Business (COB) and the inventory cover sheet does not match the report, the Programs Coordinator and Programs Director are to be immediately notified who will in turn immediately notify the Finance Director.
9) The inventory cover sheet and report are all submitted via email to the Finance Dept. via "Finance" email address

Issuing, handling and Inventory with manual cards/paper logs:

CareerSource Pinellas offers support service card delivery to participants in training within a few select programs.
These cards are to be stored in the center's safe along with all other support service cards, until day of delivery.

The cards meant for delivery will be issued by Finance in one of 2 ways
1) Finance will assign the cards to a designee and assigned center
   - These cards them become part of that center's inventory
   - These cards will also have paper logs for tracking purposes
2) Finance will leave the cards assigned to General Inventory and not assigned to any center/designee
   - These cards will be issued with paper logs for tracking purposes
   - These cards will not be part of any center's inventory
   - These cards will have a separate inventory submitted on inventory due dates

Manual issuance of cards with paper logs
1) The staff member designated to complete the delivery will always have a list of participants approved to receive the support service
2) That staff member should only take the number of cards approved along with the completed corresponding logs needed to complete that delivery issuance
3) Logs should be kept as a single original record. Multiple copies of logs should not be created
4) Cards issued via the paper logs should be issued in the order listed on the paper log
5) Participants signature should include correct date of issuance with each card

Inventory of manual issued cards with paper logs
1) Inventory is due on the same dates as all other support services cards
2) All original paper logs have to be submitted with inventory

3) If the cards are assigned to center they are part of that center's inventory
4) These cards will continue to be included in the center's inventory report until Finance manually removes them by completing the correct data entry in the card tracker inventory system
5) Manual data entry occurs following the submission of inventory
6) Cards that were issued with the paper log must be compared to the center's inventory report. These cards should be denoted on the center's inventory report by placing a check mark next to the card number of each card
7) The number of cards not checked off of the center's inventory report should match the number of unsigned cards on the logs and the number of physical cards in that center's safe.

Support Service Monitoring

1) Agency Internal Monitor completes 3 separate support service audits monthly
   A) Desk Review
      - Randomly selects an issuance record from within the last 30 days on regional issuances card tracker report
      - Card tracker report is compared to participant's file in EFM and Atlas
      - Review of correct funding selected is confirmed
      - Review of EFM approval case note, issuance case note and correct dates of issuance
      - Review of correct Skill development data entry in EFM
      - Review that all correct documents are e-filed as required
   B) Inventory
      - Occurs at each center including Administration safe
      - Actual count of cards is compared to card tracker inventory report
      - Verifies full balance remains on random sample of cards
      - Verifies a random sample of issued card numbers are not in safe
   C) On site Issuance Review
      - Occurs at each center that issues, during distribution times
      - Reviews that issuer is safe guarding the cards by not leaving safe open/unlocked, or leaving cards unattended on desk or in a drawer
      - Reviews that the issuer is logged into card tracker correctly as themselves
      - Reviews that issuer and center staff are following established guidelines/approval process

EFM ENTRIES AND FILE RETENTION FOR SUPPORT SERVICES:

1. EFM Activity 185 Support Services should be in place and left open for the duration of anticipated provision of Support Services.
2. a case note from the approver and a case note from the issuer, should always be in place each time a support service is issued
3. The approver and issuer cannot be the same staff member
   The following template case note should be used each time a participant is issued a needs related/benchmark type of Support Service. Each program year should have one ongoing support service case note, with the below template for each card given.

2018-2019 program year support service total: $_____.00

Support Services ISSUED XX/XX/2018: Statement of need was received and e-filed stating participant was eligible. Participant issued $_____.00 in support service cards 1-$50.00 on this day.

Total amount received this date: $_____.00

  a. When completing this case note, a running record of all support services provided in the current program year should be captured in each case note entry.

  b. Once the initial case note has been entered, subsequent support service case notes will have to include all case notes previously recorded for the program year in order to capture all support services given within the current program year. Due to the "view only" function for case notes, issuers must copy/paste the case note created during the previous issuance and add a new entry (on top of the previous notes) for the new issuance. Each time a card is given and the case note is copied and pasted into the new entry, the issuer will total the cards given to date and will enter the total at the top of the case note with correct date of issuance.

Apprentice Program Participant Support Services-

Purpose: To provide guidance and overview of WIOA program support service approval and issuance guidelines specific to WIOA participant's that are enrolled in an approved apprentice program.

Participant must be a Pinellas county resident in order to be eligible for CareerSource Pinellas WIOA Apprenticeship enrollment.

Apprenticeship is a proven model of job preparation that combines paid on-the-job (OJT) with related instruction/training to progressively increase a worker's skill level and wages. Apprentice programs offer job seekers/participants with immediate employment opportunities and offer advancement along a career path through an earn as you learn approach. Apprentice programs benefit job seekers with sustainable careers as well as benefit business's needs for a skilled workforce. Apprentice programs create a pipeline of skilled workers in an array of career paths to meet current and future workforce demands.

WIOA program staff members will provide WIOA Apprentice participant support services based upon participant need and continued progress in both the OJT and training components of the specific Apprentice program.

Apprenticeship participant can be eligible for 2 types of support services:

  1) Uniforms – required for employment

  2) Tools – required for employment

See Support Service Grid for monthly & annual caps

SUPPORT SERVICE APPROVAL and ISSUANCE FOR APPRENTICE PARTICIPANTS

Staff members are to utilize the following guidelines when authorizing the approval and issuance of support services as it relates to Apprentice Participant's only.

Approval

- Program participants must provide notification of progression within the Apprentice program monthly.
- Staff must receive notification of progress within the previous 30 days of issuing support services. IE if a participant responds to SARA that they are progressing in training on
- 03/07/2018, they will be considered in compliance and progressing through 04/06/2018 and can be approved for support service
- Cannot authorize/approve more than one need type per program year (7-1 to 6-30) without waiver approval. Cannot be approved for both uniforms and tools support within the same calendar month

Issuance

- Once an Apprentice participant is identified as approved per the criteria above, they can be issued support service(s).
- An approval case note needs to be added to EFM denoting approved support service and amount
- The WIOA Lead Career Counselor, or designee, typically delivers support services monthly to participants at designated center of training, as Apprentice participants are most times full time employed and in training out of our county, not allowing them to come into the office to receive.
- If cards are going to be delivered Finance will be informed to prepare manual issuance paper log(s) to accompany cards
- Staff will case note the issuance of Support Services as completed
- In the event a participant chooses to pick up the monthly support services, staff must follow the above approval process

Supported Services Caps

Annual Cap Grid for <u>Apprenticeship Support Service Needs</u>

Assistance of this type is based upon participant need AND either obtaining employment, or continuing employment

Program Year Annual Cap: $700.00 (July 1- June 30)

Type of Need	Cap	Required documentation
Uniforms required for work	Up to $150.00 per FY	• Written statement of need • Employer dress code/letter from employer • Completed & verified employment verification • Proof of cost from vendor
Tools Required for work	Up to $100.00 per FY	• Written statement of need • Letter from employer • Proof of cost from vendor

Vocational Training Needs:
- Are to be included in the $5000 fiscal year maximum and $10,000 lifetime maximum Individual Training Account (ITA) and are to be addressed through the ITA/Voucher process.
- CareerSource Pinellas is able to fund up to a 2-year program or the last 2 years of extended training programs that are included on TOL.
- Participant must be deemed suitable for training and be approved through the supervisor review and approval process.
- Must be a Pinellas County resident

Type of Need	Cap	Required documentation
Tuition, fees, licensure	Included in the ITA	☐ Class supply list and invoice
Book, supplies	Included in the ITA	☐ Book supply list and invoice
Uniforms	$150	☐ Class syllabus, class supply list and invoice
Tools	$300	☐ Class syllabus, class supply list and invoice

Annual Cap Grid for <u>WIOA Support Service Needs</u>
for the unemployed or underemployed

Assistance of this type is based upon participant need AND either obtaining employment, or continuing employment

Program Year Annual Cap: $700.00 (July 1- June 30)

Type of Need	Cap	Required documentation
Uniforms required for work	Up to $150.00 per FY	- Written statement of need - Employer dress code/letter from employer - Completed & verified employment verification - Proof of cost from vendor
Tools Required for work	Up to $100.00 per FY	- Written statement of need - Letter from employer - Proof of cost from vendor

WIOA Support Services Desk Guide #6.2

Date: Updated 04/22/2019
To: All Career Source Pinellas Program Staff
Subject: MICROIX MIS and Purchase Order and Service Creation, to include credit card and check request purchases.
Purpose: To provide guidance and overview of the creation of MICROIX budgets and purchase orders and service creation. This desk guide will also provide staff with the information needed for successful submission of service requests that will result in prompt approvals. Distribution and file retention will be reviewed and outlined.

The MICROIX software program will be used to create and track training budgets and vouchers or ITA's, credit card purchases and check processes. Credit card and check processing occurs with the Finance and support team level at the Administrative level. This software uploads to the accounting system managed by the Finance Team (MIP). MICROIX is a desktop driven application. The IT department staff must install the Abila Cloud Workflow Modules, referred to as Workflow Modules within this desk guide, software on each needed computer to support access. This system will not be available via the internet or web-based connectivity.

Each staff person is provided a unique user ID and password to access the system. Each user ID is tied to a specific Workflow and funding stream within the MICROIX system. Staff user profiles can be set up as a Requester or an Approver. A requester can create new or edit unapproved purchase orders (PO), also referred to as training vouchers. An approver is a user set to approve a specific Workflow(s). Staff can be designated as a requester and/or approver.

Participant Contract Code Creation
The contract code is the unique identifier for the participant. Staff will ensure that the participant contract code is created accurately.
1. In the Purchase Order/Invoice tab, select Query Chart of Accounts
2. In the Segment drop down box, select Participant
3. On the bottom left hand side of the page, click on the green **+** sign
4. Code box
   a. First initial of participant first name + First initial of last name + Last 3 digits of the participants social security number
5. Title
   a. Participants first and last name

If the contract code generated using the steps provided is already in use, the alternate method to create the code will be: First initial of participant first name + First initial of last name + First 3 digits of the participants' social security number.

Budget Creation

Staff will create a budget for every participant that will need to have a voucher, credit card or checks requested as related to all training requests in MICROIX. Budgets will be created for the amount of dollars that will be obligated for the entire program year. The budget amount will include all training, training related and fees/exams using a MICROIX voucher, check request or credit card request. Budgets will be created by PY for each year in which CS Pin is supporting the participants training.

1. Open the Workflow Modules program and sign in with the User ID provided
2. Select the Budget tab on the upper left hand corner and open My Worksheets
3. Click the New button on the bottom of the page. This will open the Budget Period box
4. The Budget History Period and the New Budget Period should be updated to reflect the current Program Year (PY) that the budget is being created for.
5. Select the appropriate program in the Workflow drop down box
6. Review the information in the Budget Period box for correctness before clicking OK
7. The Worksheet page open with several fields that will need to be completed. MICROIX has numeric fund codes that are created for each allowable funding program and program year. New fund codes are established by Finance prior to the start of each fiscal year. There are several fields that are pre-populated, staff will need to fill out the following:
   a. Document Information:
      i. Description – Insert Participant contract code at the beginning of the box + Budget for PY____
      ii. Comments box – Staff should enter a thorough description of the transaction
   b. Document Detail:
      i. Fund – select the correct drop down option for the current PY
      ii. Function – select the appropriate category of funding for the program
      iii. Activity – select the appropriate activity for which the voucher is being created
      iv. Participant – type in the participant contract code
      v. Group – select the reason for the budget
      vi. GL – select the account title that fits the line item
      vii. Description – This will default to the participant name and contract number however staff enter a brief description of the voucher purpose.
      viii. Monthly Distribution – select the quarter that the voucher is being created in
      ix. Budget – this will be the amount for the transaction item
8. Once all of the required fields in the budget are filled in, the budget can be saved clicking the disk icon on the upper right hand side of the page
9. Review the budget for correctness and submit for approval to Finance by clicking on the paper with green arrow on the upper right hand side of the page

Updates and edits can be made to the budget as long as Finance has not approved the budget. Once a budget has been approved by Finance, then staff can only correct the budget by requesting a budget de-obligation.

Purchase Order (PO)/Service Creation

Prior to creation of a training related request in MICROIX, also referenced as an encumbrance within MIP, there must be a corresponding budget in MICROIX. The exceptions to this are for GED tuition, GED exams, and one time or supported services provided by the WT Program. The participant case file needs to be fully updated and current in the appropriate programs Management Information Systems (MIS) tracking system.

1. Open the Workflow Modules program and sign in with the User ID provided
2. Select the Purchase Order/Invoice tab on the upper left hand corner and open My Documents
3. Click the New button on the bottom of the page. This will open the Select Document Type box
4. The Document Options fields should pre-populate to Document Type: PO/Requisition and Number Prefix: EN. There should be no other fields that need to be updated. Click OK
5. The Document Type-Standard Requisition page open up with several fields that will need to be completed. MICROIX has numeric fund codes that are created for each allowable funding program and program year. New fund codes are established by Finance prior to the start of each fiscal year. There are several fields that are pre-populated, staff will need to fill out the following:
   a. Document Information:
      i. Description – Insert Participant contract code and the participant first and last name
      ii. Workflow ID – select the correct program code from the drop down box
   b. Reason/Justification:
      i. Staff should enter a thorough description of the transaction
   c. Special Instructions/Comment:
      i. Staff should enter specific mailing or pick up instructions
   d. Additional Information (User Defined Fields)
      i. SSN Last 4 – self explanatory
      ii. Training Dates – self explanatory
   e. Vendor Information:
      i. Vendor ID – select the vendor that the voucher, check, or credit card payment will be made to. A vendor not listed will need to be added to the MIP system by Finance.
      ii. Item No. – defaulted to N/A – DO NOT CHANGE
      iii. Qty – defaulted to 1.00 – DO NOT CHANGE
      iv. Units – defaulted to EA – DO NOT CHANGE
      v. Date – this will pre-populate – DO NOT CHANGE
      vi. Vendor ID – this is a drop down box option; select the vendor that the voucher, check, credit card payment will be made to
         • For check and credit card requests the vendor is not the payee but the special vendor labeled as "CHECK REQUEST" OR "CREDITCARD REQUEST" is to be used in the Vendor ID box
      vii. Description - This will default to the participant name and contract number however staff enter a brief description of the voucher purpose.
      viii. Type – defaulted to N/A – DO NOT CHANGE
      ix. Price – type in the amount of the voucher, this amount must be the exact dollar of the requested service.
      x. Amount – auto populates when the Price field is filled in

xi. Dist Code – defaults to N/A – DO NOT CHANGE
xii. Fund - select the correct drop down option for the current PY
xiii. GL - select the account title that fits the line item
xiv. Function - select the appropriate category of funding for the program
xv. Activity – select the appropriate activity for which the voucher is being created
xvi. Participant – type in the participant contract code
xvii. Group – select the reason for the budget

6. Once all of the required fields in the PO are filled in, the PO can be saved clicking the disk icon on the upper right hand side of the page
7. Review the PO for correctness and submit for approval to Finance by clicking on the paper with green arrow on the upper right hand side of the page
8. Updates and edits can be made to the PO as long as Finance has not approved the voucher. Once a voucher has been approved by Finance, then staff can only correct the voucher by requesting a voucher void.

Staff will need to complete individual line items for multiple GL codes, i.e. Tuition costs will be one line item and GL code, school fees are an additional line item and GL code, and so on.

Voucher Approval, Distribution, and File Retention

The Finance Department will manage the voucher approvals, the MIP voids and corrections, and the voucher void requests submitted by Program staff. Upon receiving a processed voucher, the Finance department staff will review and complete the approval process thru the MICROIX MIP system.

If there are pending questions or issues with the voucher request, the Finance department staff will communicate with the Program staff via the audit notes located within MICROIX.

Program staff will be able to log into MICROIX to review the status of vouchers. Once a voucher is approved by Finance, program staff will use the printer icon in MICROIX to print the voucher. The printed voucher should be reviewed for:

1. Ensure that the "Accounting Approved" statement shows in the Authorization Information section
2. The voucher is made out to the correct vendor
3. The voucher shows the correct dollar amount
4. The line item descriptions are correct

Once printed, the staff will need to sign and date the voucher on the Authorized Signature section. The signed voucher will be embossed prior to the participant picking up the voucher. Upon pick up, the participant will sign the voucher in the Student Authorization section of the voucher.

A copy of the signed and embossed voucher is made for the participants' electronic case file.

Voucher Void Requests

When a voucher has not been picked up or used by the participant a void of the voucher should be requested as part of the Finance Department checks and balance process.

1. Write VOID, staff initials, and date on the voucher
2. Enter a case note into the appropriate MIS tracking system and print the case note

3. Voided voucher requests are entered on a tracking spreadsheet located on U drive.
4. Finance department is responsible for completing all void requests by monitoring the tracking spreadsheet twice a week
5. Staff should review and determine if budget de-obligations or if following program years are effective are needed as result to the void request.

Credit Card and Check Requests process

If staff members are in need of a credit card purchase or check request, the MICROIX request process remains the same as previously stated in this Desk Guide, however the following additional steps are required.

1. Back up documentation is emailed to the Finance designee, copying the designated Director
2. Finance completes the same review of the request and notifies the appropriate agency designee to either complete the credit card purchase or send check for processing.
3. Once the credit purchase or check request has been completed the staff member completing the purchase sends receipt or proof of purchase to requesting staff member for electronic e-filing.
4. The Finance designee approving the request then approves the request sending that request to MPI