



PROCEDURE

SECTION: PROGRAMS- WIOA ADULT, DISLOCATED WORKER, YOUTH and WELFARE TRANSITION	POLICY#018-C0012b	PAGE: 1 of 13
TITLE: Supportive Service and Incentive Policy		EFFECTIVE DATE: 8.6.18
REPLACES: Supportive Service Issuance Programs Desk Guide		DATED: 8.6.18; Revision 3.25.19; Revision 4.16.19

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To establish a CareerSource Tampa Bay procedure for staff issuance of workforce development funded programmatic supportive services and incentives. This process is applicable to the following programs: WIOA Adult, WIOA Dislocated Worker, WIOA Youth and TANF/Welfare Transition Program. Procedures are to ensure that appropriate and sufficient internal controls are established regarding eligibility, issuance, storage and reconciliation of supportive service throughout the region to mitigate the risk of fraud within the organization.

PROCEDURE:

Based on individual assessment and available of funds, supportive services (includes incentives and TCA) may be awarded to eligible program participants. Supportive services awards 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 Counselor 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
- Needs-related payments necessary for a career seeker to participate in assigned activities
- Incentives based on defined milestone achievements
- WIOA Youth programs can provide supportive services during post exit follow-up services for up to 12 months after completion of program services.

CSTB 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.

The following allowable WIOA CSTB supportive services were established for new customer enrollments and are limited to the following:

- **Supportive Services cap is established as a maximum of \$700 per PY per customer.**
- 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 chairman of the board CSTB. Authorization to increase the limit above \$700 must be documented in case notes.
- CSTB Career Counselors are required to track supportive service amounts per PY to ensure that established caps are not exceeded.
- **Services will be limited to the categories listed below in the matrices:**

WIOA Supportive Services Matrix:

Category	Max Cap	Description	Required Documentation
Transportation: Training Activities	\$50 \$75 \$100 per month	Transportation supportive services can be issued to customers who are active in pre-vocational and occupational skills training programs through their duration.	Proof that active in training: credential, transcript, progress report, school letter, etc..
Transportation: Job Search	\$50 \$75 \$100 per month Maximum 2 months	Upon completion of training programs, transportation for job search assistance will be limited to a maximum of two months.	Work search record documenting 10 job searches within the past month
Licensure:	Up to \$700 One time only NOTE: Anything above \$700 requires CEO waiver approval	Issued to customers who need assistance in covering licensure costs for TOL based training programs.	Statement of Need & Eligibility form; and Documentation of the licensure program including registration/testing date.
General Interview Clothing	Up to \$150 One time only	Issued to customers who have a scheduled/documented job interview.	Statement of Need & Eligibility form; and

			Documentation of Interview may include: statement from job seeker w/ confirmation of interview documentation: such as: an email from employer, a business card with CC phone validation from the employer. For job fair events a flyer of the event may also be utilized.
Uniforms(Work-related): Occupational Skills Training/ Prevocational	Up to \$150 per PY	Uniforms or clothing required for participation in training.	Letter from school verifying required uniforms. Additionally require a cost breakdown for the uniforms.
Uniforms(Work-related): Employment	Up to \$150.00 per PY	Uniforms or clothing required for employment.	Letter from employer verifying required uniforms. Additionally require a cost breakdown for the uniforms.
Tools(Work-related): Registered Apprenticeships	Up to \$450 \$600 per PY	CSTB covers the basic initial set of tools that are required for all participants in apprenticeship and what is required by the employer for those that have secured employment.	Letter from apprenticeship or employer verifying required tool list. Additionally require a cost breakdown for each tool.
	1 st Year	\$600	
	2 nd Year	\$500	
	3 rd Year	\$400	
	4 th Year	\$300	

	5 th Year	\$200	
Tools(Work-related): Occupational Skills Training	Up to \$300.00 per PY	CSTB covers the basic initial set of tools that are required for all participants in OST and what is required by the employer for those that have secured employment. <ul style="list-style-type: none"> ▪ <i>Often times a comprehensive list of tools is provided, our programmatic funding is limited to assist with initial basic set of tools.</i> 	Letter from school verifying required tool list. Additionally require a cost breakdown for each tool.
Tools(Work-related): Occupational Skills Training/Employment	Up to \$300.00 per PY	CSTB covers the basic initial set of tools that are required by the employer for those that have secured employment.	Letter from employer verifying required tool list. Additionally require a cost breakdown for each tool.
MOS – YOUTH ONLY	Up to \$50 One time only	Issued to WIOA Youth customer only upon completion and credential attainment of the online MOS training within two weeks of start date.	Statement of Need & Eligibility form and MOS documentation.
Hospitality Training – YOUTH ONLY	Up to \$100 One time only	Issued to WIOA Youth customer only upon completion and credential attainment of the online Hospitality training.	Statement of Need & Eligibility form and Hospitality documentation.
Literacy Gain for Basic Skills Deficient – YOUTH ONLY	Up to \$75	Issued to WIOA Youth customer only upon achievement of literacy gain in Reading/Math/Language.	Statement of Need & Eligibility form and Basic Skills assessment showing literacy gain.
GED Attainment – YOUTH ONLY	Up to \$100 One time only	Issued to WIOA Youth customer only upon completion of the GED.	Statement of Need & Eligibility form and GED documentation.

Penn Foster Progression – YOUTH ONLY	Up to \$50 per progression	Issued to WIOA Youth customer only at completion of 25%, 50% and 75%.	Statement of Need & Eligibility form and Penn Foster progression %.
Penn Foster Diploma Attainment – YOUTH ONLY	Up to \$100 One time only	Issued to WIOA Youth customer only upon completion of the final Penn Foster Diploma.	Statement of Need & Eligibility form and Penn Foster Diploma documentation.
Report Cards and Progress Reports	\$75 per semester	Issued to WIOA customer upon receipt of report card/ progress report from training provider. (Measurable Skills Gain (MSG) definition under WIOA)	Statement of Need & Eligibility form and Report Card/Progress Report.
Credential Attainment	Up to \$100 One time only	Issued to customer upon full completion at the end of their training - WIOA defined credential attainment. <ul style="list-style-type: none"> <i>NOTE: This would include OST and CPC/CareerREADY training programs.</i> 	Statement of Need & Eligibility form and Credential documentation
Employment	Up to \$100 One time only Per PY	Issued to customer upon securing unsubsidized employment. Used for WIOA case closure. <ul style="list-style-type: none"> <i>NOTE: Cannot be issued until start date of employment.</i> 	Statement of Need & Eligibility form and Employment verification

- **NOTE:** Any time supportive services are issued for tools and/or uniforms, CSTB staff must obtain required documentation including the type, description, item # and cost per amounts to conclude what the customer needs. This documentation must be contained in the participant file.

Welfare Transition Program (WTP):

Allowable WTP CSTB supportive services for customers are limited to the following:

WTP Supportive Services Matrix

Category	Max Cap	Description	Required Documentation
Background Checks	\$75 per month	Issued to mandatory customers only who are participating in CSWE (Community Service Work	Statement of Need & Eligibility form

		Experience) or who secure employment and may need a special background check prior to placement or for pre-employment background checks.	
Transportation : Public Transportation	\$75 \$100 per month	Issued to mandatory customers only who are participating in CSWE (Community Service Work Experience), Work Experience, Supervised Job Search and Vocational Education including MOS and Hospitality training.	Statement of Need & Eligibility form
Transportation: Personal Vehicle	\$50 \$75 \$100 per month	Issued to mandatory customers only who are participating in CSWE (Community Service Work Experience) Work Experience, Supervised Job Search and Vocational Education including MOS and Hospitality training..	Statement of Need & Eligibility form
Transportation: Employment	\$50 One time only	Issued to mandatory customers only who secure employment and need transportation assistance for their first two weeks on the job until they receive their first paycheck.	Statement of Need & Eligibility form
Licensure:	Up to \$700 One time only NOTE: Anything above \$700 requires CEO waiver approval	Issued to customers who need assistance in covering licensure costs for TOL based training programs.	Statement of Need & Eligibility form; and Documentation of the licensure program including registration/testing date.
General Interview Clothing	Up to \$400 \$150 One time only	Issued to mandatory customers who have a scheduled/documentated job interview.	Statement of Need & Eligibility form; and Documentation of Interview may include: statement from job seeker w/

			confirmation of interview documentation such as: an email from employer, a business card with CC phone validation from the employer. For job fair events a flyer of the event may also be utilized.
Uniforms(Work-related): Occupational Skills Training/ Prevocational	Up to \$150 per PY	Uniforms or clothing required for participation in training.	Letter from school verifying required uniforms. Additionally require a cost breakdown for the uniforms.
Uniforms(Work-related): Employment	Up to \$150.00 per PY	Uniforms or clothing required for employment.	Letter from employer verifying required uniforms. Additionally require a cost breakdown for the uniforms.
Tools(Work-related): Occupational Skills Training	Up to \$300.00 per PY	CSTB covers the basic initial set of tools that are required for all participants in OST and what is required by the employer for those that have secured employment. <ul style="list-style-type: none"> ▪ <i>Often times a comprehensive list of tools is provided, our programmatic funding is limited to assist with initial basic set of tools.</i> 	Letter from school verifying required tool list. Additionally require a cost breakdown for each tool.
Tools(Work-related): Occupational Skills Training/Employment	Up to \$300.00 per PY	CSTB covers the basic initial set of tools that are required by the employer for those that have secured employment.	Letter from employer verifying required tool list. Additionally require a cost breakdown for each tool.

Credential Attainment	Up to \$100 One time only	Issued to customer upon full completion at the end of their training completion/ vocational education training program/ achievement of credential. (Includes: GED, Vocational Education or Occupational Skills Training)	Statement of Need & Eligibility form and Credential documentation
Employment	Up to \$100 One time only Per PY	Issued to customer upon securing unsubsidized employment. Employment utilized for case closure. • <i>NOTE: Cannot be issued until start date of employment.</i>	Statement of Need & Eligibility form and Employment verification

ISSUANCE PROCESS:

The CSTB supportive service issuance process consists of two responsible parties: the supportive service **requestor** and the supportive service **issuer**. Staff members are prohibited from acting as both requestor and issuer when dealing with a single program participant. The following steps will ensure that supportive services are issued in accordance to guideline.

1. A program participant expresses a need for supportive services to their assigned CSTB Career Counselor.
2. The assigned Career Counselor assumes the role of the designated supportive service **requestor**. The supportive service **requestor** will assess the program participant's eligibility for supportive service attainment based on our current standard operating procedures (SOPs) or Standalone Desk Guide. If eligible to receive services, the supportive service **requestor** will establish an appointment for the program participant to complete all necessary paperwork. An appointment will also be established with the supportive service **issuer** for completion of the transaction.

NOTE: Staff members are prohibited from issuing services to program participants on their caseload. Under no circumstances can a CSTB Career Counselor who is requesting services for a program participant also act as the Career Counselor who issues services to that program participant. Please refer to the attached matrix of established primary and back-up custodians.

Safeguarding Cards and Internal Controls:

Security protocols for safeguarding CSTB supportive service cards are of paramount concern for our organization. Each of our CSTB offices also has a safe onsite in the manager's office or dedicated safe room where the supportive services are housed overnight and when there are no scheduled appointments. Supportive service **issuers** have access to the safe and their respective supportive service lockbox as every CSTB staff person designated as a supportive service **issuer** is allocated a supportive service lockbox.

Supportive services signed out to the supportive service **issuer** must remain in the lockbox until the time of issuance. When not in use, the lockbox should remain in a safe or a locked drawer or locked overhead compartment. At no point are staff authorized to leave supportive service cards outside of the lockbox (i.e.: placed in desk drawer, left out on desk, etc.). The Programs staff will ensure bi-monthly reconciliation of inventory is reported to the Finance Department.

When card orders are picked up, the designated supportive service **transporter** should utilize a lockbox to transport services to their final location. Under no circumstance should cards be transported without security in mind. The matrix below outlines CSTB staff who are allowed to **transport** supportive service cards to the CSTB offices.

- **NOTE:** *In the instance where the primary and secondary designees are unavailable for card transports, the Programs Director will have final authority identifying a replacement staff to assist with distribution of cards to the offices.*

Staff completing distribution will be responsible for:

- Accurately counting the supportive service cards and comparing to the Supportive Service Log Sheet.
- Signing out the card order on the Supportive Service Log Sheet.
- Securely carrying and delivering cards to the respective issuer.
- Signing over supportive service card orders on the Supportive Service Log Sheet to the respective custodian.
- Scanning updated Supportive Service Log Sheet with all signatures to the Supportive Service Gatekeeper. A copy should be made for the custodian and transporter designee. This needs to be completed on the same day that cards are picked up for distribution.

Card Tracker System:

CSTB utilizes a Card Tracker System to record all issuance of supportive services and/or incentives issued to program participants. The system records the customer's signature and documents the transaction, detailed reports are generated out of this system.

Card Tracker Issuance:

Gift Card Tracker is the system that is used for the issuance of CSTB programmatic supportive service cards. Supportive service **issuer** staff will take the following actions when issuing supportive services to program participants:

1. Supportive service issuers will issue cards out of the Gift Card system by selecting Card >>> Issue Card.

8/6/2018

Card Tracker

Card ID	Card Name	Card Value	Card Program
9999888877771234	RECIPIENT/CARD	\$25.00	GENERAL

Case Worker	Career Counselor
CPU	T07000
Customer First Name	JOHN
Customer Last Name	SMITH
Last Four of SSN#	9999

Case Worker Signature:
Test

Customer Signature:
Test

Save Print Change Signatures

2. Once the Issue Card screen has populated, staff will be able to swipe cards using the Topaz Systems card swiper. A maximum of five cards can be swiped per customer signature. When issuing more than five cards, multiple signatures will be needed. Once a card has been swiped, it will appear under the Card ID section under the Card Program **GENERAL**.
3. Based on programmatic eligibility, the supportive service **issuer** will need to edit the **GENERAL** funding code to the appropriate coding by department.
4. The participant should be asked to present their Driver's License or State ID Card. The supportive service issuer will then swipe this document using the Topaz Systems card swiper. The customer's first and last name will then populate within the Gift Card system. Should a customer not come prepared with this documentation, staff have the ability to perform a manual override and complete data entry of these fields. Manual override should only be used as a last resort. If customer's ID can't be read by the swiper, be it damaged or out of state, a copy of the ID should be made and included in the packet and manual override should be completed. **A detailed case note outlining the specific reason for the manual override option being utilized will now be required.**
5. Once the program participants' first and last name have been entered, staff should verify last four of social security and enter this information into the appropriate field.
6. Once all required cards have been swiped into the system, the supportive service issuer will be prompted to sign using the Topaz Systems swiper. The customer will then be prompted the sign using this swiper as well.
7. Once both signatures have populated in the appropriate section, the supportive service issuer will need to save the transaction and close out of the program.

Statement of Need:

The CSTB Statement of Need form is required for all programmatic supportive service issuances (per transition). The Statement of Need documents the requested service, need/eligibility along with the

prescribed amount. All required supporting documentation for the requested service should be included with the Statement of Need and scanned for filing.

Case Noting:

After issuance of supportive services a case note should be entered into the appropriate system, EmployFlorida for WIOA and OSST for WTP.

WIOA Case Note:

The following case note template to be entered by the **issuer** for both WIOA AD/DW and WIOA Youth issuances. Services that are not being issued and documentation that isn't collected in the appointment should be removed from the template prior to saving.

Subject:

Support Service PY 18.19

Body:

SUPPORTIVE SERVICE ISSUED on XX/XX/XXXX:

Customer provided \$___ for [TRAINING TRANSPORTATION/JOB SEARCH TRANSPORTATION]. This was documented with [TRANSCRIPT/PROGRESS REPORT/CREDENTIAL/SCHOOL LETTER/WORK SEARCH RECORD].

Customer provided \$___ for TOOLS (WORK RELATED). This was documented with [LETTER FROM APPRENTICESHIP/LETTER FROM SCHOOL/LETTER FROM EMPLOYER/COST BREAKDOWN].

Customer provided \$___ for UNIFORMS (WORK RELATED). This was documented with [LETTER FROM SCHOOL/LETTER FROM EMPLOYER/COST BREAKDOWN].

Customer issued \$__ in supportive service incentive cards; _-\$__ card #___ on this day. This need was documented by the Statement of Need and meets the WIOA Supportive Service SOP.

Program year supportive service total: \$___/\$700.

WTP Sample Case Note:

The following case note needs to be entered for WTP issuances. The **requestor** of services will utilize the appropriate template(s) for the services being requested. The **issuer** will then enter the appropriate template(s) when the services are issued.

Requestor:

**** SUPPORT SERVICE ****Customer was approved for a \$75.00 incentive card to obtain a bus pass in order for them to attend their assigned activity.

**** SUPPORT SERVICE ****Customer was approved for a \$50.00 incentive card (gas stipend) to purchase gas in order for them to attend their assigned activity.

****SUPPORT SERVICE ****Customer was approved for a **One Time** \$100.00 incentive card to purchase interview clothing.

****SUPPORT SERVICE ****Waiver approved for a **One Time** \$_____ incentive card to pay for their Back ground screening. (**List why they need to have this done**).

**** SUPPORT SERVICE **** Employed customer was approved for \$50.00 incentive card to assist them in getting to their employment as they have not yet received their 1st paycheck.

**** SUPPORT SERVICE**** Customer was approved for \$_____ incentive card (s) to assist with purchasing tools for their employment.

**** SUPPORT SERVICE **** Customer was approved for \$_____ incentive card (s) to assist with purchasing uniforms for their employment.

Issuer:

****Customer was approved and was issued \$50.00 support service incentive card, #_____, for transportation on this date. Supportive services were issued in accordance with the revised Support Service Desk Guide, which was approved on 7.16.18.**

****Customer was approved and was issued \$75.00 support service incentive card(s), #_____, _____ for transportation on this date. Supportive services were issued in accordance with the revised Support Service desk Guide, which was approved on 7.16.18.**

Customer was approved and received **One Time** Waiver for _____ in the amount of \$_____ card #(s) _____, _____

**** SUPPORT SERVICE **** Employed customer was approved and was issued \$50.00 incentive card(s) #_____, _____ to assist them in getting to their employment as they have not yet received their 1st paycheck. Supportive services were issued in accordance with the revised Support Service desk Guide, which was approved on 7.16.18.

**** SUPPORT SERVICE**** Customer was approved and was issued \$_____ incentive card (s) #_____, _____ to assist with purchasing tools for their employment. Supportive services were issued in accordance with the revised Support Service desk Guide, which was approved on 7.16.18.

**** SUPPORT SERVICE **** Customer was approved and was issued \$_____ incentive card (s) #_____, _____ to assist with purchasing uniforms for their employment.

Supportive services were issued in accordance with the revised Support Service desk Guide, which was approved on 7.16.18.

Waiver:

Based on extenuating customer circumstances, a waiver request can be made to the CEO or his/her designee for consideration. Any waiver exceptions must be obtained in writing from the CEO or his/her designee and maintained in the customers programmatic case records.

Per CSTB Board Policy - *Supportive Service and Incentive Policy - POLICY#018-C0012 revised 2.21.19*

1. Supportive Services cap is established as a maximum of \$700 per PY per participant. CSTB Career Counselors will track supportive service amounts per PY to ensure that established caps are not exceeded.
2. 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 chairman of the board CSTB. Authorization to increase the limit above \$700 must be documented in case notes.

The CEO has established waiver approval by line item thresholds for the above WIOA & WTP Supportive Services Matrix categories to include the COO and the Programs Director. Any waiver decisions including line item waivers must be clearly documented in case notes in the appropriate statewide database system based on funding.

INQUIRIES: Any questions about this procedure should be directed to the Chief Operating Officer or their designee.