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SUPPORT SERVICES POLICY AND PROCEDURES MANUAL

Revision 3, August 7, 2018

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1.00 GENERAL

1.01. **Disclaimer:** Policies, procedures, and/or benefits summarized in this and all other Workforce Solutions of Central Texas (WSCT) Policy and procedures manuals and policy letters are not contractual in nature. WSCT reserves the right to change, modify, add, or delete any policy at any time with or without prior notification or approval.

1.02. **EEO**: WSCT is an equal opportunity employer/program. Auxiliary aids and services are available upon request to persons with disabilities. For Relay Texas, dial 711.

1.03. Support Services may be provided to eligible Workforce Solutions of Central Texas (WSCT) customers enrolled in CHOICES, Supplemental Nutrition Assistance Employment and Training (SNAPE&T), Workforce Innovation and Opportunity Act (WIOA), Non-Custodial Parents Program (NCP) and other workforce grants as applicable. Changes/additions are indicated in Red.

1.04. **Trade Adjustment Act (TAA):** Customers under TAA may be considered for Support Services if co-enrolled as a Dislocated Worker in WIOA (see paragraph 5.00).

1.05. **Grants with Special Requirements:** Are federal and state grants other than WIOA, SNAPE&T, NCP, and CHOICES that may contain service and program requirements different from these.

1.06. **Fraud and Abuse of Workforce Programs:** Fraud, deception, or other dishonest means include, but are not limited to, the falsifying of documents, forging signatures and other information on official documents, lying, refusing to meet program requirements, or deliberately providing false information to workforce staff for personal gain. Workforce staff will be alert to the possibility of fraud or deception, ensuring that inconsistencies are quickly examined (See WSCT Policy Letter 02-18, dated January 10, 2018 and information for CHOICES/SNAPE&T/NCP, paragraph 3.13 herein).

1.07: Pending completion of the paperless system being developed by WSCT, all forms are to be filed in local files.

2.00 GENERAL POLICY

2.01. **Discrimination:** Customers applying for and receiving Support Services will not be discriminated against by reasons of race, age, religion, color, disability, national origin, gender, political affiliation, beliefs, genetic tests and information, citizenship, and for beneficiaries only, citizenship or participation in any WIOA financially assisted program or activity.

2.02. Support Services under all grants and programs are not customer entitlements unless a specific program/grant defines them as such. Unless otherwise defined, services are offered to customers based strictly on available funding and established eligibility rules. WSCT reserves the right to either reduce or deny Support Services based on available funding.

2.03. Certain support services may have limits (time, amount, etc.) set by management. Any request to exceed an imposed limit or to include as an exception a service normally not provided must include justification for the request and be submitted to the Center Administrator or the Chief Operating Officer, as applicable, for approval.

2.04. **Documentation:** Forms submitted for payment of Support Services transactions that require a signature shall be signed in ink. Pencil entries and liquid or tape corrections are not acceptable on these forms. Changes must be made in pen and initialed and dated.

- 2.04.01. All receipts justifying costs submitted to fiscal for payment shall be original. Receipts shall be signed and dated in ink by the customer receiving the goods or services to indicate that they have received them. If the receipt contains items that were not purchased by the grant, items purchased with grant funds will be checked in ink on the receipt. Do not use highlighters on store receipts.

- 2.04.02. Receipts for internet purchases may be printed from the payment screen.

- 2.04.03. Supporting documentation will be attached to the forms. Documents that are smaller than 8 X11 will be mounted on an 8 ½ X 11 sheet of paper using transparent tape. Do not place tape over the print on the original receipts. Notes and comments may be placed on the sheet or, as required, on the receipt.

- 2.04.04. Discrepancies found by fiscal on Support Services documentation will be addressed directly to the requesting Case Manager for corrective action.

- 2.04.05. Support Services data and amounts will be entered by case managers into TWIST as required.

- 2.04.06. The request for payment package includes:

  a. Request for Payment and Approval Form. This sets up the record for services. The signed original is submitted to fiscal. The Center Administrator (or designee) and the Case Manager must approve.

  b. Original receipts for goods/services as required

  c. Copies of Weekly Attendance Records as required. The original of the completed form for the period of the payment requested is attached to the Authorization for Payment Form.

2.05. **Payment by Check:** Certain expenses may require check payment. Weekly payment requests must be delivered to fiscal no later than close of business Monday to ensure check preparation and mailing that week. Late requests will incur a delay in timely processing. In the event a holiday conflicts with this deadline, CTCOG may notify Fiscal of deadline changes.

- 2.05.01. Checks Reported as Not Received, Lost, or Stolen:

  a. When customers/vendors report that checks have not been received or when they are lost or stolen, the specialist will **immediately** inquire into the status of the check and take appropriate action to ensure that customers receive payment. Replacement checks will not be issued until Fiscal is notified. CTCOG will determine if the check has been returned as undeliverable by the post office or whether it has been presented for payment at the bank.

b. Inquiries for checks issued at local offices should be reported immediately. Inquire as to the status of mailed checks no earlier than 10 working days after the check was mailed.

c. Following fiscal action, CTCOG will process a stop-payment order and a replacement check issued. The Case Manager will be notified.

3.00 SUPPORT SERVICES FOR CHOICES, SNAP E&T, and NCP CUSTOMERS

3.01. Support service payments are allowed for CHOICES/SNAPE&T/NCP activities for which the customer is not being paid a wage. For activities in which the customer receives a wage, the Case Manager shall make a determination based on customer need whether to allow Support Services for this activity as a job retention service. All expenses must be reasonable and necessary to assist the customer in achieving the goals of his/her service plan and/or service delivery strategy.

3.02. **Customer groups approved for Support Services include:**

1. TANF Recipients and Applicants
2. Conditional TANF Applicants
3. Former TANF recipients
4. Sanctioned TANF Families
5. SNAPE&T ABAWDS and General Population Groups
6. Non-custodial Parent-Choices

3.03. **Transportation:**

- 3.03.01. Transportation assistance should be explained to customers during orientation to include the fact that pre-paid cards are the method of payment for transportation Support Services.
- 3.03.02. Transportation assistance is allowed for weekend activities with approval by the CHOICES/SNAP/NCP case manager. To determine transportation allowances, specific customer needs are considered as well as availability of funds. The most appropriate method of providing transportation assistance is also considered. Public transportation, if available and practical, is the most appropriate method for customers without transportation resources.
- 3.03.03. The Case Manager may authorize transportation expenses for allowed activities. Authorization for reimbursement is granted weekly or monthly based on the customer’s attendance and/or activity records.

- 3.03.04. Transportation payments for CHOICES, SNAPE&T, and NCP shall be made using pre-paid cards.

  a. Checks may not be used for CHOICES/SNAPE&T/NCP transportation payments unless extreme circumstances require it. Requests for issuance of a check for transportation shall be sent to the Chief Operating Officer for approval.

  b. Use of pre-paid cards for transportation payments is the primary method of reimbursement.

- 3.03.05. A weekly financial cap of $70.00 is established based on seven days of participation in allowed activity at the maximum reimbursement rate of $10.00/ day with a maximum monthly amount of $310.00 per customer. A discretionary override of the financial cap is allowed but the Support Service Disbursement form must contain 3 signatures to include the customer, Case Manager, and the Center Administrator (or his/her designee).

- 3.03.06. Advance transportation payment may be made based on the Case Manager's determination and customer need. The Center Administrator or designee makes final approval.

- 3.03.07. The following daily rate schedule applies to customers using automobiles and who are in need of assistance with gasoline expenses for participation purposes. The one-way distance from the customer's residence to the center where the job search/job readiness services are provided determines the rate of reimbursement. The rate of reimbursement may also be determined from the customer's residence to their place of work, community service and/or work experience site, or educational training site. Transportation allowances shall not exceed $10.00 per day.
  1. 0-49 miles…………………$5.00/day
  2. 50+ miles…………………$10.00/day

- 3.03.08. Payments are based on the customer service plan and continue as long as the customer maintains satisfactory participation. The customer is not paid for days not attended, for a disallowed activity, or when required customer activities are not complete. TANF applicants may not receive payment beyond 4 consecutive months.

- 3.03.09. To recoup advance transportation payments, the customer will have the subsequent transportation amount reduced by the number of days of non-participation during the week in which an advance was forwarded. For example, a customer is advanced a $30.00 payment for transportation expenses, the equivalent of 5 days of participation. The customer did not attend 3 days of required participation. On the next transportation payment, the customer will have 3 days of payment @ $5.00/day reduced from the expected $30.00.

3.04. **Work Related Expense**

- 3.04.01. Customers may receive a work related expense **once during a six (6) month period** to accept or retain a verified job offer paying at least federal minimum wage. In the event of advance work related expense, items include, but are not limited to, tools, workplace uniforms, work equipment, transportation assistance, minor car repair, housing or moving expenses, or the cost of required examinations or certificates for vocational purposes. The Case Manager will determine the items that are considered work related based upon the type of work.

- 3.04.02. The work related expense cap is $100.00 per customer. Amounts higher than $100.00 must be approved by the Center Administrator.

- 3.04.03. Once employment is verified, the customer shall be offered a $100 pre-paid Walmart card to purchase work related items. This shall be the primary method to provide a work related expense unless a rural area does not have a Walmart within a reasonable distance to the customer's residence. In such cases, advance purchases may be made using CTCOG charge cards.

- 3.04.04. Pre-paid cards utilized for Work Related Expenses shall follow the process outlined in paragraph 3.11 for disbursement and accountability. In cases where advance purchases are made using CTCOG charge cards, original receipts are collected by the Case Manager and attached to an 8 ½ X 11 in. sheet of paper. The Request for Payment and Approval form is completed and receipts attached. Originals are sent to fiscal with copies maintained in the customer case file.

- 3.04.05. When using CTCOG charge cards for advance work related expenses purchases, items may be purchased at more than one location. Attempt to complete all transactions in one business day.

3.05. **GED Test Payment & Authorization (see paragraph 7.00)**

3.06. **Vocational and Training Costs**

- 3.06.01. Customers enrolled in CHOICES/SNAPE&T/NCP-sponsored vocational education/training programs or courses may have the cost of tuition, fees, books and other necessary items purchased with program funds. Payment may be authorized by the Case Manager if other payment options are not available and the training would lead to employment upon completion of the training.

- 3.06.02. Vocational education/training must be in a demand or emerging occupation with the prospect of employment upon completion. A specific skill must be attained.

- 3.06.03. As a guide for determining vocational skills training, the following may be considered:

  a. Upon completion of the training, the customer obtains a license or certification, or;

  b. Specific skills are obtained as part of the training for a demand or emerging occupation, or;

  c. Training is a program on the WSCT, WIOA-certified training list.

  d. Final approval for the cost of training is made by the Administrator. Any questions about the training or content of the training shall be addressed to the Vocational Program Specialist.

  e. The Case Manager must make a determination as to the customer's potential to complete the training. A Case Manager may require a customer to gain basic educational requirements and/or work experience in the chosen field prior to training enrollment.

3.07. **Support Payments for Allowed Activities**

- 3.07.01. Job retention services include payments to employed customers. Payments to unemployed customers are categorized as support payments.

- 3.07.02. Support payments may be authorized to assist a customer with weekly or monthly participation requirements or to maintain an attachment to the workforce. Payments may be made to customers in paid or unpaid employment to assist in improving employment opportunities as considered necessary by the Case Manager.

- 3.07.03. Payments are made for goods and/or services that promote job retention, family/home stability, effective job searching, or to assist a customer meet participation in activity that will lead to employment. Payments must be defined as work-related and are allowed as long as the customer remains in one of the allowed customer groups. TWIST documentation must support the authorization of the payment.

3.08. **Support Payment Schedule:** The Case Manager may authorize support payments. They are based on, and are not limited to:

1. The resolution of emergency situations preventing the completion of participation requirements;

2. The verification of an employment interview;

3. Reimbursement for weekly completion of paid or unpaid employment;

4. Reimbursement for monthly completion of paid or unpaid employment;

5. The verification of a merit pay raise or promotion; or

6. The verification of subsequent employment at a higher wage

3.09. **Support Payment Amount Limitations**

- 3.09.01. Based on available funds, each Case Manager must use reasonable judgment concerning the frequency and amount of the payment for Choices, SNAPE&T and NCP customers. As a starting limit, the specialist may request up to $100.00 for a support service payment for services and/or goods other than transportation assistance. Other funding options must be discussed with the customer for services and/or goods in excess of $100.00. Approval from the Center Administrator or designee must be made prior to the release of funds.

- 3.09.02. The Case Manager may refuse payment requests made by the customer based on assessment of the customer's situation or to only offer a partial amount. Payment is not allowed for deposits, fines, or penalty fees.

- 3.09.03. The following are examples of, but not limited to, support payments that may be made to customers enrolled in Choices, SNAPE&T, or NCP. Each payment shall be tracked in TWIST in Support Services and in counselor notes.

    1. Health Card

    2. Makeovers (haircut, hairstyle) for improved appearance for job interviews or work

    3. Vehicle Oil Change

    4. Groceries/Food Purchase: to assist with employment related activities

    5. Interview Outfit: authorize upon verification of interview

    6. Local Service Phone Bill: must be in the customer’s (or partner’s) name and the Case Manager must have an original copy of the bill to submit to fiscal.

    7. Transportation: includes bus pass, bus tokens, and pre-paid cards upon verification of weekly or monthly employment. Requests for payment must have a pay stub or verified attendance record to authorize payment.

    8. Emergency Housing/Utility Assistance: One-time basis only. For SNAPE&T customers, this type of assistance can only be provided for no more than 2 months in a 12 calendar month period and no more than two occurrences in a 90 day period after full-time employment. The need shall be determined and documented by the specialist as well as the amount to be authorized. When possible, other funding sources should be sought by the customer prior to authorization. Examples may include but are not limited to:

    a) Rent: the cost may be paid as a startup or for an emergency. A copy of the original lease is required along with the amount to be paid prior to approval. The specialist will verify the amount. Payment shall be by check to the rental agency.

    b) Utility Bill: the bill must be in the customer’s (or partner’s) name. An original copy of the bill must be provided for fiscal with a copy maintained in the customer file. Payment shall be made by check to the utility company.

- 3.09.04. **Community Service/Work Experience:** a $40.00 work related expense may be made to a customer participating in unpaid community service or work experience for clothing or other necessary items. The payment may be made prior to the start of work or after a period of demonstrated participation.

- 3.09.05. **Minor Car Repair:** one time assistance with minor car repairs may be provided to assist a customer to retain or seek employment. For SNAPE&T customers, only mandatory customers may receive this assistance. The customer must provide proof of vehicle ownership. A cap of $200.00 may be authorized or more from the Center Administrator. The Case Manager may require the customer to seek other funding sources to pay part of the cost. If not paying the full amount, the Case Manager must ensure that the customer has the balance of the cost of repair before releasing program funds.

  a. When possible, a minimum of three original estimates from established businesses should be obtained by the customer. The Case Manager may choose the least expensive estimate.

  b. Payment shall be made to an established business for the cost of repair after the repair is completed and an invoice is received. Expenses for the repairs shall not be pre-paid to the vendor.

  c. Reimbursement may be made directly to the customer for the cost of parts required to repair the vehicle if someone other than an established business makes the repair.

- 3.09.06. **Vehicle Licensing, Registration, Inspection, & Tires:** Prior to approval the CHOICES customer must show proof of vehicle ownership and insurance for the vehicle. SNAPE&T funds may not be used for vehicle registration and inspection costs.

  a. The customer must have a valid driver's license and not be restricted from receiving one for any legal reason.

  b. Payment shall be made directly to the vendor after receipt of invoice with appropriate copies of original receipts/invoices for fiscal and case files.

- 3.09.07. **Driver License Test:** The cost may be paid in advance or as a reimbursement to assist the customer to legally operate a motor vehicle. Ensure that the customer is NOT legally restricted from having a driver's license. The original receipt must be provided prior to reimbursement.

- 3.09.08. **Car Insurance:** Insurance costs may be allowed to assist CHOICES customers in maintaining legal minimum insurance coverage to either seek or keep employment. This cost may be made as a start-up or emergency payment. The customer must provide proof of vehicle ownership and an original copy of the policy and an invoice showing the cost to be paid. Payment shall be made directly to the vendor after receipt of an invoice. SNAPE&T funds may not be used for vehicle insurance costs.

- 3.09.09. Professional Licensing or Certification: costs associated with licensing or certification for a customer's profession may be provided in part or in full in order for a customer to accept or retain employment. Payment may be made in advance or as a customer reimbursement.

- 3.09.10: **CHOICES/NCP Job Retention/PEER Workshop Completion Incentive:** CHOICES customers may receive a job retention incentive if CHOICES monthly participation requirements are met via paid employment during the following intervals. Non-custodial parent customers may receive a job retention incentive if employment is maintained during the following intervals.

Job Retention Payment Schedule	Payment Type
Choices	
Entered employment month	Work Related Expense
1st month after entered employment	Job Retention Incentive 1
2nd month after entered employment	Job Retention Incentive 2
3rd month after entered employment	Job Retention Incentive 3
Non-Custodial Parent	
Entered employment month	Work Related Expense
1st month after entered employment	Job Retention Incentive 1
3rd month after entered employment	Job Retention Incentive 2
5th month after entered employment	Job Retention Incentive 3

- 3.09.11: The following conditions must be met in order for the Case Manager to request job retention**/PEER Workshop** incentive for a customer. The job retention incentive is a $100 pre-paid Walmart card:

  a. A customer is eligible for this job retention incentive once in a 12 month period;

  b. A work related expense and job retention incentive cannot be provided in the same program month;

  c. Employment must be secured at a legitimate business with a tax identification number; cash only employment will not be accepted;

  d. Self-employed customers must provide the Case Manager a valid tax identification number for their business;

  e. The customer must be eligible for CHOICES/NCP services in the month in which the job retention service is authorized;

  f. Participation hours/employment verification must be submitted to the Case Manager in a timely manner. It is at the discretion of the Case Manager to authorize the job retention incentive if the customer does not comply with deadlines to submit employment hours;

  g. If a customer loses employment after the first job retention incentive is provided, the customer may receive a second job retention incentive on the next scheduled interval if participation requirements are met from paid employment from a second job;

  h. Special consideration for existing employed customers: employed customers who meet the above conditions are eligible for a job retention incentive in the month that the job retention incentive process begins.

i. **For Non-Custodial Parent (NCP) only: if an NCP completes all eight of the Parent-Employment-Education-Responsibility (PEER) workshops, he/she will earn a $25 Walmart card incentive for workshop graduation.**

3.10. For goods and/or services not listed above, approval for the type of payment shall be sought from the Case Manager. The Center Administrator or designee provides final approval.

3.11. **Pre-paid Card, Cash Disbursement, and Accountability Process:** This section applies to CHOICES/SNAPE&T/NCP and as applicable, to other grants and programs administered by WSCT. Accountability and inventory forms will be those designated by Fiscal.

- 3.11.01. Use of cards/cash is limited to items specifically approved in this or other policies. Any authorized Support Services advance shall be capped at $100.00 unless approved for more by the Center Administrator.

- 3.11.02. Center Administrators are directly responsible for the maintenance and control of pre-paid cards and cash. Administrators shall ensure that pre-paid cards/cash are kept in a locked

- 3.11.03. The minimum amount of pre-paid cards and cash necessary to meet immediate requirements will be kept secure at the Center Administrator's location.

- 3.11.04. Center Administrators may select two staff persons (designees) to have access to pre-paid cards and cash. No other staff will have access. Upon change of duties or departure from the center, the Center Administrator will personally receive the container key from the outgoing designee. No key will be duplicated without the approval of the Center Administrator.

- 3.11.05. Staff having access to containers will ensure that pre-paid cards/cash are given only to staff persons having a legitimate requirement for them.

- 3.11.06. Use of pre-paid cards and cash by staff for personal reasons is <u>expressly prohibited</u>. Violation may result in progressive disciplinary action up to and including termination of employment.

- 3.11.07. Pre-paid cards and cash will be audited monthly by Fiscal and when responsibility for the pre-paid card/cash container changes such as change of an Administrator or designee. Unannounced audits may be conducted at any time.

- 3.11.08. All staff persons authorized to request and/or dispense pre-paid cards and cash will read and sign the Control Form on file in the Fiscal office. Signing the form indicates that the person understands policy concerning the use and control of the pre-paid cards and cash.

- 3.11.09. When transferring responsibility for the pre-paid cards and cash, ensure both the former attendant and the new attendant verify the balance of the container.

- 3.11.10. The Support Services Disbursement form is required to request and receive pre-paid cards/cash and to show receipt of pre-paid cards/cash by the customer.

  a. Disbursement to customers on site at the center requires that two copies of the forms be completed by the Case Manager:

     1. Enter the category to be charged. If required, select the program category.

     2. Enter the center location and indicate what the payment type. Pre-paid card payments will have the number of the card to be issued annotated on the form. The number will also be annotated, along with the Case Manager's initials, customer's name, and the date of issue on the Pre-paid Card Log maintained by the Center Administrator. If a bus pass is issued, enter the pass number. If it is for transportation, show the number of days paid and the daily rate. If being paid for a range of time, show the dates in the List Date Range box.

     3. Place Case Manager name and signature

     4. Place the customer name, TWIST ID, and cash amount in the boxes.

     5. The Case Manager takes both original forms to the Center Administrator or designee who disburses the pre-paid cards/cash and signs and dates both forms in the approved/disbursed by box. The Administrator/designee keeps one signed, original copy of the form as proof of disbursement. A copy of this form is also sent to Fiscal.

     6. The Case Manager disburses the pre-paid card(s)/cash to the customer who signs the remaining form as having received the payment. This serves as proof of receipt by the customer. This form is placed into the customer's record file.

  b. Disbursements to one or more customers at locations distant from the center when it is necessary for the Center Administrator/designee to disburse several pre-paid cards or an amount of cash to a Case Manager require the following:

     1. One original form without customer data entered is prepared for disbursement of the pre-paid cards/cash showing the entire amount to be received. Both the Case Manager and Center Administrator/designee sign the form with the total value indicated on the form. It then serves as the Administrator/designee's interim proof of disbursement of pre-paid cards/cash.

     2. The Case Manager also prepares two original forms for each customer receiving cash. The Case Manager travels to the disbursement site, completes the forms showing the amount disbursed to the customer, signs the forms, disburses the pre-paid cards/cash, and obtains the customer's signature on one form only.

     3. Upon return the Case Manager and Center Administrator/designee quickly reconcile the transactions. The Case Manager returns pre-paid cards/cash not disbursed. The forms showing the customer data and card numbers/cash amount disbursed to each are completed. The Case Manager keeps the one signed by the customer for the record file. The Administrator/designee keeps the other with a copy sent to Fiscal.

4. The Center Administrator/designee then destroys the form showing the disbursement to the Case Manager made earlier.

5. If the disbursement is for a work-related expense using a WSCT/CTCOG charge card and an advance is required, the Case Manager must return with the purchase documentation and any excess funds. The Case Manager:

    a) Prepares two forms

    b) Verifies documentation for travel advance along with the roster to indicate disbursement is to valid customers enrolled in program activities

    c) Disburses the amount stated on the forms

    d) Signs and dates the form and has the Center Administrator/designee approve.

    e) Maintains both forms in the secure container until the fund is balanced

6. If the disbursement was an advance for one-time work related expenses, the Case Manager returns with the appropriate documentation for the purchase.

7. Verify that the receipt and return of any cash equals the original advance.

8. If the actual purchase is less than the amount on the forms, correct the actual expense amount and return any cash refunded to the secure container.

9. If the actual purchase is more than the amount on the vouchers, correct the actual expense amount and reimburse the client for the additional amount.

10. Attach the backup documentation to both vouchers and place one in the cash container until the fund is balanced. The other is kept in the customer file.

- 3.11.11. The pre-paid cards and cash on hand will be balanced monthly. Pre-paid cards/cash and forms must equal the beginning balance. After balancing, submit the forms and documentation to Fiscal to initiate replenishment.

    a. After verifying the total amount, ensure that all disbursements have the required documentation.

    b. Submit the reconciliation and all disbursement forms with documentation to fiscal.

3.12. **Bus Passes:** Bus passes/tokens may be issued to qualified customers for use in approved program activities. The Center Administrator/designee is responsible for control and issue of passes.

- 3.12.01. Passes are purchased directly from the vendor. In the case of bulk purchases the vendor may invoice Fiscal directly for payment and provides the Center Administrator a form with serial numbers of the passes purchased.

- 3.12.02. The Center Administrator/designee retains the form and stores both the passes/tokens and the form together under lock and key.

- 3.12.03. Case Managers wishing to provide passes/tokens to customers will complete two disbursement forms for each customer and check the box for the appropriate bus pass. The administrator/designee will issue the pass/token to the specialist and indicate on the form the serial number of the pass issued. The Administrator/designee keeps a copy of the signed form.

- 3.12.04. The Case Manager gives the pass/token to the customer who signs the form indicating receipt.

- 3.12.05. The unused passes/tokens are kept secure. Once the passes are gone, the Administrator must attach all signed disbursement forms to the serial number form from the vendor and send them to Fiscal.

  a. Monthly passes: These are valid only for the month of issue. Purchase for individual customers only as needed. These may be purchased individually with cash. The receipt shall be returned to the Center Administrator.

  b. Multi-ride passes: These do not expire and may be purchased in bulk. As a rule, cash is not used for bulk purchases of multi-ride passes.

3.13. **Fraud and Abuse of CHOICES/SNAPE&T/NCP Support Services:**

- 3.13.01. Upon determination that a customer has committed fraud with intent to obtain goods, services, and/or support service reimbursement, the staff making this determination will immediately notify the Center Administrator.

- 3.13.02. Documentation of the fraudulent act shall be made in TWIST counselor notes and flagged for future periods of participation.

- 3.13.03. The Case Manager shall receive approval from the Center Administrator for the suggested course of action.

- 3.13.04. The customer may be required to pay back any cash or the value of any pre-paid cards issued and redeemed for the period in which the customer committed the fraudulent act. If the customer resumes CHOICES, SNAPE&T, or NCP participation, future payments may be withheld to recoup the amount previously provided to the customer. The customer may also receive a penalty if the customer is mandatory to participate. The customer shall be advised of their right to appeal the sanction.

4.00. SUPPORT SERVICES FOR WIOA AND OTHER GRANTS

4.01. Depending on available funds Support Services may be allowed under WIOA and other grants, as applicable to enable an individual to participate in both WIOA Career Services and Training Services and in other grants as applicable. Unless otherwise specified by the particular grant, grants with specific requirements shall follow provisions contained in this policy.

- 4.01.01. Support Services expenses must be reasonable, necessary, and supported by the goals and activities contained in the customer's Individual Employment Plan (IEP).

- 4.01.02. Support Services are not allowed for persons enrolled only in WIOA Follow-Up.

4.02. Youth Services are defined in Paragraph 8.00.

4.03. With the exception of services defined in 4.03.02 below, Support Services for WIOA and possibly other grants are based strictly on financial need. Rules provided in grants with specific requirements may apply concerning determination of need and/or eligibility. In all cases, funds must be available. The Center Administrator or Chief Operating Officer may limit or curtail services based on the ability to fund them or for other defined reasons.

- 4.03.01. Provision of Support Services under WIOA and possibly other grants requires analysis of the customer's financial situation using the Income and Expense Summary form. To be eligible for Support Services customers, including those who are TAA co-enrolled in WIOA for Support Services purposes, must be at or below the level of $500.00 above the total amount of resources as indicated on the Income and Expense Summary form. This form is not required for grants with specific requirements if determination of need is not required or can be accomplished using the grant rules.

- 4.03.02. **Licensure-Certification:** Support Services funds may be used for WIOA-eligible customers as payment for activities leading to licensure/certification related either to vocational training or as a stand-alone Support Services activity. The license or certification being sought must be relevant to the design and/or to the employment goals defined in the customer's Individual Employment Plan (IEP).

    a. This may include payment for certain short training courses or activities related to preparing for the licensure or certification such as exam preparation or refresher courses. This would not include long-term courses taken for college credit or for more than a few weeks of time.

    b. It would not include training that is "academic" in nature such as truck driver or nurse aid. Analysis of the customer's financial situation is not required for this activity.

4.04. **Cash Funds:** Use of cash for Support Services is an exception to be used as the last resort. Center Administrator approval is required. Cash payments will be accounted for and administered using procedures under the Pre-paid Card and Cash Process, Paragraph 3.11 above.

4.05. **Support Services, Out-of-School Youth (OOSY):** OOSY may be co-enrolled into both an eligible grant and youth services. OOSY are funded under the youth Support Services except for meals. Meals, if required, will be under the co-enrolled grant procedures. Services for youth are defined in paragraph 8.00.

4.06. **Services:** Services that may be offered to eligible customers based on available funds and current guidance from the Center Administrators/Chief Operating Officer include, but may not be limited to those listed below. The listed services are not entitlements. Any or all may be limited or curtailed by the Administrator based on available funds.

1. Limited Health and Medical Payments
2. Child Care
3. Transportation/Meals
4. Relocation Assistance
5. On/Off-Campus Lodging
6. Work-Related Expenses
7. Emergency Utility/Rent payments
8. Reasonable accommodations for persons with disabilities
9. Educational testing

- 4.06.01. **Health and Medical Payments:** Limited to medical exams, immunizations, and medical tests required to enter a training program. The customer must be enrolled in training. Payments shall be reasonable and customary. School-sponsored accident/health insurance will not be paid.

- 4.06.02**. Child Care:** Customers requesting childcare will be referred to Child Care Services (CCS). Regular CCS eligibility may not apply to grant customers funded under the National Dislocated Worker Grant (NDWG) or other grants with special requirements. WIOA regular formula allocations for eligible training customers are subject to the following process:

    a. Refer customers to CCS. For the first 30 training days, WIOA funds, if available, may be used for child care costs with no parent fee and no CCS eligibility requirements. The customer will be informed that the care is temporary, for 30 days only.

    b. If the customer cannot be funded for the first 30 days, child care cannot be provided until CCS eligibility is determined.

    c. If the first 30 days are funded, the Case Manager will determine CCS income eligibility during the first 30 days. If eligible, the Case Manager will notify the customer and address the parent fee issue. The goal is for the customer to become CCS income eligible by the end of the 30-day period.

    d. If the customer is CCS eligible, CSS funding will be used.

    e. If the customer is not CCS eligible, Support Services eligibility may be established for the customer and the grant funding used for child care. The Center Administrator must approve and funds must be available.

    f. Case Managers must notify CCS immediately if or when a customer receiving child care under CCS is terminated or leaves the activity requiring childcare.

    g. The WIOA referral to CCS expires upon completion of training.

- 4.06.03. **Transportation:** Eligible services may include miles driven in their own automobile to attend training and job search activities or other expenses related to the customer's privately owned vehicle. Transportation requests for activities other than training such as workshops, job search, and interviews shall be on a case by case basis and approved <u>in advance</u> by the Center Administrator. Child care providers will not be reimbursed for transportation of children under their care.

  a. **Public Transportation:** Purchase of bus fare or other forms of available public transportation requires Administrator approval based on available funds. The cap and frequency of such passes will be set by the Center Administrator. Taxi costs are not allowable.

  b. **Pre-paid Gas Cards:** Are not provided.

  c. **Privately Owned Vehicle Expenses:** These items will be paid only for the customer's vehicle, not one owned by another individual. The customer must prove vehicle ownership. Receipts are required for all expenses. As applicable, payment is made directly to the vendor upon receipt of an invoice or directly in person. These expenses are not allowed for co-enrolled TAA customers.

  d. **Repairs:** if allowed, are limited to minor repairs and the cost capped at an amount set by the Center Administrator. Pre-payment of repairs is prohibited.

  e. **Auto Insurance:** if allowed is limited to a cost cap and time frame to be set by the Center Administrator.

  f. **Registration:** if allowed is limited to one payment for a year and the cost may be capped by the Center Administrator.

  g. **Inspection:** if allowed is limited to one payment and may be capped by the Center Administrator.

  h. **Consumables:** would include items such as tires that wear out with time and must be replaced. If allowed, it will be limited to one payment, one occurrence, and capped at an amount set by the Center Administrator.

  i. Mileage:

    1. Travel reimbursement is made at the rate of $0.20 per mile. Before receiving payment, training customers must provide attendance records or other proof of participation for the activity in which they are getting Support Services.

    2. Miles shall be recorded to the nearest whole mile (for example, 4.5 miles would be rounded to 5.0 and 4.4 miles would be rounded to 4.0 miles). Round trip mileage shall be computed by adding together and rounding, and then multiplying the mileage by the number of days as applicable.

3. An Internet mapping service (MapQuest, Google, etc.) shall be used to determine mileage using the customer's address of departure and the address of the training destination. The computer screen verifying the mileage between the two points will be printed, attached to the payment form, and submitted to fiscal. The printed screen is required for each submission for payment. The WSCT Standardized Mileage Chart may be used if travel is between specific points identified on that chart.

4. TAA customers commuting to a training site outside the Board's established commuting area of 50 miles are not subject to a mileage cap. In addition, vehicle repairs, car insurance, registration, or consumables are not allowed costs. If training is within the commute area, WIOA/other grant rules will apply.

j. **Meals:** Limited meals may be provided to training customers based on individual situations and availability of funds.

1. Those requiring on-campus or special living arrangements may receive meal assistance at a rate of $20.00 per training day or days away from home. Weekends, holidays, or other days when training is not conducted are allowable provided the customer remains at the campus location.

2. Meals are not provided for persons living at the campus with spouse/family.

3. If the customer has missed days of training for <u>any</u> reason other than illness or jury duty, the Case Manager will reduce that person's next weekly payment at the daily rate for each day missed.

4. Persons who must travel long distances for a job interview requiring an overnight stay may be pre-approved for meals by the Center Administrator on a case by case basis.

5. Subsistence payments to co-enrolled TAA customers will not be subject to a cap.

- 4.06.04. **Lodging:** For training customers requires Center Administrator approval.

a. On-campus or training-related lodging is offered only to persons whose residence is more than 60 miles from the training location. Off-campus lodging may be used if arranged by the school when on-campus is not available.

b. Temporary lodging such as an overnight stay for a distant job interview while in training may be approved in advance on a one-time basis by the Center Administrator for the minimum time required to accomplish the interview.

c. Other situations will be addressed on a case-by-case basis and require Center Administrator approval.

- 4.06.05. **Relocation Assistance:** Requires Center Administrator approval and may be available to training customers who obtain employment in another area and are financially unable to move their household and begin working. Persons not completing training are not eligible for relocation assistance. See paragraph 5.00.for TAA rules.

    a. The amount of assistance may not exceed $1000.00.

    b. Relocation assistance includes truck rental, mileage, temporary lodging, or bus tickets and other necessary expenses. These expenses must be verified. Verifying documents will accompany the request for payment. Deposits will not be paid.

    c. The Case Manager shall verify and document employment prior to payment. This documentation shall accompany the request for payment.

- 4.06.06. **Work-Related Expenses:** This covers licensing, work-related clothing and tools/equipment, or other items required for the customer to get and retain employment. Amount is $100.00 per customer unless approved for more by the Center Administrator.

- 4.06.07. **Emergency Utility/Rent/Mortgage Payments:** upon approval by the Center Administrator, training customers may receive one-time assistance on a case-by-case basis for utility (electric, gas, phone, water) or rent or mortgage payments. Payment is limited to one-time for one-month only. The customer must show that a utility bill or rent/mortgage, in their name, is either due or is overdue. Payment shall not be given to the customer but will be sent by check to the utility service provider or rental/mortgage company indicated on the bill or payment document.

- 4.06.08. **Needs Related Payments:** Needs Related Payments are not provided.

- 4.06.09. Reasonable accommodations, linked to participation in Training or Career Services for persons with disabilities

- 4.06.10. Educational testing required for Training Services

- 4.06.11. Training-related applications, tests, and certifications (see 4.03.02 above)

4.07. **Request and Administration:** Support Services are requested and administered as follows:

- 4.07.01. Customers may either communicate their need for Support Services or the Case Manager may determine the need based on assessment.

- 4.07.02. If required, the Income and Expense Service form is completed to determine eligibility for services.

- 4.07.03. If eligible, a Support Services package containing all required request documentation is prepared and submitted to Fiscal. Retain a copy for the customer file. If the request is for a one-time payment, the payment will be made and no further action is necessary.

- 4.07.04. Once approved for Support Services, training customers must submit a Weekly Attendance Record for the activities covered under Support Services in order to receive payment for that period. If approved for job search, mileage and lodging shall be documented.

- 4.07.05. Case Managers will coordinate customer problems or questions. **Customers will not be given the phone numbers for either Fiscal or CTCOG**.

5.00. TRADE ADJUSTMENT ACT (TAA).

5.01. Support Services are not offered under TAA. Payment of transportation (mileage) and subsistence (meals and lodging) are allowed as training costs (See WD Letter 52-09, C-1 dated February 2, 2010 and WSCT Policy Letter 07-18, dated March 7, 2018).

5.02. TAA offers job search allowances subject to rules relating to the amount and the time frames of application for the allowances. Due to the nature and time limits, customers may not qualify for job search assistance under TAA and will have to request this assistance under WIOA Dislocated Worker or other applicable grant. This would be limited to distant interviews on a one-time basis when not covered by TAA and must be approved by the Center Administrator

5.03. TAA training customers needing support assistance from WIOA or other eligible grant will be assessed for assistance needs and eligibility. If eligible the TAA customer may receive added assistance as a WIOA Dislocated Worker. If the customer is receiving a Trade Readjustment Allowance (TRA), this is considered income for Support Services eligibility purposes and will be noted on the eligibility form.

5.04. Support Assistance for TAA provided under WIOA/other grants include:

- 5.04.01: Transportation: may be offered under WIOA/other grant rules.

- 5.04.02. Meals: if the training location is inside the Board-designated commute area and need is demonstrated, payment for meals may be considered under WIOA/other grant rules. It will not be offered if the customer receives subsistence through TAA.

- 5.04.03. Lodging: customers must qualify under WIOA/other grant rules as applicable and not be receiving TAA subsistence.

- 5.04.04. Relocation Assistance: is provided by TAA if applied for and approved under TAA. WIOA/other grant relocation assistance will not be offered if TAA relocation has been approved.

- 5.04.05. Child Care: is not offered for TAA. Child care may be provided through WIOA funding in accordance with WIOA rules.

- 5.04.06. Work Related Expenses: are not funded through TAA unless they are covered as front-end training costs. Co-enrolled customers may receive work-related expenses at the end of training under WIOA/other grant subject to WIOA rules.

6.00. SUPPORT SERVICES FORMS

6.01. These forms may be found in the WSCT Intranet under Forms. All forms are subject to formal audit. Until the paperless system is in place, forms will be completed using pen or Word as applicable. Signatures will be original.

6.02. Entries and signatures must be in ink. Pencil entry is not acceptable nor is the use of correction liquid or tape to correct errors. Errors may be corrected by line-through and correction with a pen. Corrections will be initialed and dated by the person making the correction. Too many errors will require completion of a new form.

6.03. If required, the customer's social security number is limited to the <u>last 4 digits.</u>

6.04. Payment forms and packages submitted to Fiscal <u>will not</u> include the Income and Expense Summary Form or program eligibility documents such as TWIST forms. The only documents required are related Fiscal payment forms, attendance records if they relate to the expenses, and original receipts to prove the expense.

6.05. **Income and Expense Summary Form**

- 6.05.01: The Income and Expense Summary form provides customer financial information to determine Support Services eligibility (Required for WIOA; as-required for grants with specific requirements.). It may also serve as an optional assessment of their financial situation (not required). Required documentation is indicated on the form.

- 6.05.02: Forms completed within 3 months of activity enrollment need not be redone unless there is reason to believe that situations have changed sufficiently to warrant another.

- 6.05.03: Monthly income and expenses for the previous month:

  a. Single person living alone: Include all income and expenses of the person.

  b. Single person living with roommate(s): If the customer shares expenses with another, enter only the customer's net income and share of the expenses. For example, if the customer pays one third of the rent, utilities, and groceries, then only one third of these should entered on the form. If they are not sharing, treat the situation as a single person living alone.

  c. If the customer is supported by another person, that person's income must be included on the worksheet. This applies to persons living together who are not married, or persons living at home with parents/relatives.

  d. Married Person: Include the income and expenses of both customer and spouse.

- 6.05.04. Completing the form: Expenses requiring documentation for the purpose of Support Services eligibility are indicated below with an *. All other may be self-reported.

  a. Monthly Household Income: ***** The sum of all income for the current month.

  1. Wages: T<u>ake-home</u> (net) wages for the month, normally shown in the “net pay” block of the payroll stub.
  2. Self-employment: Net earnings.
  3. Net Rental Income
  4. Retirement: Net retirement for the previous month.
  5. Social Security: Net amount for the previous month.
  6. UI Benefits: The average monthly benefit received.
  7. TANF: Amount authorized for the current month.
  8. SNAP: Amount authorized for the current month.
  9. Child Support: The monthly allowed. If the total allowed monthly amount is not being received, enter the amount actually received for the current month, not the amount awarded by a court.

  a. Consider other income such as TAA Trade Readjustment Allowances (TRA).

  b. Monthly Household Expenses: The sum of all expenses for the last 30 days.

  c. Rent/Mortgage Payment *:

  1. Rent Payment: The amount paid monthly. This includes customer share of federal housing assistance, if applicable.
  2. Mortgage Payment: Total monthly payment including escrow if paid or reported separately

  d. Total Utilities:

  1. Electricity/gas: Amount paid on the last bill.
  2. Telephone: Amount paid on last bill for basic service only.
  3. Water/Sewer/Trash: Amount paid on the last bill.

e. Transportation costs:

    1. Car Payment: Amount the customer paid the previous month. Only the car(s) owned by the customer is included. If the person is making car payments for a child or other family member, this may be counted.

    2. Gasoline costs: Amount paid for the previous month as reported by the customer.

    3. Auto Insurance: Amount paid for auto insurance. If paid in increments, the total cost of the policy must be divided by the number of months of coverage.

f. Child Care: Amount the customer pays for childcare. If currently on agency-funded child care assistance (CCS or WIOA) and responsible for paying any amount above the coverage allowed by CCS, or the other agency providing the assistance, enter that amount. For example, CCS sponsored persons paying the parent fee may include that amount.

g. Other Costs:

    1. Recurring Medical Expense: Monthly amount of **recurring** medical expenses. Includes prescription drugs and payments made to healthcare facilities. To qualify, the expense must recur monthly and may be averaged if necessary.

    2. Medical/Life Insurance: Medical insurance and life insurance payments made by the customer. The amount contributed by the person toward an employer's benefit plan (medical) may be included but must be shown on the person's payroll deductions.

    3. Loan and Credit Card Expenses: Recurring payments for the previous month.

    4. Groceries: The amount paid in one month as reported by the customer.

    5. Other: Include expenses as applicable.

h. Total Monthly Expenses: Enter the total monthly expenses.

- 6.05.05. **Eligibility for Support Services:** Apply the total expenses to the total income and record the amount. This may be a minus figure. If the result is a plus $500.00 or less, the person is eligible to receive Support Services.

6.06**. Request for Payment and Approval Form**

- 6.06.01. The original is submitted to fiscal.

- 6.06.02. Completing the Form:

  a. Enter the TWIST ID number and home address. Indicate if an address or name change.

  b. Enter the category by placing an X at the correct location.

  c. Grant must indicate either training or Support Services category or both.

  d. Enter the period covered by the request.

     1. For CHOICES, SNAPE&T, and NCP this is the start date and the expected date of discontinuance of the assistance.

     2. For other grants it is the beginning and end dates of each semester/quarter or enrollment period, or the start and end date of training as required.

- 6.06.03. Type of Payment or Purchase Blocks: Indicate the categories.

  a. One- time Payment: Self-explanatory.

  b. Transportation: Indicate the daily amount authorized based on mileage, rounded to the nearest mile (see transportation procedures above). The number of days per week will not exceed the days the person is attending class. Miles are computed **only** from the participant's home direct to the training site or other activity location using MapQuest.com or other on-line mapping service. Attach a copy of the screen showing the miles.

  c. Expense: Amount required.

  d. Reimbursement: Used for reimbursement of customer expenses. Specify the reason on the form.

  e. Other: Specify the reason. This box may be used to request payment for supplies or miscellaneous fees. Training supplies or fees for training include uniforms, watches, special clothing, tools, books, or other items necessary for the completion of training which are not available at the school bookstore or provided by the school or training facility. Payments for CHOICES and NCP customers include the allowable one-time expenditures. State the amount supported by the attached documents and the attendance records for the period of the request. Do not exceed the maximum amount allowed. If child care is requested during a semester/quarter break, written verification from the day care provider will be needed stating that the slot will be lost if the fee is not paid during the break. Otherwise, it will not be paid.

  f. Check Payable to or Purchase Charged to: Used for payments made by credit card or check. **Note:** For credit card, use only the last 4 digits of the card number.

- 6.06.04. Affix signatures.

6.07. **Weekly Attendance Record:**

- 6.07.01. This form accounts for attendance at activities requiring documented attendance. For WIOA, this form is for Support Services purposes only. The format may vary for the CHOICES/SNAPE&T/NCP programs.

- 6.07.02. Complete the form in ink. Do not accept pencil. Pen and ink changes must be initialed and dated.

- 6.07.03. Heading: Check the appropriate box and place the customer's name. Enter the school or location of activities in the training site box. The week ending box is the last day of the week of the activity for which the record is being kept. It may be on a weekend if the activity takes place over the weekend. Enter the TWIST ID Number.

- 6.07.04. Activity and Time:

  a. Activity Name: List separately the activities being tracked.

  b. Record the <u>clock time</u> in and out of the activity for each day of the week attended. If the activity was scheduled but the customer did not attend, place the word "Absent "in the box.

  c. The activity instructor or supervisor signs or initials at the right of the form in the line of the activity that person is attending verifying that the record is correct. Forms without entries in this block will be returned for correction.

- 6.07.05. Signatures and Total Hours Box: The customer signs the form attesting to its accuracy. The Case Manager must also sign the form.

6.08. **Credit Card Policy and Use Agreement Form**

- 6.08.01. Selected employees are authorized to use a WSCT commercial credit card to pay customer costs associated with approved activities.

- 6.08.02. Use of the card for personal reasons or benefit constitutes fraud and is prohibited. Misuse of the card may result in progressive disciplinary action up to and including termination of employment.

- 6.08.03. Prior to receiving a card, the employee will read and sign the Credit Card Use Agreement. The employee's signature on this agreement indicates total understanding of WSCT policy regarding the use of the card. Both the Center Administrator and Chief Operating Officer sign the agreement. The original is sent to the Board office. A copy is given to the employee and one kept in the local Workforce Center file.

- 6.08.04. Employees shall ensure that cards are properly secured on their person or under lock and key in their office or desk. Card loss shall be reported immediately.

- 6.08.05. Center Administrators will ensure that cards assigned to departing employees are turned in to them at least one week prior to the employee's departure and appropriate notations made on the employee exit checklist. The Administrator will ensure that the card(s) are secured until they can be delivered to Fiscal. Administrators will not re-issue the card to another employee.

6.09. **Pre-paid Card/Cash Fund Control Form:** This form is to be signed by all persons responsible for the safe keeping and issue of the cards. It sets the responsibilities and rules for administering the card system.

6.10. **Support Services Disbursement**

- 6.10.01. This documents the disbursement of pre-paid card or cash to eligible customers. It also serves as approval by the administrator and as a receipt of the card/cash by the customer.

- 6.10.02. The Case Manager, Center Administrator, and the customer must sign two forms, one of which is filed with the customer file, the other filed with the cash container

7.00 GENERAL EDUCATION DEVELOPMENT (GED) TEST PAYMENTS

7.01. Workforce grants may, as applicable, be used to pay the cost of GED testing for eligible customers.

7.02. Customers must show readiness to take the exam as demonstrated by monitored progress in an Adult Education Literacy (AEL) program and by attaining sufficient scores on the GED practice test. Adult education providers must submit verification test scores to indicate a customer's readiness to test.

7.03. Customers should be enrolled in GED preparation activities. Funds may be used to pay for the initial series of tests as well as any additional tests needed.

- 7.03.01. Once readiness is demonstrated, the Case Manager will, in the presence of the customer, complete the on-line GED registration, test scheduling and payment using a WSCT credit card. The receipt will be printed from the screen once payment is made and submitted as the supporting document. If the GED test results can be attained on-line, the release of information form used for GED customers need not be completed.

- 7.03.02. The customer may also be reimbursed for the cost of the GED exam. Receipt of payment and proof of taking the exam must be provided to the specialist. Payment may be made upon approval of the Administrator. Original receipts shall be sent to fiscal and copies maintained in the customer file.

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8.00 SUPPORT SERVICES FOR YOUTH

8.01. Allowable Support Services for youth include, but may not be limited to, the following:

1. Linkages to community services;
2. Assistance with transportation;
3. Assistance with childcare and dependent care;
4. Assistance with housing;
5. Assistance with educational testing;
6. Reasonable accommodations for youth with disabilities;
7. Legal aid services;
8. Referrals to health care services;
9. Work-related expenses to include eye glasses and protective eyewear;
10. Fees for employment-related applications, tests, and certifications

8.02. Persons enrolled only in Youth Services are not eligible for any other types of Support Services. Procedures for accessing and documenting eligibility for persons co-enrolled Adult/Dislocated Worker will be the same as Paragraph 4.00.

8.03. Unless they are Out-of-school Youth (OOSY) enrolled as an Adult or Dislocated Worker, and in view of paragraph 8.02, OOSY attending training under WIOA will be enrolled both as a Youth and as an Adult or Dislocated Worker. They will be funded for all Support Services under Youth services except for meals, which will be funded from Adult/Dislocated Worker resources. Only the Youth Manager or the responsible Center Administrator may grant exceptions.

8.04. Youth considered under the 5% rule for youth do not fall under the provisions of this policy.

8.05. Procedures for OOSY requesting services for meals under the Adult/Dislocated Worker funding will be the same as for Adult/Dislocated Workers.