

## Future's Committee Meeting

Tuesday, June 9, 2020 – 1:00 pm – 2:00 pm

**Members Present:** Jill Martin-Rend, BC3 at Brockway, Terry Hinton, Northern Regional College, Matt LaVerde, IU6

**Staff Present:** Pam Streich, Colleen Precht, Aaron Herzing and Jocelyn Bash

**Topics Discussed** – Review of Committee Purpose, Supportive Services and File Management Policy, High Priority Occupation (HPO) List for 2020, Grant Activity Update, Statewide What's So Cool Video Contest, Business and Education Partnership Activities, Building Trades Initiative and Marketing North Central PA Initiative

### **Meeting Summary:**

**Committee Purpose:** To explore opportunities that will assist the board in accomplishing its goals for the future; including grant opportunities; To ensure that Industry/Sector Partnerships, Business and Education Connect activities (regional) and other ideas as identified by the board are meeting the goals and objectives of the board; and to provide quarterly reports on each activity to the board at each of the quarterly meetings and upon request of the board.

**Supportive Services Policy** – Pam reviewed the proposed Supportive Services Policy (attached) which increases the maximum amount of supportive services for participants to \$1,000. The committee recommended approval.

**File Management Policy** – Pam reviewed the File Management Policy (attached) which provides guidance for the required contents of participant files for WIOA, TANF Youth Development and EARN. The committee recommended approval.

**Grant Activity:** The following grants as reported during the last quarter are being implemented. This includes PA SLIP, Ready to Achieve Mentoring (RAMP), Next Gen Sector Partnerships, Registered Apprenticeship and Registered Pre Apprenticeship, Business Education Partnership, Teacher in the Workplace in partnership with IU6 and Economic Transition Funding (extended through September 30, 2021). We were notified that our proposals submitted to support our Next Gen Partnerships for next year were awarded however this funding has been repurposed due to pandemic and we will not be awarded this funding. Our proposals for additional RA and Pre RA funding for next year were not awarded. We are planning to apply for funding through the Workforce Opportunity for Rural Communities funding (WORC) and the proposal is due by July 29, 2020.

**Statewide What's So Cool About Manufacturing Video Contest** – Held via Live Stream on June 9<sup>th</sup> two local schools were featured in the statewide contest – St Leo School featuring Domtar and Oswayo Valley featuring Napoleon Engineering Services. The event can be viewed at [whatssocool.org](http://whatssocool.org).

**Building Trades Project Update:** The video project with the CCCTC Digital Media Arts students and the North Central PA Building and Construction Trades Council is on hold due to the pandemic. The project completion date has been extended to December 31, 2020.

**Marketing North Central PA:** The award for the Marketing Initiative for our region was made to Mary and Ferrari of DuBois PA. This purpose of this initiative is to building a website and toolkit to recruit and retain individuals and families to live and work in our region. An advisory committee was formed to assist in the implementation of this project which we hope will be complete by the end of October 2020.

**Business Education Partnership Activity** – A variety of activities continue to take place throughout the region with the majority being virtual events. The partnership overall has served over 5,500 youth from preschool through high school with career cruises, job shadowing, career mentoring, hands on soft skills workshops, industry days, etc. Staff have also assisted the IU6 with career cruises for 38 teachers as part of the Teacher in the Workplace grant.

**New Business** – Due to a low number of committee members participating in the meeting the plan to continue the discussion regarding the identification of workforce related gaps in the region will continue during the next Future's Committee Meeting.

**Next Meetings** - PY2020– Tuesdays –June 9, September 8, December 8, 2020, March 9 and June 8, 2021 from 1:00 – 2:00 pm

### **Action Item for the WDB:**

The committee recommends the approval of the Supportive Services Policy which increases the maximum amount of Supportive Services funding for eligible participants from \$620 to \$1,000 effective July 1, 2020.

The committee also recommends the approval of the File Management Policy which provides guidelines for participant file management for participants enrolled in Workforce Innovation Opportunity Act (WIOA) Title I services, TANF youth Development Program services and EARN Program services effective July 1, 2020.



## **Supportive Services Policy – Revised July 1, 2020**

**Effective July 1, 2020  
(Replaces policy dated May 14, 2020)**

**I. Purpose:** To provide policy and administrative procedures regarding the provision of supportive services for WIOA Youth, Adult and Dislocated Worker and TANF Youth Development customers in the North Central Workforce Development Area.

### **II. Background:**

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions and the flexibility to tailor the workforce system to the needs of the local community. To ensure maximum flexibility, this guidance provides the discretion to provide the supportive services deemed appropriate, subject to the limited conditions prescribed by WIOA. Local Boards are required to develop written policies and procedures to ensure coordination with other entities to ensure the highest quality, most comprehensive service provision possible; prevent duplication of resources and services; and establish limits on the amount and duration of these services. WIOA and TANF Youth Development supportive services are allowable only when these services are not available through other agencies and the services must be necessary for the individual to participate in Title I WIOA and TANF Youth Development activities.

### **III. Policy:**

**SUPPORTIVE SERVICES** as defined by WIOA —The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

***WIOA supportive services may only be provided to individuals who are:***

1. Participants in WIOA career or training services;
2. Unable to obtain supportive services through other programs providing such services; and
3. In need of supportive services to enable the individuals to participate in WIOA Title I activities.

According to WIOA, Supportive Services may include, but are not limited to:

- (a) linkages to community services;



- (b) assistance with transportation;
- (c) assistance with child care and dependent care;
- (d) assistance with housing;
- (e) needs-related payments; (must be enrolled in training)
- (f) assistance with educational testing;
- (g) reasonable accommodations for youth with disabilities;
- (h) legal aid services;
- (i) referrals to health care;
- (j) assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- (k) assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- (l) payments and fees for employment and training-related applications, tests, and certifications.

Supportive Services are available for WIOA Title I Youth, Adult, Dislocated Workers and TANF Youth Development programs as long as the appropriate plans and budgets have been approved by Workforce Solutions prior to the provision of the supportive services.

Supportive services are one of the 14 youth elements that must be made available to participants. A Supportive Service may only be provided to participants to enable their participation in WIOA services and must be tied to that specific service. For Title I Youth programs, supportive services can be provided as a follow-up service and, therefore, can take place after exit without delaying the exit date.

Supportive services do not delay exit for WIOA Adult and Dislocated Worker participants and are therefore not available during Follow-Up Services. The definition of supportive services for these programs requires that they may not be provided to an individual who is not considered to be a participant.

Supportive services are also available to TANF Youth Development participants while the eligible youth are participating in work experience program or other program as approved by the Workforce Development Board through the TANF Planning application process.

Supportive services are provided on the **basis of need** as determined by the Title I and TANF Youth program services contractor(s). As a part of the objective assessment process and development of the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) a participant's need for a Supportive Services and appropriate community resources and referrals must be made. A Supportive Service should be reasonable and necessary to enable a participant to take part in other services and activities related to the IEP or ISS. A Supportive Service should not duplicate a service a participant could receive from another program in the community. If possible, it may be applicable to cost share with other service providers. Supportive Services are not intended to meet every need of the participant. Rather, they provide temporary assistance. For this reason, staff should assist the participant in developing a plan to cover the supported costs once WIOA Title I and/or TANF Youth Development Funds are

no longer appropriate for the individual. This plan must be documented in case notes. The use of a Supportive Services is not intended to assist in paying for expenses refundable to the participant

Upon determination of need by the Title I staff or partner staff a request form is filled out and submitted to the appropriate supervisor for review and approval. This request must take into consideration previous supportive services received. In situations where immediate approval and provision of the supportive services is necessary consultation with that staffs' supervisor via telephone call is accepted. The phone call can then be followed up with the required documentation.

The maximum award identified below is per enrollment in WIOA or TANF Youth Development as determined by Workforce Solutions is **\$1,000**.

#### **Transportation:**

##### **1. Mileage:**

- Transportation supportive services must be provided on actual mileage to and from a WIOA and TANF Youth Development funded work based training program including OJT and Transitional Employment or to and from a training facility associated with an Individual Training Account (ITA) award.
  - The reimbursement rate as approved by Workforce Solutions is \$.30 per mile
- Transportation costs can also include bus and parking passes and tolls.
- Gas cards may be purchased and utilized however the amount reimbursed must be based on actual mileage. An effective tracking system must be in place if gas cards are to be used with supervisor, case manager, and participant sign-off. Please refer to Workforce Solutions gift card policy for additional details.
- Documentation of mileage reimbursement must be recorded, signed and collected from each participant and placed in the participant file of anyone that received reimbursement.

##### **2. Other transportation related expenses**

- The purchase of new tires, the cost of inspection and repairs and the purchase of a bicycle are allowable in situations where it is proven and documented that if not provided the customer will not be able to participate in training or make it to their place of employment.
- Documentation must be received and payment must be made directly to the vendor – not to the participant.

Please note that if it is determined an individual requires additional supportive services, requests for these exceptions will be accepted and considered. Requests for exceptions shall be sent to Susie Snelick [ssnelick@ncwdb.org](mailto:ssnelick@ncwdb.org) and Pam Streich [pstreich@ncwdb.org](mailto:pstreich@ncwdb.org) and must include the reason for the request including the steps taken to leverage other funding and resources and a breakdown of the supportive services budget for the individual.

#### **IV. References**

Workforce Innovation and Opportunity Act of 2014 (WIOA or Opportunity Act), Public Law (Pub. L.) 113-128, enacted July 22, 2014

#### **V. Expiration**

Ongoing

#### **VI. Inquiries**

Questions shall be directed to: Susan R. Snelick [ssnelick@ncwdb.org](mailto:ssnelick@ncwdb.org) (814)245-1835  
or Pamela A. Streich [pstreich@ncwdb.org](mailto:pstreich@ncwdb.org) (814)245-1835

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**WIOA File Management Policy**  
**Effective May 20, 2020**  
**(Replaces policy dated July 1, 2016)**

**I. Purpose:**

The purpose of this policy is to provide guidelines for participant file management for participants enrolled in Workforce Innovation and Opportunity Act (WIOA), Title I services, TANF Youth Development Program services and EARN program services.

**II. Policy:**

It is the policy of the Workforce Solutions for North Central PA (North Central Workforce Development Board) that all WIOA, TANF Youth Development and EARN subrecipients maintain both electronic and hard copy files for all participants who receive services and have not yet been called for archiving. In addition, the maintenance of both the electronic and hard copy files must adhere to the NCWDB's "Policy on the Handling and Protection of Personally Identifiable Information (PII)."

Prior to archiving, case notes will be printed and added to each file. Paper files must be prepared for all Youth participants following eligibility determination and enrollment. Paper files must be prepared for Adult/Dislocated Worker participants prior to the receipt of their first individualized service. Participant files and electronic records must not contain any medical information. Subrecipients will update files with appropriate documentation in accordance with Workforce Solutions for North Central PA / North Central Workforce Development Board policies to ensure that both paper files and electronic records are up-to-date

Benefits of a standardized file structure include:

- Assistance in providing Priority of Service
- Established procedures for obtaining relevant documentation
- Differentiation between eligibility and data validation

**III: Participant File Contents by Program:**

**A. Contents of the WIOA Participant File:**

Certain information is required by federal regulations, state policy as well as local WDB policy for all WIOA program participants. The following information is required and must be maintained in a hard copy format in the permanent case file for each WIOA adult, dislocated

worker, National emergency Grant (NEG), National Dislocated Worker Grant and youth participant.

- Participant contact information
- A signed and dated copy of the WIOA Registration Form
- Copies of documentation of eligibility and criteria used for verification of eligibility
- Assessments (objective and basic skills) including a copy of the Educational Functioning Level test scoring sheets that show the date, total score, and grade level equivalent for each test
- Written notice of exit for an ineligible participant
- "Equal Opportunity is the Law" statement signed by the participant or a signed acknowledgement that the participant received a copy of this statement.
- ISS/IEP, or Educational Development Plan
- Signed Authorization for the Release of Information. All documentation with the participant's signature must be kept in paper format.
- Objective assessment results, including the name of the assessment instrument(s) utilized
- Credentials/Certifications
- Supporting Documentation for all Expenditures including Supportive Services and Incentives, if applicable.
- School Records, if applicable
- Work Experience Documentation, if applicable
- Exit/Performance Measure documentation

WIOA Participant file documents must be retained for seven years from when the document (or file) was created.

**B. Contents of a TANF YDP Participant file:**

All data files must contain the participant's application and verifications for the following items (see Appendix B and Attachment

- 1.SSN
2. PA residency
3. Citizenship status.
4. Personal monthly gross earned income.
5. Additional barrier (only for those determined income-eligible through residency in a high poverty area). For TANF YDP purposes, local staff should refer to WIOAs definitions for these barrier groups; and follow the existing state and/or federal acceptable documentation guidelines for the WIOA Youth Program.
6. Verification of activity. Examples include, where the youth was placed for work experience, activity flyer, attendance sheet, copies of pay stubs, time sheets, etc.
7. TANF YDP application.

8. Signed Authorization for the Release of Information. All documentation with the participant's signature must be kept in paper format.

TANF Youth Development documents must be retained for seven years from when the document (or file) was created.

### **C. Contents of EARN Case Records:**

The EARN service provider will create a confidential EARN Case Record. The EARN Case Record must be kept in a secure location with limited accessibility. Staff not associated with the EARN case may not have access to the EARN Case Record or narrative. The EARN service provider will document the following in the EARN Case Record narrative:

- date, time, and location of all EARN related contacts.
- purpose and outcome of all EARN related contacts.
- any changes in the client's conditions or circumstances.
- solutions offered and the client's responses.
- services and supports requested or provided.
- pertinent information received from the CAO.
- any other relevant information.

NOTE: The EARN service providers are required to document their narratives using the CWDS Create Case Progress Notes screen. Additionally, it is suggested to identify case notes with specific topics, for example "Incentives". The following documents should be maintained in the client's file and must be available for upload on DocuShare for validation purposes.

- AMR
- Service Plan
- Attendance Sheets, including make-up plans
- Job Search Logs
- Excused Absence Logs
- Release of Information Form
- Employment Verification Form (EVF)
- Verification of Retention EARN Program Policy and Procedures Manual 25
- Other Relevant Information

All documentation with the client's signature must be kept in paper format. Documents must be retained for a period of seven years.

### **IV. Expiration:**

Ongoing

### **V. INQUIRIES**



Questions should be directed to Susan R. Snelick at [ssnelick@ncwdb.org](mailto:ssnelick@ncwdb.org) or Pam Streich at [pstreich@ncwdb.org](mailto:pstreich@ncwdb.org) or 814-245-1835

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