

COMMONWEALTH OF PUERTO RICO
SOUTHWEST LOCAL WORKFORCE DEVELOPMENT BOARD, INC.

PUBLIC POLICY ON SUPPORTIVE SERVICES

Section 1. The Southwest Local Workforce Development Board, Inc. based on Public Law 113-128, Workforce Innovation and Opportunity Act (WIOA), creates the Public Policy on Supportive Services.

Section 2. Supportive services are those services that are necessary to enable an individual to participate in WIOA authorized activities. Services provided are: transportation, child care, dependent care, lodging, medical services, and payment based on need/NRP.

Section 3. Eligibility for supportive services (Statutory Reference: Federal Register, Sections 680.900 through 680.970)

1. Participation in career or training services, as referred to in Section 134(c)(2)(y)(3) of WIOA.
2. The individual has been unable to obtain supportive services through other programs that provide these services (WIOA Section 134(d)(2)(B)).
 - a. Request through certifications from government agencies that individuals are not receiving support services from such agencies and/or that at some point in time they applied for such assistance and did not qualify.
 - b. The Case Manager and/or Authorized Representative will be responsible for verifying and corroborating such information through visits and/or phone calls to both the agencies and the beneficiaries.
3. Supportive services will be provided only to participants when these services meet the needs to enable them to participate in WIOA Title I activities (Section 134(d)(2)(A) and Section 3(59)).

Section 4. Needs Related Payments (NRP)

Need-related payments/NRP provide financial assistance to adult participants and dislocated workers participants with the purpose of participating in training activities authorized by WIOA, Section 134(d)(3). Unlike other support programs, the participant to qualify for service he or she must be participating in training.

Section 5. Eligibility Criteria for need-related/NRP payments for the Adult (Section 680.940), Dislocated Worker (Section 680.950) and Youth (Section 681.570) Programs.

Adult Program

Adults should:

- a. Be unemployed.
- b. Not eligible for or have ceased to qualify for unemployment compensation.
- c. Be enrolled in a training program under WIOA, Section 134 (c)(3).

Dislocated Worker Program

- a. Being unemployed and:
 1. Is not eligible to continue receiving unemployment or Trade Adjustment Assistance (TAA) benefits (if you receive such assistance).

2. They are enrolled in training services program under WIOA, Section 134(c)(3), at the end of the 13th week after the most recent layoff, which resulted in a determination of the worker's eligibility as a dislocated worker or if after the 8th week after being notified that the short-term layoff does not exceed 6 months or;
- b. Be unemployed and not eligible for unemployment compensation or Trade Adjustment Assistance (TAA) benefits and who are enrolled in a training program funded under WIOA Section 134(c)(3).

Youth Program (Section 681.570)

Youth Support Services as defined in WIOA Section 3(59) are services that assist the individual to participate in WIOA activities. These services include, but are not limited to the following:

- a. Community Services Liaison.
- b. Transportation cost assistance.
- c. Assistance with child/dependent care costs.
- d. Housing cost assistance.
- e. Need-related payments/NRP.
- f. Assistance with educational testing.
- g. Provide suitable condition for persons with referred health care impairment.
- h. Assistance with uniforms or any other work attire and work tools including, but not limited to, eyeglasses or safety glasses, if necessary.

Section 6. Qualification Requirements for Support Services

1. The law authorizes supportive services to eligible economically disadvantaged youth ages 14 to 24. The 5% who are not economically disadvantaged may receive supportive services if they have certain barriers to completing school or employment.
2. Youth clients, in addition, must have one or more of the following barriers:
 - a. School dropout, deficiency in basic reading and writing skills.
 - b. Wanderers, runaways, or minors in foster/substitute care ("Foster Child").
 - c. Pregnant mother or parents with minor children.
 - d. Offender.
 - e. Individual who needs additional assistance to complete an educational program or to maintain employment.
3. Supportive services shall be for a duration equal to the length of the program, when warranted. It shall be the responsibility of the Case Manager to periodically monitor supportive services to discontinue them if necessary at any given time during the life of the program, as required by 20 CFR Section 680.920.
4. In addition, the procedure may also provide for any change to the established limit if a justification for such a change is provided.

Sección 7ma. Requirements to determine eligibility for the Support Service

Method: Objective Evaluation and Individual Service Strategy.

During the process in order to provide services to youth must include an objective evaluation of the educational, personal and supportive service history necessary to achieve the goal of WIOA participation. The Individual Service Strategy must be developed for each participant in the Youth Program.

Section 8. Application for Support Services

The Case Manager and/or Authorized Representative, upon identifying the support service required from the client will record it in the Objective Evaluation, will proceed to orient the client and request the documents required for the approval process of this service. At last, the Case Manager will complete the Application for Support Services (ALDLS-AP-061 Rev. March 2020).

The Case Manager will verify and certify the requested supportive service and record it on the Individual Service Strategy. This will be by visit to verify the need for the service when it is child care (AJC-AP-043 Rev. April 2017).

Section 9. Classification of Support Services

A. Transportation Financial Assistance

- Service that allows the participant to travel from his/her residence to the Employment and/or Training Center.
- In order to estimate the expense and/or payment for reimbursement to the participant, will be used as a reference the rate approved by the Public Service Commission in force shall be used as a reference.
- In those cases in which the participant has to move from his residence and it is located in a neighborhood or sector, to a station or stop of public carriers in the urban area; and from the station to the Employment and/or Training Center.

B. Child Care Financial Assistance – Dependents

1. This assessment identifies the person's need for child care as a possible barrier to employment. As a child care employment barrier, the following should be considered:
 - Childcare in regular homes - during morning and afternoon hours.
 - Child care during irregular hours - evenings, weekends, more than eight hours, early morning hours.
 - Sick child care - sick children who are unable to attend school or care centers.
 - Special needs child care - children with physical, emotional or mental conditions or impairments.
 - Alternate child care - other alternatives to be considered in case of need.
2. Participants whose family composition (according to Form ALDLS-MIS-041 Family Composition) includes minors are offered child care services.
 - The ages for considering an individual as a minor shall be between newborn to sixteen (16) years of age.
3. Required Documents
 - a. Application for Child Care Services (ALDLS-AP-061 Rev. March 2020).
 - b. Copy of the dependent child(ren)'s Birth Certificate(s).
 - c. If they are students, a school certification issued by the Principal of the School where the child attends is required. The school certification will be used for verification of the child's entrance and exit at the school to determine the payment for the service. The hours of employment and/or training will also be taken into consideration.
 - d. Identification of the person who will provide the child care service.
 - e. Letter of approval describing the amount to be awarded, including the name of the Service Provider, who is to be paid for the service and the approved period of time for child care (AJC-AP-058 Rev. April 2017).

- f. If the Service Provider is from a Private Institution, approved by the Department of the Family, three quotes are required.
4. Monthly child care allowance - dependents.
 - a. Child care services will be paid based on: number of children and the number of hours required to provide the service.
 - b. Participants whose children require care for four (4) hours or less per day will be reimbursed as follows:

<u>Number of Children</u>	<u>Bi-Weekly Assignment</u>
1	\$ 120.00
2	145.00
3	170.00

- a. In cases where the participant's children require care for more than four (4) hours or more per day, the reimbursement will be:

<u>Number of Children</u>	<u>Bi-Weekly Assignment</u>
1	\$ 150.00
2	175.00
3	200.00

5. Payment Procedure for the Service

Payment will be in the name of the person providing the service and will be by direct deposit. You will need to complete the following forms: ALDLS-AP-081 Rev. August 2012, ALDLS-AP-019 Rev. March 2020, ALDLS-AP-083 Rev. August 2012, ALDLS-AP-054 Rev. April 2017, ALDLS-AP-060 Rev. August 2012, for invoice and payment disbursement.

6. Responsibilities

The Case Manager and/or Authorized Representative will be responsible for providing the required follow-up to the agreed service, verifying the accuracy of the services to be reimbursed on a monthly basis.

C. Dependent Care Financial Assistance

1. Financial compensation provided to participants who have dependents, residing in the participant's home, who are disabled or unable to care for themselves (disabled and/or aged 60+) and who require caregiver service to participate in WIOA authorized activities. The service will not be authorized when provided by a family member or person residing in the participant's home. WIOA will verify if the service is available through other programs. Evidence will be placed in the participant's file of the efforts made to determine the availability of services.
2. A stipend will be granted per day attended to the program activity, per family nucleus. In addition, it will be subject to age verification and services available in the community in accordance with the general rules of this policy.

3. Support services for the care of disabled dependents and/or elderly persons (60+) will be subject to the following conditions and may be recommended:
 - a. Evidence that the dependent (person with impairment and/or elderly) is unable to fend for him/herself to perform living activities;
 - b. Evidence that the participant is the caretaker of said dependent;
 - c. Necessity of the care service for such dependent to make effective participation in the program feasible;
 - d. Evidence that the service is not available or cannot be obtained free of charge from community providers;
 - e. Original birth certificate of the dependent (copy to be made part of the file)
 - f. Three (3) quotes for dependent care service;
 - g. Contract with the Care Center or individual who will provide the care service.
4. Payment will be in the name of the person providing the service and will be by direct deposit. You will need to complete the following forms: ALDLS-AP-081 Rev. August 2012, ALDLS-AP-019 Rev. March 2020, ALDLS-AP-083 Rev. August 2012, ALDLS-AP-054 Rev. April 2017, ALDLS-AP-060 Rev. August 2012, for invoice and disbursement of payment.
5. This service requires initial verification, quarterly and monthly certification of the service provided, which will be verified. It also requires verification of the facilities to verify compliance with the established criteria.
 - a. Interview the person who will be caring for the dependent. If the service provider is an individual, the following documentation must be submitted:
 - i. Social Security card (caregiver) for validation only.
 - ii. Criminal Record Certificate (caregiver)
 - iii. Health Certificate (caregiver)
 - iv. Law 300 Certificate (caregiver)
 - v. Copy of Identification with photo (caregiver)
 - vi. Evidence of Residence (water or electricity bill)

Ensure that the individual or Care Center has the appropriate licenses and certifications and include a copy of these in the participant's file.

- b. It will guide the service provider on the payment process, its responsibility and the amount and frequency of payments.
 - c. The service provider shall notify the appropriate agencies of payments received for services provided as required by law.
- D. Per Diem Financial Assistance
- Service to be offered to participants in the Adult, Youth and Dislocated Worker Programs to cover expenses incurred for breakfast, lunch and any other per diem related expenses.
 - Any participant who is appointed to a workshop (Pre-Vocational, Job Search Assistance) will be offered the following incentive.
 - a. Adult and Dislocated Worker Participants:
 - You will be paid forty dollars (\$40.00) per day attended.

For Adults and Dislocated Workers

- Forty dollars (\$40.00) per day attended will be paid to any participant who was named in an activity.

For Youth

- In School Youth participants will be paid forty dollars (\$40.00) and Out of School Youth will be paid forty dollars (\$40.00) per day attended.
- When circumstances warrant, the Executive Director may authorize payment in an amount greater than the above limits. For such purposes, he/she shall issue an explanatory memorandum considering the amount to be paid and the justifications that have been considered for such action.
- Payment will be made taking into consideration the days attended by the participant to the training activity, as stated in the Bi-Weekly Attendance Sheet. If the participant does not attend the total number of hours authorized per day, payment will be made for the daily hours of training attended.
- A participant will not be paid for training activities that he/she does not have economical revenue for unexcused reasons. Evidence justifying the absence will be required and will be included as an attachment to the Attendance Form.

D. Health Services Assistance

- These services are offered to participants who have a health condition and cannot afford to see a primary care physician. If special services are required, the Case Manager and/or Authorized Representative refers them to the State Health Services.
- Coordinate with various specialties to evaluate cases and submit bills to the Local Area. Coordination will be made with family physicians, dentists, ophthalmologists and laboratories.
- In order for the participant to receive this service, a service request form will be completed and the regular procedure will be used.
- Once the service request is approved, the Case Manager and/or Authorized Representative, using Form ALDLS-AP-056 (Physician Referral Letter) will proceed to refer the participant to the physician or health care provider previously coordinated. The Case Manager will follow up on the health service provided to the participant.
- The health care provider will send the corresponding invoice along with a copy of the referral letter to ALDLS.
- The invoice will be processed to the ALDLS Program Area, for pre-intervention and payment in the Finance Area according to the regular procedure.
- Once the service request is approved, the Case Manager and/or Authorized Representative, using Form ALDLS-AP-056 (Physician Referral Letter) will proceed to refer the participant to the physician or health care provider previously coordinated. The Case Manager will follow up on the health service provided to the participant.
- The health care provider will send the corresponding invoice along with a copy of the referral letter to ALDLS.
- The invoice will be processed to the ALDLS Program Area, for pre-intervention and payment in the Finance Area according to the regular procedure.

F. Financial Assistance in Lodging

- Lodging and lodging services will be offered to those participants whose training center is located outside of their municipality and whose training schedule prevents them from regularly attending training or who have problems in obtaining transportation from their residence to the training center and vice versa.

- Lodging expenses will be paid by reimbursement upon presentation of commercial invoices, receipts and corresponding evidence such as: participant's certification of services received, copy of the training Attendance Sheet, monthly verification report of services received.
- Payment will be made to the service provider subject to the provisions of the Agreement. The monthly amount to be paid will fluctuate according to quotations. The Executive Director may authorize payment in an amount greater than the above limits.
- For such purposes, he/she shall issue an explanatory memorandum considering the amount to be paid and the justifications that have been considered for such action.
- Private residences of immediate family members (parents, grandparents, siblings or aunts and uncles) will not be authorized as places of lodging.

G. Financial Assistance Authorization

- The amount allocated in financial assistance for child care - dependents, per diem and lodging was determined according to the budget allocated to ALDLS.

H. Individual and/or Family Counseling Assistance

- The Case Manager and/or Authorized Representative will identify through assessment the specialized service required by the participant and/or family as needed. If this is for drug and/or alcohol abuse, the procedure to be used will be the same as for health services.
- The participant will be referred to specialists on a case-by-case basis. Following the participant's decision, quotes will be obtained from potential service providers. Once the service provider is selected, the participant will be referred for care. The Case Manager will follow up on the corresponding case.
- If additional visits are needed, the case will be re-evaluated by the Case Manager assigned to ALDLS.
- The limit of visits to the physician/specialist by the participant will be a maximum of three (3).
- If no alternatives are identified, this officer will proceed to complete the service request through the interview and submit it for approval. Once the requested service is approved, the Case Manager will proceed to refer the Client with Form ALDLS-AP-056 (Medical Referral Letter).
- The Case Manager will perform the corresponding follow-up. The specialist will be asked to provide a diagnosis of the participant's case and this will be documented in the Case Manager's file in the participant's follow-up. The service provider will be required to visit the ALDLS and the acquisition of the required equipment and/or material will be discussed according to the evaluation and the need presented by the client. Also, the procedure will be oriented to the specialist.
- This documentation will become part of the client's file. The Case Manager will perform the corresponding follow-up.

Section 10. This Public Policy shall become effective immediately upon approval by the Local Board and replaces the previous Public Policy.

In San Germán, Puerto Rico, this 1st day of February, 2021.



Roque Abad Ramírez Palermo, WDB Local Board Chairman