



**GUAM WORKFORCE DEVELOPMENT BOARD
RESOLUTION NO. 2017-001**

**A RESOLUTION RELATIVE TO THE APPROVAL OF THE AMENDMENT OF THE GWIB
POLICY NO. WP-SOP-003, AS AMENDED ON DECEMBER 11, 2012**

WHEREAS, the Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, reauthorizing the Workforce Investment Act (WIA) of 1998; and

WHEREAS, the Older Americans Act (OAA), which authorizes the Senior Community Service Employment Program (SCSEP) requires that the SCSEP be a part of the One-Stop Delivery System; and

WHEREAS, the Guam Department of Labor through the Disabled Veterans Outreach Program (DVOP), is committed to serving transitioning service members, veterans, and their families by providing resources to assist and prepare them to obtain meaningful careers and maximize their employment opportunities; and

WHEREAS, a key principle in the WIOA is to provide local areas with the authority to make policy and administrative decisions with the flexibility to tailor the workforce system to the needs of its community; and

WHEREAS, The Guam Department of Labor is the administering entity of the Workforce Innovation and Opportunity Act funded programs, the Senior Community Service Employment Program (SCSEP), and the Disabled Veteran's Outreach Program (DVOP), as authorized by Executive Order 2015-01; and

WHEREAS, Guam's Combined State Plan for Program Year 2016-2019, requires that within the platform for delivery of services at the Guam American Job Center, all customers to the Guam American Job Center (AJC) shall be assessed to determine their employment barriers and supportive service needs; and

WHEREAS, in order to ensure maximum flexibility, the Guam Department of Labor will make available supportive services to customers of the Guam American Job Center (AJC) through arrangements with other human services agencies in order to prevent duplication of resources and services. Where community resources are not available to provide the supportive services as identified in a participant's CSP, the Guam Department of Labor may provide supportive services according to the Guam Workforce Development Board (GWDB) Supportive Services policy, which will be based on funding availability for the respective funding streams.

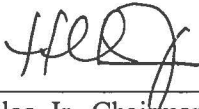
RESOLUTION

NOW, THEREFORE, BE IT RESOLVED, that the Guam Workforce Development Board (GWDB) adopts the amendment of WP-SOP-003, WIOA Title IB Statewide Supportive Services and the supportive services authorized by the Older Americans Act (OAA) and the Disabled Veterans Outreach Program (DVOP), and shall supersede any prior Supportive Services resolution or act of the Guam Workforce Development Board or the former, Guam Workforce Investment Board, which may be inconsistent with or duplicative of the provisions of this resolution.

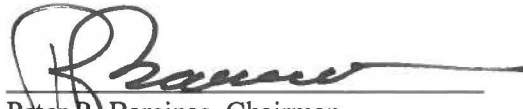
Adopted this 5TH day of April, 2017.

ATTESTED:

For the GUAM WORKFORCE DEVELOPMENT BOARD




Frank Blas, Jr., Chairman, GWDB



Peter R. Barcinas, Chairman
Planning & Coordinating Committee

**GUAM WORKFORCE DEVELOPMENT BOARD
GUAM DEPARTMENT OF LABOR**

APPROVED	RESPONSIBILITY	ORIGINATION DATE	NUMBER	PAGE
 Frank F. Blas, Jr. Chairman Guam Workforce Development Board	Guam Department of Labor	October 10, 2005 Amended Date December 11, 2012	WP-SOP-003 Amended	1 of 5
<p>TITLE: Statewide Supportive Services The Workforce Innovation and Opportunity Act (WIOA) Title IB <i>and</i> Older Americans Act (OAA)</p> <p>This policy supersedes WP-SOP-003 amended December 11, 2012, originating October 10, 2005</p>				

I. PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) define Supportive Services as those services necessary to enable individuals to participate in career or training activities. This Policy provides guidelines for administering Supportive Services based on the WIOA for Adults, Dislocated Workers (DW), and Youth. This policy will also establish the Supportive Services guidelines and requirements for the Senior Community Service Employment Program (SCSEP) participants as authorized by the Older Americans Act (OAA) and the Disabled Veterans Outreach Program.

Supportive Services may include transportation, childcare, dependent care, housing, and needs-related payments. The extent of Supportive Services provided will vary based on the customer's needs and the region's availability of funds and resources.

II. GENERAL PROVISIONS

Supportive services may only be provided to customers who are participating in career or training services and are unable to obtain the services through other programs that provide such services.

Supportive services may only be provided after it has been determined such services are necessary to enable the customer to participate in Workforce Innovation and Opportunity Act (WIOA) activities or activities authorized by the Older Americans Act (OAA).

Supportive services may only be provided after it has been determined the customer is unable to obtain supportive services through other programs providing such services.

Supportive services are not an entitlement, but are based on needs of the customer.

Supportive Service payments are made on a case-by-case basis only when it has been determined necessary and reasonable. Due to funding limitations, Supportive Services are the last resort. All other sources of funding must be sought first. The Guam AJC shall coordinate with other entities, as well as provide referral to similar services, to ensure non-duplication of resources. All coordination and referral services must be documented in the participant file and in the VOS case notes.

III. ELIGIBILITY

Adults, Dislocated Workers (DW), Youth

WIOA funds allocated may be used to provide supportive services to adults, dislocated workers, and youth who:

1. Are participating in career or training services; and
2. Are unable to obtain supportive services through other programs providing such services; and
3. Are in need of supportive services to enable and/or maintain the individuals to participate in career or training activities; and
4. Have been determined unable to obtain supportive services through other programs providing such services.

Senior Community Service Employment Program (SCSEP) Participants

The Older Americans Act funds allocated may be used to provide supportive services to SCSEP participants who:

1. Are participating in community service work-training assignment; and
2. Are unable to obtain supportive services through other programs providing similar services; and
3. Are in need of supportive services to enable and/or maintain participation and/or continuation in community service work-training assignment; and
4. Have been determined unable to obtain supportive services through other programs providing such services.

IV. SUPPORTIVE SERVICES PROCESS

Before granting supportive services to a customer, the following must be adhered to:

- Assist customer in identifying non-WIOA resources; if alternative resources are not available, refer customer for supportive services. This activity must be documented in a VOS case note and a copy of referrals kept in customer's file;
- The IEP, demonstrates the need for supportive services request as a barrier to employment;
- If the customer has previously received supportive services and is returning for additional services, ensure all receipts have been returned and validated;
- Upon completion of the above requirements a referral for supportive services may be approved and documented in a VOS case note;
- Complete the supportive services Form;
- Document services in the VOS, when supportive services have been delivered and completed;
- The case note must include at minimum: the cost of the service, service provided, non-WIOA resources identified and the outcome, grant funds used to pay for services, and the total to date the customer has received in supportive services assistance.

Time Limitations: Supportive services may be provided during participation in the career and/or training services.

- For Adults and Dislocated Workers, if it is determined to be necessary to enable the participant to participate in WIOA activities.

- For Youth, up to 12 months during follow up, unless the youth participant declines to receive follow-up services or the participant cannot be located or contacted.
- For SCSEP participants, after it has been determined necessary to enable the participant to participate in activities authorized under the SCSEP, and up to 12 months during follow up if the participant has achieved unsubsidized employment and it has been determined that supportive services is necessary for the participant to remain on the job.

Approval Authority: Supportive services are not automatic or guaranteed; they are based on the customer’s need and necessity to enable the customer to participate in approved programs and only when similar services are unavailable within the community. The participant’s need and necessity of the supportive service must be documented in the participant’s case file and VOS case notes; and for participants enrolled in individualized career or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Cost Considerations: The cost of supportive services must be both reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. The exception to this is a Needs Related Payment.

Lifetime Limits – Supportive Services

FUNDING STREAM	PER PROGRAM YEAR	MAXIMUM LIFETIME (3 PYs)
Youth	\$1,000.00	\$3,000.00
Dislocated Worker	\$2,000.00	\$6,000.00
Adult	\$2,000.00	\$6,000.00
SCSEP	\$1,000.00	\$2,000.00

Approval to Exceed Limitation: In some instances, there may be a need to exceed the limitations specified by this policy. In such cases, the Director or Deputy Director may approve actions to exceed established limitations. Requests to exceed limitations will be forwarded to the Director, or in the absence of the director, the Deputy Director for approval and shall include:

- Participant Name and last 4 digits of their Social Security Number, and;
- Identification of the additional supportive services needed and approximate cost, and;
- Justification for request, including documentation of need and the activity it supports, and;
- Current participant activity status, and;
- Documentation of previous funds expended.

Other Supportive Services: It is not feasible for this policy to describe all potential supportive services that may be delivered by the Guam American Job Center (AJC). If a case manager encounters a situation requiring supportive services and the supportive service is not addressed in this policy, the case manager is to follow the steps described above to request approval from the Director of Guam Department of Labor.

The Director will evaluate the request on a case-by-case basis and either approve or disapprove the request for additional supportive services within seven (7) working days.

Documentation and Receipt Requirements

Supporting documentation, for purposes of this policy, refers to the appropriate and necessary verification needed to substantiate the need to provide supportive services to participants before a service is provided. Additionally, receipts must contain enough information so that a monitor or auditor can determine the validity of the receipts. At a minimum, a receipt shall contain:

- Name, address, and telephone number of the company or service provider;
- Date of service or services;
- What was purchased or what service was provided; and
- Amount of the service.

Original receipts are required for each supportive services provided. Failure to return appropriate documentation and/or receipts shall result in suspension of supportive services to the participant until such receipts and/or documentation is provided.

In the event that a previously enrolled and returning customer failed to provide receipts, the case manager shall have the authority to determine whether to allow the provision of supportive services.

If the participant fails to return receipts within thirty (30) days after supportive services are provided, the case manager must:

- Inform the participant that no further supportive services will be provided until the receipts are received in full and verified to substantiate supportive services;
- Notify the program manager of the outstanding receipts; document in the participant file and VOS case note that no further supportive services will be processed for the participant until the receipts are collected.

V. CATEGORIES OF SUPPORTIVE SERVICES AND LIMITS

The following are categories of supportive services that may include, but are not limited to:

A. Transportation Assistance

Transportation assistance is allowable for Adults, Dislocated Workers, Youth (OSY), and SCSEP participants. Transportation assistance may include the payment of bus fare or mileage reimbursement. Mileage may be paid with WIOA funds for Adults, DWs, and/or Youth (OSY), OAA funds for SCSEP participants, or DVOP funds, respectively, at the current IRS mileage reimbursement rate per mile and shall not exceed \$6.00 per day.

Bus fare limits are as follows:

- Seniors/Disabled: NTE \$5.00/wk or \$20.00/mo.
- Others: NTE \$15.00/wk or \$55.00/mo.

B. Educational/Employment Testing Fees

License/Certification fees are allowable for Adults, Dislocated Workers, Youth, SCSEP, and DVOP participants only when the expense directly relates to a condition of employment, and/or meet the participant's career, training, and/or education activities. This must be included in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

C. Other Fees

The following fees may be allowable for Adults, Dislocated Workers, Youth, SCSEP, and DVOP participants and are subject to change:

Police Clearance	\$15.00 for each employment
Court Clearance	\$10.00 for each employment
Traffic Clearance	\$5.00 for each employment
Health Certificate	\$25.00 for each employment Includes \$10.00 to DPHSS, \$15.00 to GCC for Health Certificate Workshop.

D. Career Wardrobe, Tools, and Equipment

This supportive services assistance is allowable for Adults, Dislocated Workers, Youth (OSY), SCSEP, and DVOP participants, and will only be used in situations where a participant is in need of specific clothing items, tools, or equipment required by employers, training providers, or required for job interviews.

Supportive Services for Career Wardrobe may be provided through a voucher system for those customers and participants who have been determined eligible. Such clothing must be job-appropriate.

Career Wardrobe, Tools, and Equipment supportive service payments may be limited to a maximum of up to \$250.00 per participant, annually.

E. Driver’s License/Guam ID

This is an allowable supportive service that may be used to assist Adults, Dislocated Workers, Youth (OSY), SCSEP, and DVOP participants in obtaining a Guam driver’s license and/or Guam identification card in order to participate in WIOA or SCSEP activities and/or improve employment opportunities.

Classroom hours	Up to \$80.00 per participant
Driver’s exam	Up to \$60.00 per participant
Written exam	Up to \$25.00 per participant
Driver’s license	Up to \$25.00 per participant
Guam ID	Up to \$25.00 per participant

F. Childcare/Dependent care and fees

This is an allowable supportive service that may be used to assist Adults, Dislocated Workers, Youth (OSY), SCSEP, and DVOP participants.

Childcare reimbursable costs:

- 0-6 years old - up to \$100/wk;
- 7-10 years old - up to \$34/month (based on \$100 quarterly fee for DEED).

Childcare fees that may be paid:

- Registration Fee: One-time fee of up to \$100
- Annual Fee: Annual fee of up to \$100

For dependent care for those who are legal caregivers of parents or grandparents, appropriate referral to Division of Senior Citizens, Department of Public Health.

Note: All Childcare Centers’ annual registration fees and other related fees are subject to change.