WORKFORCE SOLUTIONS TEXOMA POLICIES & PROCEDURES

CHAPTER 8 PROGRAM SERVICES

SECTION 15 SUPPORT SERVICES

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8.15.1 GENERAL

This manual contains procedures for administering support services for customers of the Texoma Workforce Centers. Support services are allowable for customers of the Workforce Investment Act (WIA), CHOICES, Food Stamp Employment and Training (SNAP E&T) and Reintegration of Offenders (RIO) programs.

8.15.2 POLICY

Workforce Solutions Texoma representatives are responsible for correct, timely preparation and submission of support services documents. The Fiscal Department (fiscal) of the Workforce Solutions Texoma (the Board) manages requests and maintains record files on all expenditures relating to support services. The Board Fiscal Department determines reimbursement rates for allowable activities, which may be the actual cost, a per unit cost, or other reimbursement rate methodology based on funding availability. The Board Fiscal Department shall provide written notification of any changes in reimbursement rates to the Contractor and Board Monitoring Department. Workforce Solutions Texoma Contractor (the Contractor) is responsible for documentation and disbursement of funds as well as maintenance of files to support the disbursements. Customers in training services who have not applied for student financial aid will not be considered for support services until they apply for aid **unless** the training or activity does not have aid available. Requests for exceptions to policy in this manual will be addressed in writing on a case-by-case basis to Board management.

All customers are required to be actively participating in their enrolled activity in order to receive support services. When a customer is not participating in their enrolled activity, all support services shall be terminated **immediately** upon notification to the contractor. Immediately is defined as the first time a customer misses an appointment or scheduled activity without good cause or notification to the career specialist, or the first time the career specialist is unable to reach the customer at any of the provided addresses or phone locations, such as through employment, family, or at home. Support services should be terminated within one business day of the above occurrence(s).

The contractor must exhaust all other resources available before workforce program funds are expended. Additionally, the contractor must identify an unmet need to justify the support service, must rationalize the need for support service, and must identify a budget plan for the customer to sustain after the support service is no longer available.

All support services are limited based on available funding. All maximum support amounts and services shall be reviewed at least annually with the fiscal budget to ensure the availability of funding. All amounts and service availability are subject to change with notification from the Board. Payment may not be authorized for deposits, fines, or penalty fees.

In addition to required documentation for supportive services as noted in this policy, all receipts must be signed by the customer. Original receipts are required to be forwarded to the Board with a copy retained in the customer file.

Unless stated otherwise, support services are to be paid in advance through encumbering funds and sending a voucher to the Board. The Board Fiscal Department will then cut a check to the customer. However, in some instances, due to an emergency need or program design, support services may be paid out of petty cash funds, either through an advance or as reimbursement. When petty cash funds are disbursed, all petty cash procedures, including verification of customer eligibility, documentation of disbursement, and maintenance of petty cash records, as stated in WST Support Services Policy must be followed.

8.15.2.1 REPORTING LOST, STOLEN, OR MISSING FUNDS

All petty cash funds that are reported or discovered missing, whether through reported theft, customer loss, or any other means, must be reported to the Board Financial Officer. The definition of "funds" includes any cash, TAPS tickets, or Cards. The Board Financial Officer will determine the best avenue to take in replacing missing funds. If funds are determined to be stolen, a police report must be filed and a copy forwarded to the Board Financial Officer. Customers who report they have lost petty cash funds will be required to submit a signed affidavit describing the circumstances of the loss and justifying why they require the lost funds to be replaced prior to re-issuance of said funds. However, the Board Financial Officer must approve any re-issuance of lost funds.

8.15.3 ALLOWABLE SUPPORT SERVICES

8.15.3.1 DIRECT DEPOSIT OR DEBIT CARD

Participants being reimbursed/paid for travel or other support services shall be paid only by direct deposit or by debit card (by Chase Bank). Contractor staff must provide the Fiscal Department with a form that identifies what payment type the participant chose with the information needed to set up the account. Participants will receive debit cards within 7 to 10 days of account creation and the participant is responsible for the account. A check will be issued in an emergency situation if the participant has not received their debit card.

The direct deposit/debit card requirement does not prohibit WST contractor from utilizing petty cash funds as needed for TANF/Choices, SNAP, and Project RIO participants.

8.15.3.2~~1~~ CAR REPAIR, REGISTRATION AND INSURANCE

Guidance offered in TA Bulletin 178, Change 2, WD 27-10, and subsequent policy clarifications, identify that costs associated with automobile ownership and operator taxes (tag, title, vehicle registration, license plates, etc.) of SNAP E&T customers are not allowed unless SNAP E&T customers enter full or part time employment (TA Bulletin 178, Change 2). If SNAP E&T customers enter full or part time employment, transportation services are allowable to help customers retain employment. For additional information on allowable transportation support services, service provider is referred to TA Bulletin 178, Change 2.

8.15.3.2.1~~1.1~~ REPAIR

Assistance with car repairs, including batteries, tires, general maintenance and repairs, may be provided to assist a customer to retain employment or complete training. A cost limit of $500.00 maximum amount may be authorized with final approval for this amount from the contractor. A maximum of $100 towing charges per occasion can be included in the allowable limit. The contractor shall require the customer to seek other funding sources to pay for part of the cost. If not paying the full amount, the contractor must ensure that the customer has the balance of the cost of repair before releasing program funds. Depending on available funding resources, this amount may be increased under extenuating circumstances and only with written Board approval.

- The customer must provide proof of ownership of the vehicle, proof of valid drivers license, and proof of insurance. If the customer does not own the vehicle, a signed statement from the vehicle owner stating that the customer has use of the vehicle for employment-related purposes can be forwarded to the Board with appropriate ownership documentation. In addition, customers must sign a Hold Harmless Agreement, which must be forwarded to the Board prior to repairs being made.
- A minimum of three original estimates from established businesses are required for amounts over $500.00 and should be obtained by the customer. The least expensive bid is customarily selected; however, with valid documented justification, the customer may choose the most appropriate bid based on specific circumstances.
- Payment shall be made to an established business for the cost of repair.
- A receipt must be obtained and signed by the customer with the original being forwarded to the Board with the Petty Cash Report and a copy being maintained in the case file.

8.15.3.2.2~~1.2~~ REGISTRATION/SAFETY INSPECTION

The customer must provide proof of vehicle ownership prior to the release of program funds, or a signed statement from the owner, as referred to in 8.15.3.1.1 above.

- The customer must have a valid driver's license and not be restricted from obtaining a drivers license or from driving for any legal reason.
- Payment for car registration and/or safety inspection fees may be made in advance or as a reimbursement. The original, signed receipt is to be forwarded to the Board with a copy retained in the customer's file if payment is made via petty cash funds.

8.15.3.2.3~~1.3~~ INSURANCE

Insurance costs may be authorized to assist the customer in maintaining legal minimum insurance coverage to either seek/keep employment or complete training. This cost may be made as a start up or emergency payment. The customer must:

- Provide proof of vehicle ownership, or a signed statement as referred to in 8.15.3.1.1 above.
- Provide an original copy of the insurance policy and the cost to be paid.
- If the customer does not have a current policy, the customer must obtain three (3) quotes.
- Insurance support service will not exceed three months of assistance.
- If payment is made via petty cash funds, the original, signed receipt is to be forwarded to the Board with a copy retained in the customer's file. Insurance premiums paid via the voucher process do not require a signed receipt.

8.15.3.2.4~~1.4~~ DRIVERS LICENSE / State of Texas ID

The cost of a driver's license or State of Texas ID may be paid in advance or as a reimbursement to assist the customer to legally operate a motor vehicle. WFC staff must verify that the customer must NOT be legally restricted from having a valid driver's license prior to authorizing payment for same. If payment is made via petty cash funds, the original, signed receipt or copy of the temporary driver's license is to be forwarded to the Board with a copy retained in the customer's file. Payments made via the voucher process do not require a signed receipt.

Driver's Education courses are not reimbursable expenses.

8.15.3.2 CHILD CARE

There are several ways a customer may receive child care assistance, either through CCDF child care, American Recovery and Reinvestment Act (ARRA) funds or through workforce program funds.

All customers requesting child care will be assessed for CCDF or ARRA child care. While eligibility is being determined, the customer may receive workforce program funded child care for up to 30 days. If the customer is not eligible for CCDF or ARRA child care or there are no CCDF or ARRA funds available, the customer can receive workforce program funded child care services.

Once workforce customers are deemed eligible for CCDF or ARRA child care, they will remain in that funding unless they become ineligible or funding is no longer available. Contractor is instructed to review child care policy/procedures for continuing care during school breaks and holidays (i.e., suspending care). In addition, CCDF and ARRA care must be re-determined and terminated according to CCDF Rules and WST Policies. Under no circumstances will CCDF or ARRA care be transferred to workforce child care simply in order to terminate care. Children in care in CCDF or ARRA funds must follow the CCDF Rules and WST Policies for terminating care.

8.15.3.2.1 Choices Child Care

Choices customers receiving Choices child care must follow procedure indicated at 8.15.2 above which states that child care must be terminated **immediately** when customer is discovered to not be participating in allowable activities.

8.15.3.2.2 WIA Child Care

In accordance with 8.15.3.2, WIA customers requiring child care will be funded through WIA program funds for a period of 30 days in order to determine if they are eligible for CCDF or ARRA funded child care. WIA customers who have been determined to be eligible for CCDF or ARRA funded care will be treated as Income Eligible customers and all suspensions, terminations, etc. will follow guidelines stated in 8.15.4 above.

However, WIA customers who are receiving WIA program funded child care will follow WIA program guidelines in suspending or terminating child care services. Child care must be suspended in the event that a WIA customer is not participating in allowable activities for a period of 5 or more working days, such as spring break. However, child care does not need to be suspended in the event the break is scheduled for less than 5 working days. An exception to this policy is allowed for a child placed in a regulated child care facility. If there is documented evidence that the child will loose their place at a regulated facility due to suspending care for 5 -10 working days, then care can be continued for up to 10 working days in order to hold the child's place at the regulated facility. "Documented evidence" can be in the form of an e-mail, fax, or hand-carried letter from the regulated provider and must be placed in the WIA customer's file. In any event, under no circumstances will WIA-funded child care be provided for breaks in allowable activities lasting more than 10 working days.

8.15.3.2.2.1 Special Circumstances – Youth Internships

Due to the short-term nature of Youth Internships, all child care for these customers will be provided using WIA Child Care funds. Interns must be actively involved in 25 hours or more per week to receive, or continue to receive Child Care. These 25 hours may be a combination of work hours at the assigned worksite and other allowable activities, such as GED preparation.

Child care services cannot be provided to customers who elect to use a child care provider that is not in Cooke, Fannin, or Grayson counties, without prior approval from WST. Payment, attendance requirements, and provider policies can be found in WST Policy, Chapter 8, Section 4 Child Care Services Policy and Procedures and TWC Rules Chapter 809.

8.15.3.3 GED PAYMENT

GED exam costs may be paid for workforce center customers who have demonstrated readiness to take the exam. Readiness is demonstrated by monitored progress in an adult education program or by attaining sufficient scores on the official GED practice test.

In order for the customer to be reimbursed for the cost of the GED exam, receipt of payment and of taking the exam, and a completed voucher request must be provided to the Board for processing. For CHOICES, SNAP E&T and RIO only, payment for taking the GED exam may be made by Petty Cash Support Service funds upon approval of WFC Contractor Management. In such instances, the Petty Cash Request form will be used to process the payment. Original, signed receipts shall remain with the Petty Cash Request or Voucher Request form and copies maintained in the customer file.

8.15.3.4 HEALTH / MEDICAL SERVICES

WIA, SNAP, and RIO may pay medical/dental exams, immunizations, and tests **required** by a school to participate in a training activity or to secure an offer of employment. The customer must be enrolled in an allowable activity before these services will be paid. While no dollar limit is imposed, payments must be reasonable and customary for the service. School-sponsored accident insurance, even if a required enrollment cost, will not be paid under support services unless specifically required by the training provider. Medical or dental services **will not** be paid for CHOICES customers.

8.15.3.5 HOUSING

Emergency housing assistance is allowable for persons considered homeless or facing immediate eviction from current residences and who cannot attend workforce program activities without living arrangements.

Homeless customers may be placed in a temporary housing, such as area motels not to exceed a period of two weeks. The selected area motel must have prearranged rates with the Board.

Customers facing immediate eviction from current residences may receive rental assistance one month at a time not to exceed three months. Mortgage payments are excluded from housing assistance.

Total housing assistance may not exceed $500.00. Other situations will be handled on a case-by-case basis and require approval of from the Board.

8.15.3.6 INCENTIVES

Customers may receive benchmark incentives in their enrolled activity based on the customers' success as outlined in their employment plans/service strategies and available funding. The contractor has the right to refuse payment requests made by the customer based on assessment of the customer's given situation or to only offer a partial amount. Per WD 27-08, WST will work with Service Provider to develop a menu of nonmonetary incentives to offer Choices and WIA participants that are eligible and that achieve or exceed goals of the program. Service provider will develop procedures that provide guidance on the specific use and accurate documentation of nonmonetary incentives. Additionally, procedures developed should identify eligible participants, establish time frames for attaining achievements and strategies for issuing nonmonetary incentives.

All incentives must be documented in TWIST under supportive services in accordance with WD 27-08, change 1, including documentation of the start date, achievement start date, planned end date, end date, actual amount, and comments to note the date the nonmonetary incentive was disbursed and the purpose of the payment.

In accordance with WD 53-09, and TWDB Fiscal Policy, a clear separation of duties must be maintained for those issuing and disbursing non-monetary incentive cards. WST Workforce Center Operator will ensure that controls are in place to monitor all incentives on hand and disbursement of same, with customer signatures being maintained on file for all incentives disbursed. WST Workforce Center Operator will also ensure that a procedure is established to comply with WD 53-09 in the area of performing a physical inventory of all incentives at the beginning and end of each business day with reconciliation occurring on an at least monthly basis. All incentive cards will be maintained in a secured and locked area with limited staff access.

8.15.3.6.1 CHOICES PARTICIPATION

Choices customers may receive a one-time work related nonmonetary incentive to encourage participation in job search and job readiness activities and assist with related job search preparation. See 8.15.4.1, Start-Up Cards, for information on disbursing this incentive.

Choices customers may receive nonmonetary incentives for benchmarks achieved as outlined in their Individual/Family Employment Plan. Nonmonetary incentives are disbursed as outlined on the Earned Reward Card Form.

8.15.3.6.2 Earned Rewards Cards

Disbursement of nonmonetary incentives in the form of Earned Reward Cards will follow the same procedures outlined at 8.15.4 at both the Board and Contractor level for documenting the Card Number and PIN prior to disbursement. In addition, WST Fiscal Department will add verbiage to the card that it must not be used for alcohol, tobacco, or firearms purchases. Cards will be kept in a secure location at all times. The customer must sign a document, either the Customer Voucher Check/PO Register or a photocopy of both the front and back of the card, prior to receipt of the card.

8.15.3.6.3 WIA PARTICIPATION

WIA customers may receive nonmonetary incentives only for achieving or exceeding program goals, such as entering employment, retaining employment, participating full-time in a subsidized or unsubsidized internship, or attaining a credential or certificate. As per WD 27-08, Change 1, non-monetary incentives will be given to participants in the form of prepaid merchant gift cards with a no cash-back option.

8.15.3.6.4 CHOICES/PROJECT RIO ENTERED EMPLOYMENT

Project RIO and Choices customers are eligible to receive a one-time entered employment incentive (effective 2/1/10) if employment is obtained during the first through fourth week of participation. The incentive amount will be tiered based on a higher amount being given if employment is obtained during the first week with lower amounts if employment is obtained during subsequent weeks. Amounts of incentive are determined based on available funding.

The employment must be confirmed with the employer and the customer must start work prior to issuing the incentive. The customer is eligible to receive the incentive amount that corresponds to the week in which the employment was obtained, even if the employment does not begin until the next week or later.

8.15.3.7 RELOCATION ASSISTANCE

This assistance is provided to customers obtaining employment in another area and who are financially unable to move and begin working. Persons exited from WIA are not eligible for relocation assistance. The following guidelines are provided for disbursing relocation assistance:

- Limited to active WIA/TAA and Choices customers only.
- The amount of assistance may not exceed $1000.00 for WIA/TAA customers and $100 for Choices customers.
- 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 as part of relocation assistance.
- The contractor will verify and document the customer's employment prior to payment.

8.15.3.8 TRANSPORTATION

8.15.3.8.1 PRIVATE TRANSPORTATION

Customers using automobiles who have been deemed in need of assistance with gasoline expenses for workforce program participation purposes may receive reimbursement for a private vehicle's transportation expenses.

Payments are based on the customers' service plan and may continue as long as the customers maintain satisfactory progress in their enrolled workforce activity. The customer may not be paid for days not attended, for a disallowed activity, or when required customer activities are not completed.

Participation records and MapQuest calculations will be used to track and calculate transportation reimbursement for all programs.

8.15.3.8.2 PUBLIC TRANSPORTATION

To determine transportation allowances, specific customer needs are considered as well as availability of program funds. The most appropriate method of providing transportation assistance will be considered as well. Public transportation is considered most appropriate for customers without transportation resources, if available and appropriate.

Transportation may be authorized for participation in allowable activities. Authorization is granted daily or weekly based on the customer's attendance and/or activity records.

In the event a pre-scheduled customer appointment was set with the public transportation service provider and the scheduled customer doesn't show at the pick-up point, WST can reimburse the service provider for this service if the service provider bills WST.

8.15.3.9 UTILITIES

The Contractor may request one-time payment of utilities that are deemed a necessity for basic living. The account must be in the customer's (or customer's partner's) name and a justification must be noted in case notes as to why customer cannot make the payment as well as documentation on how the customer will make future payments if WST catches up the utility bill. Payment shall be made to the utility company unless verification that the customer paid the bill can be provided. Payment shall not include fines, late fees, penalties, or deposits.

8.15.3.10 WORK RELATED EXPENSES

Customers may receive support services for work related expenses to accept or retain a specific and verified job offer paying at least the federal minimum wage. Work related expenses include, but are not limited to, tools, workplace uniforms, work equipment, or the cost of required examinations or certificates for employment purposes. Workforce center staff shall determine items that are deemed work related based on the customer's type of work.

- WIA & CHOICES - The work related expense limit is a one-time allowable amount of $100.00 per customer for the WIA and CHOICES programs.
- SNAP E&T & Project RIO – The work-related expense limit is $25.00 per program year (Oct-Sep) for SNAP E&T and RIO participants, for the purpose of assisting customer with transportation costs back and forth to work until the first paycheck is received.
- The Board must approve payments above these amounts.
- Payment made on a reimbursement basis shall utilize voucher request check processing or, if CHOICES, SNAP E&T or RIO, the petty cash support service fund.

8.15.3.11 PRE-REMPLOYMENT DRUG SCREENS

Pre-employment drug screens can be paid if there is written confirmation from the employer that the drug screen is required for all potential hires, and not limited to employees hired through the workforce network. In lieu of written confirmation, a copy of the company's drug testing policy or e-mail from an HR representative would suffice. Pre-employment drug screens can also be provided for work experience placements with the same restriction on receiving confirmation from the work experience employer that the drug screen is required for all potential hires of the company.

8.15.3.12 Customer Reimbursement

8.15.3.12.1 Internet Testing/Registration Fees

Customers will be allowed to request reimbursement for Internet-based testing registration and payment of testing fees related to obtain a certificate or license. Customers are required to present print-outs of testing information showing proof of payment prior to authorization of reimbursement of these costs.

8.15.3.12.2 Youth College Application Fees

Youth can be reimbursed for up to three (3) college application fees. College applications are traditionally made via the Internet and require credit card payment at the time the application is completed. Youth are required to present print-outs of proof of payment of their college application fees prior to reimbursement of these costs.

~~8.15.3.13 ARRA-FUNDED NEEDS RELATED PAYMENTS~~

~~According to WD 13-09 and TEGL 14-08, Needs Related Payments (NRP) are allowable expenditure out of American Recovery and Reinvestment Act (ARRA) funds for adults, dislocated workers, and out-of-school youth in training. NRP's provide customers financial assistance to pay living expenses which will enable them to participate in training. WST will provide NRP funding under this policy if sufficient ARRA funding is available. Prior to approving NRP payments, WST service provider is required to obtain approval from WST's Executive Director or designee.~~

~~8.15.3.13.1 NRP Eligibility~~

~~The following criteria must be met in order for WIA customers to receive NRP's:~~

- ~~be enrolled in a training that will exceed one month; and~~
- ~~be unemployed; and, if a dislocated worker,~~
- ~~not qualify for, or have ceased to qualify for, UI benefits or trade readjustment allowances under Trade Adjustment Assistance (TAA) or~~

~~be receiving on-the-job training o other paid workforce work activity; and~~

- ~~be enrolled in WIA training services by the end of the 13th week after the layoff that resulted in a determination of the worker's eligibility for the Dislocated Worker program;~~
  ~~or~~
- ~~if later than the 13th week after the layoff, by the end of the 8th week after the worker was informed that a short-term layoff will exceed six months.~~

~~8.15.3.13.2 NRP Timeframe~~

~~Needs-related payments may be made up to 30 days prior to the start of training, as long as the participant is enrolled in the training that is expected to last longer than 30 days. WST service provider will issue needs-related payments monthly as long as the customer is actively participating in training and turning in required timesheets.~~

~~8.15.3.13.3 NRP Needs Assessment~~

~~A needs assessment will be conducted on a case by case basis to determine the need for NRPs. The needs assessment must determine that the dislocated worker participant cannot enroll in training or stay in training without additional financial assistance. WIA ARRA-funded customers will be considered eligible for NRPs if the Financial Needs Assessment continues to show an unmet need due to household or other expenses upon completion of the said assessment that will prevent participant from enrolling in or completing a training program, as long as the eligibility requirements from 8.15.3.12.1 are met and funding is available as determined by WST.~~

~~8.15.3.13.4 NRP Calculations~~

~~In addition to the eligibility criteria in 8.15.3.12.1, WST Service Provider will ensure that:~~

~~a) the needs-related payment will not exceed the applicable weekly level of the UI benefit, if a WIA Dislocated Worker participant was eligible for UI as a result of the qualifying dislocation and~~

~~b) each UI claimant has ceased to qualify for UI benefits~~

~~or~~

~~for those customers who did not qualify for UI benefits, the NRP will not exceed the HHS poverty income guidelines for annualized income (see: http://aspe.hhs.gov/poverty/index.shtml#latest) for the participant's family size.~~

~~**8.15.3.13.5 NRP Expenditures**~~

~~NRPs expenditures will take the place of customer's regularly authorized travel to go back and forth to training.~~

~~Needs-related payments will be determined by the dates on the timesheets customer is showing as participating in a training activity, either on-site or via on-line classes. Classroom instructors are required to sign the timesheet weekly verifying classroom participation. WST Fiscal Officer or designee will notify WST service provider in writing how much the daily NRP will be authorized, taking into account requirements noted in 8.15.3.12.4 above. WST service provider will multiply the authorized amount for each daily class participation by the allowable amount authorized per day. This will result in an allowable monthly amount for NRP expenditure per customer.~~

~~WST service provider will take care to ensure that the cumulative total of customer's training costs, including support services, do not exceed previously established cost per participant enrolled in training benchmarks when authorizing NRP expenditures.~~

~~**8.15.3.13.6 NRP Documentation**~~

~~Service provider shall ensure that the need for supportive services, such as needs-related payments, is documented in the participants Individual Employment Plan, TWIST counselor notes and TWIST service tracking screen – support services tab.~~

~~Service provider is referred to WD 13-09 and the ARRA 2009 Guide for further guidance regarding needs-related payments.~~

8.15.4 PETTY CASH, START-UP CARDS, & TAPS TICKETS

Petty Cash, Start-Up Cards, and TAPS Tickets are available to customers who meet the requirements and need assistance with job related expenses.

In order to provide accurate records and prevent discrepancies, each office must designate a Petty Cash Custodian and a Backup Custodian as well as an individual responsible for reconciliation. Access to Petty Cash, Start-Up Cards, and TAPS Tickets will be restricted to these individuals and they are to be maintained in a secure location at all times.

All petty cash disbursements (including start-up cards and TAPS tickets) will be dispensed to customers via the Petty Cash Authorization form. The Petty Cash Authorization form will designate the amount disbursed, the fund charged, the reason for the disbursement, and contain a signature of the customer, case manager, and the Petty Cash Custodian.

Petty Cash, Start-Up Cards, and TAPS Tickets are to be monitored monthly by IWS. Monthly review will include a cash count as well as a review of all disbursements, logs, and back-up documentation. All back up documentation, logs and reconciliation information is to be sent to the Board each month.

Effective 7/15/10, WST service provider is authorized to begin the use of weekly passes for TAPS services. WST service provider will keep a small amount of TAPS tickets on hand to assist customers with transportation who begin participating mid-week, with a weekly pass to be authorized the following week. Pursuant to the agreement reached with TAPS, WST service provider will ensure that the authorized weekly pass is terminated on Monday if the participant does not begin participating in scheduled weekly activities.

WST service provider is directed to WST Ch 1 Fiscal Policy 1.20.1 for specific instructions regarding petty cash balance and maintenance.

8.15.4.1 START-UP CARD REQUESTS AND DISBURSEMENT

Start-up cards are only utilized for active Choices customers who are in STAR (Self-sufficiency Training to Achieve Results) classes and require assistance with transportation for job search activities. The card has a cash value of $20.00. Customers may receive one card each common measures period of participation.

8.15.4.2 TAPS TICKETS BALANCE AND MAINTENANCE

See WST Ch 1 Fiscal Policy 1.20.3 for specific instructions regarding TAPS ticket balance and maintenance.

8.15.4.3 PETTY CASH, START-UP CARDS & TAPS TICKETS DOCUMENTATION

No later than the 15th of each month, WFC contractor is required to submit the following Petty Cash, Start-Up Cards, and TAPS Tickets documentation:

1) Original Monthly Petty Cash Log for each Petty Cash Account (including Petty Cash Accounts, Start-Up Cards & TAPS Tickets) for each county.
2) Original Petty Cash Authorization form signed and dated by Customer, WT Staff, and Petty Cash Custodian (or Backup Custodian).
3) Original receipts signed by customers, for purchases of work-related items, if applicable.
4) Original Petty Cash Reconciliation form (one for each Workforce Center) reflecting the following information for each account: beginning balance, disbursements, deposits, ending balance, indication if the account balanced, and indication if there is documentation of disbursement with customer's signature. All errors/inconsistencies in accounts should be noted on the reconciliation form.

In addition, copies of the signed Petty Cash Authorization form and receipts are required to be maintained in each customer's file. Effective October 22, 2009, service provider is no longer required to enter supportive service information on the Support Services tab in TWIST. However, all incentive information will be data entered as a support service in accordance with WD 27-08.

8.15.5 INTERPRETER SERVICES

In accordance with TWDB Policy Chapter 16 – Equal Opportunity, WST and subrecipient subcontractors will ensure that communications to individuals with impaired vision and hearing and who are limited English speakers are as effective as communications as with others. Examples may include furnishing a sign-language interpreter during customer orientations and workforce program activities; utilizing the Language Line to communicate with individuals who are not primary English speakers; and making available headsets and Pocket Talkers to communicate with hard of hearing individuals.

8.15.5.1 Language

WST service provider will provide staff training to enable front desk employees access to interpreters for customers who require access to services in a language other than English. See TWDB Policy Chapter 16 – Equal Opportunity for additional information in serving Limited English Proficient customers. WST has a contract with The Language Line, www.languageline.com, 800.367.9559, Account #504151. WST Staff are instructed to use the Language Line in the event translation services are needed for customers who speak in a language other than English. WST Contractor will send a Purchase Request to TWDB Fiscal Department as notification of the customer name, fund code, and date of service to process the Language Line's billing charges. The Language Line will bill WST directly for charges on a per minute basis.

8.15.5.2 American Sign Language

WST Contractor will ensure that customers who request sign language interpretation services are provided with said service for required workforce center activities, such as orientations, meetings with case managers or other workforce staff, or orientations to worksite assignments. When a customer requests a sign language interpreter, a workforce center manager will contact the Administrative Assistant or designee at the Board to give an estimate of the date and time needed for the interpreter. The Board Administrative Assistant will contact the WST-procured list of available American Sign Language interpreters to arrange for an interpreter. The Administrative Assistant will then contact the workforce center manager to notify same of the hourly rate, name, and contact information of the interpreter. The manager will then forward a voucher to TWDB to encumber funds to pay for the contract interpreter. The interpreter will bill the board directly for their services at the agreed-upon rate.

References:

WST Board Fiscal Policy, Chapter 1

WD 27-08 – Guidelines for the Provision of Nonmonetary Incentives for Workforce Investment Act and Choices Participants (10/23/08)

TEGL 14-08 -Guidance for Implementation of the Workforce Investment Act and Wagner-Peyser Act Funding in the American Recovery and Reinvestment Act of 2009 and State Planning Requirements for Program Year 2009, 3/18/09.

WD 13-09 – Workforce Investment Act: American Recovery and Reinvestment Act of 2009 Implementation Guide, 5/14/09

TA Bulletin 178, Change 2 – Transportation Services-Update (9/15/09)

Policy Clarification: ID#374 (9/21/09) and ID#375 (9/23/09)

Workforce Investment Act Implementation Guide to the American and Recovery and Reinvestment Act of 2009, 5/14/09

Choices:	TWC Rule §811.61-66; WST Policy 8.7.44
SNAP:	TWC Rule §813.41; WST Policy 8.6.16
RIO:	TWC Rule §847.41; WST Policy 8.12.11
WIA:	Workforce Investment Act Section 101(46); WST Policy 8.9.7
Child Care:	TWC Rule §809, Subchapter G & H; WST Policy 8.4 & 8.5

WD 53-09 – Guidelines for Safeguarding the Issuance of Nonmonetary Incentives for Workforce Investment Act and Choices Participants, 12/23/2009

WD 27-10 – Local Workforce Development Board Transportation Policies to Safeguard against the Misuse of Funds, 6/28/s010

WD 27-08, Change 1 - Guidelines for the Provision of Incentives for Workforce Investment Act and Choices Participants, 6/18/2010