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# **WIOA ITA & Supportive Service Procedure Manual**

## Purpose

The purpose of this procedure manual is to describe and to detail the procedures to be used by SEAEDD staff as it relates to the regulations and requirements concerning training and supportive services, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and the Southeast Arkansas Workforce Development Board (SEAWDB).

## Procedures

### ADULTS/DLW/YOUTH

A. Participants need to sign in.

B. Arkansas Job Link – AJL

Career Advisor needs to determine if Participant has previously registered with Arkansas Job Link, AJL. If a participant has previously registered, the Career Advisor needs to confirm the AJL registration and ask the Participant to verify the contact information in AJL. If the Participant is unsure, Career Advisor can confirm using Participant's last four digits of their Social Security Number and their last name if the participant has previously enrolled. If Participant is not registered see step D or E below.

All Participants who inquire about WIOA services or who use the resource center must complete either the Adult / DLW or Youth WIOA Application and entered in AJL as a Reportable Individual. Please see specific instructions in the Reportable Individual handout.

### C. Initial Interview

The initial interview involves telling participants about the purpose of the Workforce Center as a comprehensive One-Stop Service Center designed to increase access to, and opportunities for, the employment, education, training, and other support services that an individual may need to succeed in the labor market, particularly those with barriers to employment. It also gives the participant an opportunity to indicate what services he or she wants or needs. It allows the Resource Specialist/Career Advisor to gain information that may enable them to better serve the participant. Once the initial assessment is complete the Career Advisor will refer the participant for the appropriate service. The Career Advisor will determine if the participant is eligible for services. The initial assessment should provide preliminary information about the individual's skill levels, aptitudes, interest, and supportive service needs.

### D. Participant determined Non-Eligible for Services.

If it has been determined that the Participant is not eligible for WIOA services, it can then be determined how to better assist Participant whether this is through job search and placement assistance, career counseling, assistance with writing a resume, or referral to a Partner Agency. If the Participant needs services from a partner agency or from another agency outside of the WFC system, the Referral Form located on the SEAEDD Cloud Drive will be used. If the participant would prefer, he or she can register themselves online, once registered they can then self-serve themselves through AJL and/or ONET-Interest Profiler.

### E. Participant determined Eligible for Services.

Once it has been determined that a Participant is eligible for services, Participant should be given a WIOA Application Packet and a list of required documents to bring back. There are different packets for Adult, DLW, and Youth.

WIOA Application Packet includes the following:

1. List of necessary documents needed to start the application process.
  - Driver's License or State issued I.D.
  - Birth Certificate for applicant (for family if not on SNAPS)
  - Social Security Card
  - Letter of Disability -- medical documentation from treating physician or 504 plans.
  - Proof of Household Income for the previous six months from all working members of the household, if not receiving public assistance.

- Proof of Assistance or other forms of income. (Food Stamps/SNAPS, social security award letter, etc.)
  - Financial Disclosure Form
  - I-9 Form
  - Resume
  - Unemployment Verification
  - Letter of Lay-Off/Termination
  - Diploma or Degrees if applicable
  - Pell Grant Application or Award Letter/Denial Letter
  - Official Acceptance Letter Curriculum/Courses for Major
  - Registration Statement and Books Required – itemized bill.
  - TABE test from Adult Education Center or Official Transcript (TABE test maybe given in-house for In-School Youth)
  - Occupational Training Justification Form
  - YOUTH ONLY: Employability Test
  - Interest Test “My Next Move”
  - Copy of ACRS.
  - Customer Certification
  - Selective Services Registration (Male 18 or older)
2. EEO form
  3. Authorization for the Release of Information
  4. Authorization to Obtain Information
  5. WIOA Application --Adult or Dislocated Worker (DLW)
  6. Job Search/Placement Verification
  7. Customer Handbook WIOA and Customer Certification form
  8. Grievance and Appeal Procedure Flyer

F. WIOA Application Packet and Documentation.

Once Participant brings back the WIOA Application packet and supporting documentation, Career Advisor should go over packet and assist with completing all forms, and confirm documents needed are on-hand.

**For Youth:**

G. Complete the Objective Assessment and Individual Service Strategy-ISS.

H. In the Participant’s AJL record add goals, services, and training (S&Ts), testing results and case notes.

## **For Adults and DLWs:**

- I. Complete the Individual Employment Plan, ITA Voucher, and related documents.

Enroll Participant in appropriate service activities in AJL.

- J. Entering Data into AJL

After the Participant has completed the paper registration form and signed the authorization form, the Career Advisor is ready to enter/update the data into AJL as follows:

- Click on “Job Seeker Search,” and enter as much information as you know. Search by last four digits of the social security number, last and first name, date of birth, or a combination.
- If the Participant is already registered in AJL, confirm the contact information, and click on printable version at bottom of screen and choose Contact Information, Eligibility, and Enrollment Info, then click on Print Preview to print a copy of the Case Details screen to be added to the Participants file.
- If “Participant Search determines that the patron is not registered in AJL, click the “Add Job Seeker” button, and continue as instructed by the system.
- Compete the next screen as follows:
  - Username: Use the first three letters of the Participant’s last and first name, in that order, in the format: YyyXxx (if you discover that this username is already taken, continue to add letters until you discover a username that is not taken. Example – YyyyXxxx, YyyyyXss (See \*\*\* below)
  - Password: The password will be the username plus \$4. (Example: YyyXxx\$4) Always use \$4
  - Select a question: Select “In what county were you born?”
  - Answer to selected question: Disneyland (Always use “Disneyland” for this answer.) This will identify participants that must create a new password and question/answer.
  - Enter the remaining data as supplied by the Participant.

\*\*\* Print a copy of this page before continuing to the next page. If the username is already taken, the system will take you back, so you can

try another username. If you change the username, change the password to agree with the username plus \$4. Print the page before moving on. Repeat as often as necessary to accomplish this part of the registration.

- On the Authorization to Release Information page, (a) click the boxes that are initialed on the signed authorization form and (b) enter the Participant's user ID and password. Make sure that Arkansas Workforce Center is checked.
- Continue entering data as prompted by the succeeding pages until you reach the page Low Income, then skip to Case Details (if not WIOA).
- At Case Details, in the Universal Information section, click on printable version at bottom of screen and choose Contact Information, Eligibility, and Enrollment Info, then click on Print Preview to print a copy of the Case Details screen to be added to the Participants file.
- The registration process is now complete.

#### K. New WIOA Participant Approval Request

When the application is ready for review and approval, the Career Advisor will complete a "New Participant Approval Form," located on the SEAEDD Cloud Drive, and attach this form to the Participant's file folder containing the completed application and all documentation relating to the application and eligibility determination process. The request form and the file will then be delivered to the Assistant Regional Manager for review of Adult and Dislocated Worker participants and to the Youth Services Coordinator for Youth participants. Once file review is complete, the file will be forwarded to the Regional Manager for final approval or denial. If the application is not approved, the reason for the denial will be stated at the bottom of the application request, and the application packet will be returned to the Career Advisor. If the case is not denied but there are issues or corrections that need to be made, he or she may send the file back to the Career Advisor for further review/work. If the Participant is approved the Regional Manager will sign the "New WIOA Participant Approval Form" and return the file to the Career Advisor with clearance to enroll the Participant in WIOA services through AJL and an enrollment date for the Participant.

A participant's eligibility for services will expire after 45 days if he or she is not enrolled for services. The enrollment date will be the date that the applicant will first receive an initial assessment (such as TABE test) or WIOA-funded services. The AJL record and

information in the participant file may not reflect that the applicant received WIOA-funded services prior to the enrollment date. The enrollment date may also be referred to as the Date of Participation. See *“Southeast Arkansas Economic Development District Arkansas Job Link Data Entry Procedures”* for further instructions.

L. Enroll the Participant into WIOA

Use the enrollment date decided on in the previous step to enroll the Participant in AJL. This will place the Participant in a Pending Status. The Career Advisor will notify the WIOA Regional Manager by e-mail of the Participant’s pending enrollment and he or she will approve the enrollment in AJL. See Southeast Arkansas Economic Development District (SEAEDD) Arkansas Job Link Data Entry Procedures for more specific details.

### **ITA/SUPPORTIVE SERVICE BUDGETING AND DEVELOPMENT**

The SEAWDB Board has determined that there will be no maximum funding limit on Training and Supportive Services per participant as long as all applicable requirements are met, until the Board deems otherwise. Commitments are contingent upon the availability of funds and compliance with SEAEDD and WIOA terms. The Career Advisors are responsible for tracking ITA/Supportive Service expenditures and will use the “SEAEDD ITA Tracker” located on the OneDrive for tracking purposes.

**Supportive Services may be provided with WIOA Title I-B funds when such services are not available through non-WIOA funding sources.**

The Career Advisor working with the WIOA Regional Manager is responsible for determining a participant eligible to receive training services, and Supportive Services and then generating the Individual Training Account Voucher, or Supportive Service Agreement and related Requisition Forms. A completed ITA package will consist of the ITA Voucher, a Good Standing Letter, the ITA Voucher Routing Document, student cost of attendance, and proof of financial aid, and Eligible Training Provider List. Programs that are approved for training will be based on the Projected Employment Opportunities List and the Approved Eligible Training Provider List. A completed Supportive Service package will consist of the Supportive Service Agreement and a Supportive Service Requisition Form or Travel Voucher.

## ***Routing and Approval Process***

**Step 1.** A copy of the ITA or Supportive Service Packet will be signed by the student and the Career Advisor and will be routed to the WIOA Regional Manager for screening, approval, and signature. The Regional Manager will forward the ITA/Supportive Service pack to the Functional Leader after any corrections have been made, a minimum of 10 days prior to the first day of class.

**Step 2.** The Functional Leader will confirm that signature and forms are complete, then submit the forms to the Director of Workforce Development for approval and signature. The Director of Workforce Development will then forward the signed copy back to the Functional Leader.

**Step 3.** The Functional Leader will put the ITA/Supportive Service contract information in the current Excel spreadsheet. The Functional Leader will then make copies of the approved packet. The original copy of the ITA Voucher, the Good Standing Letter, and a Letter of Responsibility (found on the One-Drive) will be mailed to the training provider. One copy of the packet will go to the Career Advisor to be filed in the participant's file, one copy will go to the Regional Manager for filing, one copy will go to the Fiscal Specialist II for tracking, and invoicing purposes, the Functional Leader will keep one copy.

## **Voucher Categories**

The total amount of the ITA/Supportive Service is initially determined by budgeting funds for the various expense categories. For budgeting and tracking future expenses expenditures will fall into one of the following categories: Tuition/Fees, and Supportive Services. The participant is expected to stay within the budgeted amounts for each category. This budget must be explained to the participant and included in the participant's file. The Career Advisor must track expenditures against this budget.

## **ITA Voucher Process and Voucher Description**

### **Purpose**

The purpose of this policy is to explain the process for developing an Individual Training Account (ITA) Voucher.

### **Individual Training Account (ITA) Voucher**

The ITA Voucher is the instrument that authorizes payment for training services. The ITA Voucher must be developed taking into account PELL and other grants. When the ITA Voucher is complete, the Career Advisor must submit the ITA Voucher for approval using the routing process described in SEAEDD Policy above under *Routing and Approval Process*.

### **Individual Training Account (ITA) Voucher Description**

1. **Career Advisor/ WFC:** This is the workforce center's staff person who is responsible for this participant and name of workforce center.
2. **Date:** This is the date that the ITA was developed. This date should be a date after the enrollment date in AJL. This date should also be a date after the participant has received core services and intensive services and an IEP has been developed.
3. **Beginning Date:** This is the first day that *any* cost is incurred under this ITA. This date **may/ or may not** be the first day of actual classes.
4. **Ending Date:** This is either (1) the date training is expected to end or (2) June 30 of the program year in which the ITA was developed, whichever comes first.
5. **Funding Stream:** Adult (ADT) or Dislocated Worker (DLW) or Out of School Youth (OSY)
6. **Priority of Service:** Choose a priority number between one and five from the Priority of Service policy.
7. **Demand Training Occupation:** This is the *Program Name* as it appears on the approved ACRS training program detail screen.
8. **Status:** Enter either *New* or *Returning*, as appropriate.
9. **CIP Code:** This is the *CIP Code* as it appears on the approved ACRS training program detail screen.
10. **Training Provider:** This is the *Provider Name* as it appears on the approved ACRS training program detail screen.
11. **Customer Name:** The participant's name as it appears in the AJL record.
12. **Customer SS#:** The participant's last four digits of SSN as it appears in the AJL record.
13. **Tuition:** Show the tuition amount that is to be paid by WIOA in column 1, Pell in column 2, Rehab in column 3, and all other sources in column 4.
14. **Testing (Required for Program Completion):** Enter required testing provided by the training provider.
15. **Testing (Required for Licensure):** Licensure testing billed by the training provider only.



16. **Other Fees paid by WIOA:** Include any qualified fees bill by training provider.
17. **Total Fees paid by other Grants:** Fees paid by other grants that are billed by the training provider.
18. **TOTAL FEES:** The computer formula will total other costs by columns. *Do not fill in this cost.*
19. **TOTAL TRAINING SERVICES & FEES:** The computer formula will total other costs by columns. *Do not fill in this cost.*
20. **Books:** Show book cost that is to be paid by WIOA in column 1, Pell in column 2, Rehab in column 3 and all other sources in column 4.
21. **Allowable Supplies/Equipment:** Show allowable supply and equipment cost that is to be paid by WIOA in column 1, Pell in column 2, Rehab in column 3 and all other sources in column 4. Expendable supplies are paper, pencil, pens etc. *This cost should be minimal.*
22. **Uniforms:** Show uniforms cost that is to be paid by WIOA in column 1, Pell in column 2, Rehab in column 3 and all other sources in column 4.
23. **College On-Campus Housing:** Show housing cost that is to be paid by WIOA in column 1, Pell in column 2, Rehab in column 3 and all other sources in column 4.
24. **Other:** Show other Supportive Services that are to be paid by WIOA in column 1, Pell in column 2 Rehab in column 3 and all other sources in column 4.
25. **TOTAL SUPPORTIVE SERVICES:** The computer formula will total other costs by columns. *Do not fill in this cost.*
26. **TOTAL ALL COSTS:** The computer formula will total all costs by columns. *Do not fill in this cost.*
27. **Contract Signatures:** all parties must sign with original signatures and dates.
28. **Comments about Pell, Rehab, and Other Grants:** use this box for further explanation about other funding sources.

### **Supportive Service Process and Forms Description**

Supportive services may only be provided to participants when it is necessary to enable individuals to participate in services and is tied to a specific service. In addition, supportive services should be provided after the participant and the WIOA Career Advisor has sought out

all other resources from other partner sources. This will be verified by an interview with the participant, cross-references with partners, and the signing of a financial disclosure agreement. Participants must sign a Supportive Services Agreement form, attesting that all terms are understood. Additionally, participants must complete and submit all necessary supporting documentation and forms, in a timely manner in order to receive supportive services. Supportive services will be provided to assist with unmet needs. Participant agrees to notify the Career Advisor in the event of a change in training and complies with all other conditions and terms listed in the Occupational Training Agreement. Tracking must be done on funding Supportive Services on Transitional Jobs, LPWE and Occupational Training. The SEAWDB reserves the right to set limits on the provision of supportive services. This includes a maximum amount of funding and maximum length of time for supportive services to be available to participants. WIOA § 680.920. **The SEAWDB Board has determined that there will be no maximum funding limit on Training and Supportive Services per participant as long as all applicable requirements are met, until the Board deems otherwise. Commitments are contingent upon the availability of funds and compliance with SEAEDD and WIOA terms.**

1. Supportive services assistance not paid directly to the Training Provider will not be included in the ITA Voucher.
2. A Supportive Services Agreement will be completed and signed by the Participant for the Supportive Service once the need has been determined. There should be a different Agreement done for each service requested. The company's name, contact person, physical address, mailing address and phone number, will need to be included.
3. A copy of the Supportive Service Agreement should accompany each Service Request.
1. A Supportive Services Travel Voucher or Requisition Form will be completed, and a Good Standing or Third-Party Good Standing Letter will be completed if needed. If the service is paid directly to the participant a Good Standing Letter is not necessary.
4. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participate Name
  - c. The mailing address and the name of the person/company the check should be mailed to.
  - d. Needed documentation.
5. The request once completed will be processed using the routing process described in SEAEDD Policy above under ITA/SUPPORTIVE SERVICE DEVELOPMENT, *Routing and Approval Process*.
6. Payment will be made to the Training Provider, Third Party Vendor or Participant by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
7. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Travel Supportive Service Procedures:

2. Travel will not be included on an ITA Voucher or a Good Standing Letter.

3. A Supportive Services Agreement will be executed by SEAEDD for the Participant identified on the agreement. The Participant must sign the agreement
4. A Travel Assistance request will be completed at this time by the Career Advisor and signed by the participant. The current month and one month in advance will be submitted initially, this will be done to see that the participants need is met. A new request will be completed every month in advance to see that the participants' need is met. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participant Name
  - c. The mailing address and the name of the person/company the check should be mailed to.
5. Participant must sign each Travel Assistance request and confirm continued need, correct mileage, and mailing address.
6. **A copy of the signed Supportive Service Agreement should accompany each travel request.**
7. Payment will be based upon round trip map miles from participant's home address to training site to be completed by WFC staff, using the current state mileage rate (\$0.52 per mile at this time). Reimbursements may not exceed a total weekly amount of \$200.00.
8. The request once completed will be forwarded to the Regional Manager to review and approve.
9. Once signed by the Regional Manager the Supportive Service Agreement and Travel request will be submitted to the Functional Leader for logging and review.
10. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
11. Payment will be made to the Participant by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
11. Copy of all documentation verifying round trip map miles from participant's home address to training site must be presented for approval and documented in participant's file.
12. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Childcare Supportive Service Procedures:

1. Family Members are not eligible to provide paid services.
2. Childcare will not be included on an ITA Voucher.
3. A Supportive Services Agreement with the Childcare Provider listed as the Vendor will be filled out and signed by the Participant (we will need to have the Childcare Providers, Name, Physical Address, Mailing Address, and EIN#, put on the Agreement under Vender/Service Provider) and this will become part of the ITA packet.
4. The Career Advisor will complete a Supportive Service Requisition Form and a Third-Party Good Standing Letter. Every request should include:
  - a. The Training Provider/Worksite Location

- b. The Participant Name
  - c. The mailing address and the name of the person/company the check should be mailed to.
5. The participant will be provided with several Dependent Childcare Vouchers and a copy of the Third-Party Good Standing letter to be provided to the Childcare Provider.
6. Vouchers should be completed monthly, one per child, and mailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611, or emailed to the Career Advisor on a monthly basis.
7. The request once completed will be forwarded to the Regional Manager to review and approve.
8. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
9. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
  - a. Payment will be made to the Childcare Provider by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
10. Copy of all documentation must be included in participant's file
11. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

*Work Related Items Supportive Services Procedures:*

1. Work-related items assistance will not be included on the ITA Voucher unless the items can be purchased directly from the training provider and invoiced to SEAEDD.
2. Work-related items must be identified by the training provider or employer and documented in the participant's file.
3. Work-related items may include but are not limited to uniforms, work boots, small tools, gloves, etc.
4. Total payment will not exceed \$300 for work-related items assistance. This shall be done on a one-time basis.
5. Participant will provide itemized documentation of work-related items from training provider or employer.
6. A Supportive Services Agreement will be completed and signed by the participant.
7. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
8. Career Advisor will review documentation before payment.
9. A Supportive Services Requisition Form and a Good Standing or Third-Party Good Standing Letter will be completed. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participate Name
  - c. The mailing address and the name of the person/company the check should be mailed to.
10. The request once completed will be forwarded to the Regional Manager to review and approve.

11. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
12. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
13. Payment can be made to:
  - a. A vendor, after the participant submits an invoice or bill detailing the items that will be purchased and the amount of the items. Items must be pre-approved by the Career Advisor prior to the purchase. The invoice/bill must be attached to the request for supportive services documentation, or
  - b. items may be purchased through the use of vouchers to the vendor, documentation that the customer actually received the items.
14. Payment will be made to the Training Provider or Third-Party Vendor by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
15. Copy of all documentation must be included in the participant's file.
16. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Rental Supportive Services Procedures:

1. Rental assistance will not be included on an ITA Voucher.
2. During the full duration of WIOA program enrollment, participants may receive rental assistance for a maximum number of two times. Rental assistance may not be provided for consecutive months. Rental assistance is a service used to prevent eviction from housing when the participant is unable to pay. Unable to pay is defined as "a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense." Proof may be a notice from the leaser/utility provider that payment is late and has not been paid. In addition, a statement from the participant explaining "unable to pay" status.
3. The payment will be a one-month payment.
4. WIOA may pay up to \$1,000 for rental assistance.
5. The total amount of rental assistance for a participant may not exceed a total of \$1,000.
6. Rental assistance may not be used for deposits or moving fees.
7. Participant will provide documentation of monthly rent, such as a lease agreement.
8. Participant will provide documentation of eviction notice, if applicable.
9. A Supportive Services Agreement with the Participant and the Vendor will be completed and signed by the Participant. The Rental Company's name, contact person, physical address, mailing address and phone number, must be provided. Career Advisor will contact rental company and confirm documentation.
10. The Career Advisor will complete a Rental Supportive Service Requisition Form and a Third-Party Good Standing Letter. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participant Name
  - c. The mailing address and the name of the person/company the check should be mailed to.

11. The request once completed will be forwarded to the Regional Manager to review and approve.
12. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
13. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
14. Payment will be made to the Rental Company/Person by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
15. A copy of documentation must be included in the participant's file.
16. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Utility Supportive Services Procedures:

1. Utility assistance will not be included in the ITA Voucher.
2. Payment may be paid twice, during the duration of WIOA program enrollment. Utility assistance may not be provided for consecutive months. Utility assistance is a service used to prevent disconnection/shut off of service when the participant is unable to pay. Unable to pay is defined as "a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense." Proof may be a notice from the leaser/utility provider that payment is late and has not been paid. In addition, a statement from the participant explaining "unable to pay" status. Utility assistance will be for the most recent (current) electric, gas, water, or sewer bills. Payment will not be provided for phone, satellite, or cable tv.
3. Total payment will not exceed a total of \$500, for utility assistance. (During full program enrollment).
4. Participant will provide documentation of past due bill or disconnect/shut off notice of eligible utility bill.
5. A Supportive Services Agreement will be completed and signed by the participant. The utility company's name, contact person, physical address, mailing address and phone number, must be included.
6. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
7. Career Advisor will contact utility company and confirm documentation before payment.
8. A Utility Supportive Services Requisition Form and a Third-Party Good Standing Letter will be completed. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participant Name
  - c. The mailing address and the name of the person/company the check should be mailed to.
9. The request once completed will be forwarded to the Regional Manager to review and approve.
10. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.

11. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
12. Payment will be made to the Utility Company by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
13. Copy of all documentation must be included in the participant's file.
14. Document supportive services received on the participant's IEP/ISS and Case Notes in

Internet Services Supportive Services Procedures:

1. Internet services assistance will not be included in the ITA Voucher.
2. Payments may be made only while participating in a WIOA approved occupational skills training program, at an SEAWDB approved eligible training provider. This shall not exceed a total of 4 Fall/Spring Semesters/terms and 4 summer semester/terms. Internet services assistance is a service designed to provide WIOA participants with the tools and resources necessary to successfully participate in and complete a training program. In order to qualify for internet services assistance, a WIOA participant must be enrolled at a SEAWDB approved eligible training provider; must be enrolled in at least one web-based/distance learning course and must be in compliance with SEAWDB program operators' Occupational Skills Training Agreement. Proof may include a class schedule or transcript. In the event of a local/state/national emergency or pandemic, which causes institutions to convert to online instruction (all or in part), WIOA participants who meet all other aforementioned criteria-may receive internet services assistance through supportive services.
3. Internet services monthly payments may not exceed a total of \$100.00 per month. Requests must be made each month.
4. Due to the length of time needed to pay Supportive Services late fees could possibly occur. **Participants will be responsible for all late fees as this is not an allowable WIOA expense at this time.**
5. Participant will provide documentation of internet services bill. The account must be in the name of the participant requesting supportive services. Any contract or service agreement into which the participant enters into, is the sole responsibility of the participant. **Charges including installation, equipment and miscellaneous fees will be the sole responsibility of the participant. WIOA assistance shall be limited to monthly charges.**
6. A Supportive Services Agreement will be completed and signed by the participant. The internet service provider's name, contact person, physical address, mailing address and phone number, must be included.
7. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
8. Career Advisor will contact internet service provider and confirm documentation before payment.
9. A Utility Supportive Services Requisition Form and a Third-Party Good Standing Letter will be completed. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participant Name

- c. The mailing address and the name of the person/company the check should be mailed to.
- 10. The request once completed will be forwarded to the Regional Manager to review and approve.
- 11. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
- 12. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
- 13. Payment will be made to the Internet Service Provider by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
- 14. Copy of all documentation must be included in the participant's file.
- 15. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Comprehensive Guidance and Counseling Supportive Service Procedures:

*-provides individualized counseling to participants, including drug/alcohol and mental health counseling*

1. Supportive services will be offered to individuals who suffer from addictions or mental health conditions that ultimately create barriers to secure or retain employment. Individuals will receive financial assistance to directly pay for the costs of in-patient or outpatient treatment through a licensed drug counseling program or licensed mental health therapy program. The SEAWDB and program operator reserves the right to select a network of counseling providers to perform this service. Facilities within the service area or within reasonable commuting distance (100 miles or less) will be preferred vendors.
2. Costs for comprehensive guidance and counseling should not exceed the supportive services caps set by this board. Participants will only be eligible to receive supportive services for comprehensive guidance and counseling after all other potential funding sources have been exhausted. Participants must provide written attestation to not having any other means to pay for counseling. Participants must provide written attestation that comprehensive guidance and counseling is needed. A written referral from a third party including an employer or other service provider may be accepted as additional justification for the need for services.
3. Comprehensive guidance and counseling will not be included on an ITA Voucher.
4. A Supportive Services Agreement with the Counseling Provider listed as the Vendor will be filled out and signed by the Participant (we will need to have the Providers, Name, Physical Address, Mailing Address, and EIN#, put on the Agreement under Vender/Service Provider) and this will become part of the supportive services agreement.
5. The Career Advisor will complete a Supportive Service Requisition Form and a Third-Party Good Standing Letter. Every request should include:
  - d. The Counseling Provider/Location
  - e. The Participant Name
  - f. The mailing address and the name of the person/company the check should be mailed to.



6. The participant will be provided with several Counseling Vouchers and a copy of the Third-Party Good Standing letter to be provided to the Provider.
7. Vouchers should be completed monthly and mailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611, or emailed to the Career Advisor on a monthly basis.
8. The request once completed will be forwarded to the Regional Manager to review and approve.
9. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
10. Once reviewed and signed by the Director of Workforce Development the forms will be submitted to the Fiscal Specialist for tracking and processing payment.
  - b. Payment will be made to Provider by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
11. Copy of all documentation must be included in participant's file
12. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Other Supportive Services:

8. Other supportive services assistance will not be included in the ITA Voucher.
9. A Supportive Services Agreement will be completed and signed by the Participant. The company's name, contact person, physical address, mailing address and phone number, will need to be included.
10. A Supportive Services Requisition Form and a Good Standing or Third-Party Good Standing Letter will be completed if needed. Every request should include:
  - a. The Training Provider/Worksite Location
  - b. The Participate Name
  - c. The mailing address and the name of the person/company the check should be mailed to.
11. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
12. A copy of documentation must be included in the participant's file.
13. The request once completed will be forwarded to the Regional Manager to review and approve.
14. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
15. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
16. Payment will be made to the Training Provider, Third Party Vendor or Participant by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
17. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

A Decrease may be required because the overall ITA/Supportive Service expenditure changed by one or more categories- Tuition, Fees, Books, Supplies, or Other.

### ***NON-FINANCIAL ITA VOUCHER/SUPPORTIVE SERVICE CHANGES***

#### ***Change of Factual Data***

A Modification Form may be needed to correct or change information on the ITA voucher or Supportive Service Agreement and their requisition forms. This may be used to correct or change Customer Name, SSN or any other non-financial (non-expense) item. All Modification Forms will be processed as described in SEAEDD Policy above under ITA Development, *Routing and Approval Process*.

#### ***Change in Program Year***

ITA vouchers are written for the program year in which training occurs. If training continues into a new program year, a new ITA must be developed for the new program year. To ensure ITAs are approved in time for the next program year, workforce center Career Advisors must initiate development of new ITAs early enough to ensure the ITA is processed before expenses for the next program year are incurred.

#### ***Change in Degree Plans***

If a participant wants to change degree plans, the change must be approved by workforce center staff. If the change in degree plans involves a change in the CIP code, the participant's Individual Employment Plan (IEP) must be amended, and a new ITA must be developed. The new ITA must be processed within the same time limits as all other ITAs. Justification for the change **must be documented and approved** by the WIOA Regional Manager and the Director of Workforce Development. Total cost may not exceed the training cap.

### **INVOICES AND STUDENT STATEMENTS OF ACCOUNT**

1. When a Long-Term Participant Invoice is received the Fiscal Specialist II will request an updated Student Statement of Account. Once received the Fiscal Specialist II will forward a copy of the Invoice & Student Statement of Account to the Career Advisor.
2. The Career Advisor will confirm that there were no additional grants (including Pell) or Scholarships that were awarded after the ITA was done, the only exception to this is Loans.

3. The Career Advisor will also confirm that the Invoice amounts matches the ITA or if a modification needs to be done. SEAEDD currently has only two Training Providers (SEARK & UAPB) who currently bill their books separately (they require a different ITA Voucher to be completed).
4. Once the Career Advisor confirms that the Invoice is correct and ready to be paid as submitted, the Career Advisor will initial off on the Invoice and return it to the Fiscal Specialist II. If a Modification needs to be done the Career Advisor will note this on the Invoice and then return it to the Fiscal Specialist II and start the modification process.

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*Amended*  
~~Approved:~~

 02/21/24  
SEAWDB Chairperson                      Date