

Approved by the Board 9/20/2024  
Last Approved by Board 9/25/20

## **Broome- Tioga Workforce NY Supportive Services, Incentives, Wages and Stipends Policy- Youth Only**

**Youth:** Youth customers are covered under the Broome-Tioga WDB as being eligible for supportive services, incentives, stipends to ensure, to the extent possible, that similarly situated participants receive similar supportive services. The provision of such services to applicants and participants shall be based upon a thorough review of the individual's needs.

Participation in WIOA shall not be construed to provide an individual youth with an entitlement to a supportive service or incentives

This policy applies to all enrolled WIOA youth.

**Supportive Services under WIOA can't be provided by the One Stop Operators.** (exception: unless the One Stop has procured to provide the services and becomes a Contractor).

All supportive services for youth must be provided by the contracted WIOA youth providers. This includes supportive services, incentives, wages, stipends. All Youth program contractors will provide these services keeping within the parameters outlined in this policy

**Changes/Updates:** any supportive services identified as needed for a youth or youth program that are not covered in this current policy, must be approved by the Workforce Administrator of that youth contract. Prior to approval by the Workforce Administrator of the youth contract, that administrator should consult with the other county Workforce Administrator of the youth contract, and WBD director and/or NYS to determine need and ascertain if such costs can fall under supportive services. The Supportive Service policy will then be revised to include the new costs and presented at the next board meeting for approval.

**Duplication:** WIOA funds will not be spent on supportive services for a youth who is receiving the same supportive services from another program or agency.

### **Purpose**

To establish basic guidelines to be used in the provision of supportive services, incentives and stipends to enable an individual to participate in activities authorized under the Workforce Innovation and Opportunity Act (WIOA)

### **1. Supportive Services**

**Definition:** Supportive services are defined at WIOA Sections 3(59). They include services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA. (134 (d)(1)(B)(2) and (129 (c)(2) G)

Due to location, funding availability, services costs, and services available (i.e public transportation), each contracted Youth Program provider may set limits to amounts and duration of supportive services within the parameters established within this policy.

**Duration:** These supportive services are limited to one consecutive enrollment in WIOA and dependent on available funding.

**Follow-up :** Youth supportive services can be provided while youth is in follow-up. As stipulated in the Broome-Tioga Youth Follow-Up Policy. Supportive services include:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Referrals to medical services; and
- Assistance with uniforms or other appropriate work attire and work related tools, including items such as eye glasses and protective eye gear.

**OSOS:** Supportive services should be documented in youth file and OSOS – enter comments and services under the appropriate supportive services provider offering.

**Supportive services may only be provided to Youth who:**

- Are participating in WIOA enrolled services; and who are unable to obtain such supportive services through other programs providing such services and can't receive supportive services through referrals to partner agencies and other community service providers (e.g, ACCES-VR).

Contracted Youth Program Providers should refer to the Reference Guide of Youth Supportive Services (maintained and provided by Broome-Tioga Workforce) for programs and agencies that can assist in provision of supportive services. And when feasible, utilize these programs and agencies in the provision of supportive services.

- **All Other Supportive Services- Paid or Reimbursement costs:**
- **Maximum funds:** amount that can be paid/reimbursed is \$750

All other supportive services are those services other than transportation or incentives. Such costs can include, but not limited to, pre-employment/training medical testing, licensing/certification/insurance fees, pre-employment/training supplies, birth certificates or other identification documents, child care, housing, work/interview clothing, eye glasses or eye protection. Support must be tied to job search/employment/training activities.

- Reimbursement costs: If an enrolled youth pre-pays a cost that can qualify as a supportive service cost, the youth may be reimbursed those costs.
  - a) Stipulation for reimbursement is that the youth must be employed or in training for 30 days before reimbursement can be processed
  - b) No reimbursements can be processed without supporting receipts
  - c) Must be WIOA enrolled and costs must occur after WIOA youth enrollment.

- Housing/Child Care – community and local agencies should be contacted prior to utilizing WIOA youth funding
  - a) Child care costs can only be paid at a licensed/certified day care provider (not relative/friend, etc)
  - b) Housing can only be paid to commercial hotels/ established landlords (not relatives/friend, etc)

- **Transportation:**

**Maximum funds:** services provided under transportation support will not exceed \$850

**Gas cards and bus passes:** may be given to youth to assist in youth being able to participate in youth program activities, training, and employment to increase access to training and testing, especially in rural areas. (Att B)

- a) Gas cards/ bus passes are to be utilized as a supplement to overall transportation costs, not to totally subsidize transportation costs of a youth. Youth is to understand that this is a supplement to assist with transportation costs.
- b) Youth shall be entitled to mileage to/from their residence and to/from the training site(s) based on the federal mileage rate.
  - Training provider signed attendance sheets and signed gas receipts are required as supporting documentation.
- c) Youth must return gas receipt after using the gas card. **No** additional cards will be issued if the youth does not return the receipt (which will include the gas card # on the receipt). This is to ensure that the youth is not 'selling card for cash'.
- d) Youth who become employed may receive gas cards/ bus pass until their first paycheck. Employment and pay schedule will be verified with employer

**Other Transportation supportive services:**

- a) Supportive services can include driver license permit fees
- b) Supportive services can include vehicle registration only (no other associated costs and vehicle must have current inspection(not temporary) and insurance prior to registration fees being paid)
- c) Supportive services can include driver training course to assist youth in gaining driver's license to enable youth to participate in youth program activities, training, and employment. ITA to be completed for training.
- d) For rural areas and other areas where transportation is limited or non-existent, purchase of a new or used bicycle may be as a means of viable transportation to enable youth to participate in youth program activities, training, and

employment. For rural distances, bike purchase to cover a radius of 30 miles is reasonable. Cost of the bicycle can't exceed \$120 and will be purchased by the Youth Program

- Providers must set program parameters for bicycle provision to ensure that this doesn't turn into a 'bikes R us' program. Parameters such as, but not limited to, time enrolled in program, having met at least one program benchmark, etc
- e) Other transportation modes or repairs can be funded but requires prior approval by the Workforce Administrator of that youth contract
- All repairs must have an invoice in order to be paid
  - All repairs must be conducted at a state approved repair shop
  - Repairs are only done on vehicles registered to the participating youth. No repairs will be made on family or friend vehicles, even if that vehicle is the youth's mode of transportation.
  - No funds will be spent towards purchase of vehicles or repairs to vehicles not already on the road
  - No repairs of any vehicle that does not have a current valid inspection or insurance. NOTE: temporary inspection is not valid

#### 4. Incentives

**Definition:** Incentives are performance-based payments tied to the successful attainment of benchmark measures. A programmatic incentive plan must be documented and an individual incentive plan must be submitted for each youth participant to substantiate payment. (Att C)

**OSOS: INCENTIVES ARE NOT SUPPORTIVE SERVICES and are not funded in OSOS as Supportive Services. Incentives are recorded in OSOS comments only**

Active WIOA-enrolled youth may be considered for incentive funds up to the maximum amount stipulated while involved in the WIOA youth program. There are no circumstances where this amount may be exceeded.

WIOA enrollment requires an active WIOA youth case record in OSOS, and initiated Individual Service Strategy, and all WIOA required eligibility documentation

- **Incentives paid to an individual youth will be a maximum of \$500.00**
- **Incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment**
- **Incentives outlined in this policy are limited to:**

Up to a maximum of \$25 incentive card may be rewarded upon attaining one or multiple achievements listed below:

- Passing Customer Service Certification (one card)
- Increasing TABE one EFL (one card Math, one card Reading)
- Active participation in 15 hours of TASC tutoring (up to 60 hours total)
- Completion of occupational classroom training (or midpoint if longer training) with attendance no less than 75% of class hours

- Gaining employment upon completion of work readiness and/or education components
- Retaining employment into the 2<sup>nd</sup> qtr after exit from programming (min of 30 days of employment from 1<sup>st</sup> quarter through 2<sup>nd</sup> qtr- may be one or more employers)
- Completing Financial Literacy
- Completing work experience
- Enrolling in Post-Secondary Education
- Enlisting in Military
- Obtaining a measurable skill gain- as defined by WIOA/NYS

Up to a maximum of \$50 incentive card may be rewarded upon passing test and obtaining TASC diploma.

Work Readiness Certification Course participation: **Maximum \$200**

To qualify for Work Readiness incentive, youth must:

- a) must be active for a minimum of 3 hours per day
- b) will receive up to \$50 incentive for each week during the 4 weeks that they attend

Individual youth program RFPs/contracts may limit or increase the incentives listed here. However, once that RFP/contract is approved by the BTWDB, those changes must be reflected in the policy and presented for approval at the next BTWDB meeting.

## 5. Stipends /Wages:

When a youth participates in an occupational skills work based training program, the Youth Program Contractor has the choice of paying a youth a Stipend or Wage for occupational training programs, except for OJT contracts. Youth under OJT contracts are hired permanently by the business and fall under the policies and procedures of the B-T OJT Policy.

### Definitions:

**Stipends:** are performance-based payments intended for youth participating in occupational training programs (such as Work Experience, Job Shadowing), they are tied to the successful attainment of benchmark measures.

A stipend plan must be documented in youth notes and on ISS, and outlined in any work based contract for each youth participant to substantiate payment.

If a youth contractor develops a stipend plan outside of the parameters of this BT Policy, that stipend plan must be pre-approved by the monitoring WIOA staff before implementation.

**Wages:** wages must be commensurate with work performed and with salaries paid to others doing similar work. Youth under OJT contracts are paid wages as they are employees of a business. Wages reimbursed to the employer under the individual youth OJT are considered work experience wages for youth program purposes.

**Occupational Training:** For all youth involved in occupation training programs (work experience, apprenticeships, internships, OJT contracts):

- Time sheets are to be kept on all participating youth
- Youth are not compensated for missed hours/days/holidays or other time not spent on the work based training program
- Incomplete occupational training programs/ contracts- stipends/wages will be prorated to time in training. Stipends/wages paid will be based upon the time sheets submitted documenting actual time spent in the training program in accordance with the youth stipend plan or OJT contract.

**ATTACHMENTS:**

Attached forms are to be completed by the contracted WIOA Youth Program providers. All forms and supporting documentation for each cost will be kept in the individual youth's file to be presented upon request for review by WIOA program monitors and/or NYS Program and Fiscal Auditors.

**ATT A: Purchased/ Reimbursed form- All Other Supportive Services**

- To be completed for purchase/ reimbursed costs
- All information must be complete on each form
- All supporting documentation must be kept with form

**ATT B: Supportive Services- Transportation**

- To be completed to issue gas card/bus pass
- All supporting documentation (attendance sheets/ receipts) must be kept with form
- Issuance of gas cards/bus passes must be in compliance with this policy

**ATT C: Incentive**

- To be completed to issue incentive cards for benchmark attainment as outlined in policy

# Broome-Tioga Workforce NY - Supportive Services Other

max: \$750

**Youth Name:** \_\_\_\_\_ **NY #:** \_\_\_\_\_

**Enrollment Date:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Youth Program :** \_\_\_\_\_ **Youth Program Staff:** \_\_\_\_\_

<b>All Other Supportive Services- Purchased or Reimbursed Costs:</b>		
	Check Box(es)	
<b>1. Job Search Costs</b> <b>2. Employment Costs - (name of employer must be in OSOS/File)</b> <b>3. Training Costs- (training info must be in OSOS/File)</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>30 Days of Employment / Training Verified for Reimbursement only:</b>	<b>Start date:</b>	<b>30 day date:</b>
Employment verified by: _____ Training Attendance verified by: _____ Verification source: _____		
<b>Supportive Service Items: purchased or reimbursed</b>	<b>Purchased</b>	<b>Reimbursed</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
<b>(all supporting documents / receipts must be attached to form)</b>		

\_\_\_\_\_

**(Youth Program Staff Signature)**

\_\_\_\_\_

**(Date)**

**BROOME-TIOGA WORKFORCE NY**  
(YOUTH PROGRAM NAME)  
(ADDRESS)  
(PHONE)

---

**SUPPORTIVE SERVICE- TRANSPORTATION**

**Max: \$850**

**YOUTH NAME** \_\_\_\_\_

**OSOS NY#:** \_\_\_\_\_

I have reviewed the Supportive Service policy with Youth Program staff and was informed of the terms and conditions.

I understand that:

\_\_\_ This is to assist with transportation costs, not to totally subsidize the cost of transportation to participate in WIOA programs.

\_\_\_ The bus passes/ gas cards are to assist with transportation to and from this youth program, training program, skills training programs, as well as job searching purposes.

\_\_\_ The distribution of bus passes/ gas cards are dependent on my attendance at Broome- Tioga Workforce and/or Broome-Tioga programs

\_\_\_ Attendance will be verified by Youth Program Staff

\_\_\_ I will be required to sign for bus pass/ gas cards

\_\_\_ I must turn in gas receipt (which has gas card # on it) in order to receive another gas card

**If in training:**

Training Dates: \_\_\_\_\_ to \_\_\_\_\_

Training Provider: \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date







---

**Broome-Tioga Workforce**  
 (YOUTH PROGRAM NAME)  
 (ADDRESS)  
 (PHONE)

---

**INCENTIVES**

**Max: \$500**

**YOUTH NAME** \_\_\_\_\_ **OSOS NY#:** \_\_\_\_\_

I understand that:

\_\_\_ The distribution of cash card is dependent on my attendance at Broome-Tioga Workforce services/programs or other youth or training programs.

\_\_\_ Up to a maximum \$25 incentive card for Work Readiness Certification Course completion

To qualify for Work Readiness incentive, youth must:

- a)** complete at least 4(four) hours of Work Readiness coursework to a maximum of 4 weeks
- b)** incentives will only be given at completion of full week of programming each week to a maximum of 4 weeks

\_\_\_ Up to maximum \$25 incentive cards may be rewarded upon attaining one or multiple achievements listed below:

- Passing Customer Service Certification
- Increasing TABE one EFL
- Active participation in 15 hours of TASC tutoring (up to 60 hours total)
- Completion of occupational classroom training (or midpoint if longer training) with attendance no less than 75% of class hours
- Gaining employment upon completion of work readiness and/or education components
- Retaining employment into the 2<sup>nd</sup> qtr after exit from programming
- Completing Financial Literacy

\_\_\_ Up to maximum \$50 incentive card for passing TASC (high school equivalency)

\_\_\_ Attendance will be verified by Youth Program Staff

\_\_\_ Customers are required to sign (or approved alternative, i.e- mail, email, text, etc ) for a cash card (if mailing: gift cards are to be sent certified return receipt in order to obtain a signature verifying receipt of the gift card)

Training Dates: \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_  
Customer Signature (or approved alternative)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date



<b>Vendor/Card Number</b>	<b>Reason for Card</b>	<b>Program Staff Signature</b>	<b>Amount Issued</b>	<b>Date Issued</b>	<b>Youth Signature or Acceptable Alternative</b>
	Work Readiness Certification Course				
	Passing Customer Service Certification				
	Increasing TABE one EFL- Reading				
	Increasing TABE one EFL- Math				
	15hr participation in TASC class				
	15hr participation in TASC class				
	15hr participation in TASC class				
	15hr participation in TASC class				
	Completion of Occupational Trng with 75% or higher attendance				
	Gaining employment				
	Retaining employment 2 <sup>nd</sup> Qtr after exit				
	Passing TASC				
	Completing Financial Literacy				
	Enrollment in Post-Secondary Education				
	Military enrollment				