

LOCAL BOARD OF SOUTHEAST LABOR DEVELOPMENT

TITLE:	Determination and Award Procedure of Support Services Payment: Adult, Dislocated Worker, and Youth Program		
APPROVAL:	October 17, 2019	ABOLITION:	Procedure of Support Services Youth Program, and Adult and Dislocated Worker Program Procedure, approved on October 2, 2008
VALIDITY:	November 4, 2019		
AMENDMENTS:	A: January 15, 2020	SIGNATURE:	[Signed] Jesús E. Delgado Morales Local Board President
APPROVED BY:	Local Board of Southeast Labor Development		

I. INTRODUCTION

The Local Board of Southeast Labor Development’s Mayors Board, integrated by the municipalities of Humacao, Juncos, Las Piedras, Maunabo, Patillas, San Lorenzo, and Yabucoa, together with the Local Board of Labor Development (Local Board), agreed upon to select the Southeast Consortium as the administrator of the Title I-B funds: Youth, Adults and Dislocated Workers of the Workforce Innovation and Opportunity Act (WIOA, for its English acronym).

WIOA establishes that the Support Services will be offered to the participants active in activities permissible in the Adult, Dislocated Worker and Youth Program that are not able to obtain the services by means of other programs that offer them, though they need them in order to participate in the activity.

These include, but are not limited to, the following: links to community services in the areas of transportation, child and dependent care, lodging, need related payment (NRP), educative tests, reasonable accommodation for disabled youth, uniforms or other attire appropriate to work, working tools, including eyeglasses and safety eyeglasses. In addition, support services include book payment allowance, tuition payment, school supplies, and other articles for participants registered in training programs at the postsecondary level, as well as payment for requests related to employment and/or training, tests and certificates, and legal assistance services.

II. OBJECTIVE

The purpose of this procedure is to establish operational and administrative, uniform norms in relation with providing Support Services to the eligible participants. This, in order for the system’s officials to recommend, award and pay in a uniform way the support services.

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III. LEGAL BASE AND REFERENCES

- Workforce Innovation and Opportunity Act (WIOA, for its English acronym) PL 113-128 of July 22, 2014, Section 3 (59); Section (129) (c) (2) (G), and Section 134 (d) (2) (A) (B) (C)
- Interpretive Regulation of the WIOA, Subpart A 680.900 to 680.970; 681.460, 681.570, and 681.580 (1)
- Training and Employment Guidance Letter (TEGL) No. 21-16 Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance, issued on March 2, 2017
- Training and Employment Guidance Letter (TEGL) No. 8-15 Second Title I WIOA Youth Program Transition Guide, issued on March 26, 2015
- Training and Employment Guidance Letter (TEGL) No. 23-14 Workforce Innovation and Opportunity Act (WIOA) Youth Program Transition Guide, issued on November 17, 2015
- Training and Employment Guidance Letter (TEGL) No. 19-16 Guidance on Services provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act (WIOA), and the Wagner-Peyser Act Employment Services (ES), as amended by WIOA Title III of WIOA, and for Implementation of the WIOA Final Rules, issued on March 1, 2017

IV. GENERAL NORMS

1. The Local Board, as established in Section 680.920 (a) of the Interpretive Regulation of the WIOA, has delegated on the Title 1-B Service Provider determine the maximum compensation that will be awarded to each participant without exceeding the limits established in this procedure, as well as the period of time in which they will receive the support services. The services will be received until the programmatic activity in which they are participating has concluded.
2. The Title 1-B Service Provider can authorize these services suspension, be it due to undue use, incompliance with the norms established by the institution or the administrator (discipline, attendance, punctuality, responsibility), or due to lack of funds' availability. The Career Planner (Planner) will value the suspension after evaluating and case managing as evidenced by a progress note, in which it has been explained the reason for the determination.

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3. The support service need, in particular, must arise as a result of each participant evaluation process. Once the support service need is determined, the corresponding service recommendation will be made for the eventual consideration.
4. The support service need determination will be the result of the Objective and Comprehensive Evaluation, and the needs will be evidenced in the Individualized Service Strategy and/or in the Employability Plan. The applicable amounts and rates will be determined in the Appointment Report.
5. It is the Planner's and/or the authorized official's responsibility identifying the available services together with the System's compulsory partners or with other agency that offers this type of service. The Planner will refer in writing the participants to whom the support service are recommended with the end in view of evaluating its availability. In order to expedite the process, the Planner can send via electronic mail the referral. A reasonable period of time, five (5) working days, will be waited. If they do not answer at the end of the set period of time, the Planner will proceed to request the services through Title I-B.
6. The support service costs will meet the reasonability and permissibility criteria; therefore, they will be granted to those participants that cannot obtain them through other programs offering them.
7. The support services will be subject to attendance to the corresponding programmatic activity and the funds availability.
8. As approved by the Local Board's Resolution on September 2013, in its first and second "Whereas" is established in regard with the Individualized Training Accounts (ITAs) that the Executive Director can use all the available legal services in order to process the refund of the funds used by the participants that due to fraud, negligence, disinterest, or laxity would not comply with the duties and liabilities established in the certification that they sign prior their participation in an ITA. The participant that does not comply with their duties and responsibilities will reimburse to ALDL Southeast the training costs, that is to say: tuition payment, books, materials, uniforms, quotas, allowances, support services, and other related costs.

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9. The participant is not an employee of the Local Southeast Labor Development Area; therefore, will not accumulate nor qualify for fringe benefits, such as: regular vacation time, sick leave, license to take test and attend job interviews, maternity and paternity leave, funeral leave, birthday leave, judicial matters or official subpoenas, indictment, being a person of interest, witness or jury, military leave, and unemployment insurance.
10. The participants cannot remain more than five (5) hours without taking the lunch period and/or break; this hour is not contemplated as an attendance hour. Thus, it is not deemed for payment.
11. Working more than eight (8) daily hours nor a maximum of forty (40) weekly hours, including the lunch period in the workday and or under activities is not authorized.
12. The support services will be subject to the Local Southeast Labor Development Area funds availability, and can be revised anytime, accordingly.
13. According to WIOA and its Regulation's provisions, the Local Board reserves the authority to set limits regarding the maximum amount to be granted, and the time allowed to receive support services, besides the restrictions with respect to the funds' availability.
14. For the purpose of this Procedure, time to attend a workshop, training, or class will be counted as of the starting time of attendance to the first workshop, training, or class program until the time of the conclusion of the last workshop, training, or class. As part of the attending time calculation, the intermediate period of time from a class to another one, provided this time does not constitute the break period or lunch time that corresponds to five consecutive hours, will be included. If participant is absent part of the day or all day long, the necessary adjustments to the support services that are awarded on an hourly basis, will be made. This does not apply to a daily rate.
15. The Local Board's Executive Director can request written changes in the stipulated amounts to the Local Board's President, or to whom this person delegates it, as requested by the Title I-B Service Provider. The Local Board will issue its determination in writing.

V. **GENERAL DEFINITIONS**

1. **Support Services:** These include, but are not limited to the following: links to community services, transportation assistance, allowances, child and dependent care, lodging, educative tests,

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reasonable accommodation for disabled youth, referral to health services, uniforms or other work appropriate attire, working tools, including eyeglasses and safety eyeglasses. In addition, book payment allowance, tuition payment, school supplies, and other items for participants registered in training programs at the postsecondary level, as well as payment of requests related to employment and/or training, tests and certifications, and legal assistance services.

2. **Occupational Skills Training:** Trainings aimed at achieving academic degrees or professional certificates in a specific occupation. Training programs leading participants to achieve renown postsecondary credentials, aligned with industry sectors and in-demand occupations in the Local Area will be given priority.
3. **Career Planner:** To the effects of this Procedure, is the official who evaluates the participant's needs and documents the services they need to participate, and then request, recommend and approve said services.

VI. SUPPORT SERVICES DESCRIPTION AND APPLICABILITY

SUPPORT SERVICES DIRECTLY PAID TO THE PARTICIPANT THROUGH CHECK OR DIRECT DEPOSIT, AS ESTABLISHED IN THIS PROCEDURE

1. **ALLOWANCES:** Economic incentive aimed at providing the participant with an allowance for its financial support and general wellbeing, so that the participant can participate effectively in the programmatic activities.

- **Applicability:**

The allowance will be directly paid to the participant; it is the equivalent to an hourly attendance compensation; if the participant is partially absent, the corresponding adjustments will be made.

Adult and Youth Program: If the participant is absent part of the day or all day long, a **\$6.00 per attendance hour** will be determined.

Dislocated Worker Program: If the participant is absent part of the day or all day long, a **\$10.00 per attendance hour** will be determined.

- **Documentation:**

- ◆ In the Individualized Plan and/or in the Service Strategy: the need assessment is established in the participant's file.

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- ◆ Appointment Form: The rates and support services are identified during the activity.
- ◆ Participant’s Attendance Sheet: The attended hours, computations, and adjustments will be done in this form.

2. **NEED RELATED PAYMENT (NRP):** The financial aid offered to the participants, adults, dislocated workers and out-of-school youth to allow them to participate in training activities. In the particular case of the adult and dislocated workers, the participants active in the following activities are eligible to receive NRP, if they comply with the below established criteria:

- Occupational Skills Development
- Trainings given by the private sector
- Entrepreneurial training
- Adult Education and Literacy provided in combination with the training services above described
- Skills and Retraining Improvement
- Custom-made Training

In relation with the youth, the NRP only applies to the ones that are participating in a training under the Individualized Training Accounts (ITAs).

• **Applicability:**

◆ *Adult and Youth Programs:*

⇒ Direct payment to participant, which will be authorized to the unemployed, those that do not qualify, or have stopped qualifying to receive unemployment compensation and are participating in the training services, as established in sections 134 (d) (3) (B) and 129 (c) (2) (G), of the WIOA.

As public policy, the Local Board has determined that the payment level is the following:

Family composition	Yearly Family Income	NRP Monthly Payment	Daily Payment
1	\$9,398	\$500.00	\$25
2	\$15,397	\$700.00	\$35
3	\$21,132	\$900.00	\$45
4 or more	\$26,086	\$1,100.00	\$55

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- **Documentation:**

- ◆ In the Individualized Service Plan and/or in the Service Strategy: The conducted analysis and the evaluated documentation is established in order to determine if the participant is eligible to receive the NRP.
- ◆ To recommend the Need Related Payment (NRP), it will be required that the participant present the documents that prove their eligibility for the same:
 - Evidence of receiving or not unemployment compensation
 - Date of unemployment compensation termination
 - Evidence of registration in the training activity

- ◆ *Dislocated Worker Program:*

⇒ To receive the NRP, a dislocated worker must:

- Be unemployed and
 - Have stopped qualifying for the unemployment benefit or the TAA benefit, and
 - Have registered in a training on or before the last day (Saturday) of week number thirteenth (13th) after the dislocation date, or
 - Be a dislocated worker whose suspension is temporary, and then this person is informed that the date will be extended for a six (6) month period. This dislocated worker applies for NRP provided is registered in a training on or before the last day (Saturday) of the eighth (8th) week after the date of the notice of the temporary dislocation extension.
- That is to say, with regard to the Dislocated Workers that qualify for unemployment insurance compensation, the NRP will be granted when the unemployment insurance compensation ends, provided the worker was registered in a training before the week number thirteenth (13th), since the date of dislocation. The above mentioned applies to those temporarily dislocated, except for the application date, which is the eighth (8th) week. If the training program ends before the participant depletes the unemployment insurance compensation benefits, the worker is not entitled to receive the same.
- Being unemployed but did not qualify to receive unemployment insurance compensation benefits, TAA, and is registered in a training program.

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- Payment level will not exceed the greater of:
 - The applicable level of the unemployment compensation or
 - If the worker does not qualify for the unemployment compensation, an amount equal to the poverty level for an equivalent period will be assigned. The amount will be adjusted to reflect the changes in the total family income.
- As a public policy, the Local Board has determined that the payment level after determining that the person does not exceed the poverty level, can be the following:

Family composition	Yearly Family Income	NRP Monthly Payment	Daily Payment
1	\$9,398	\$700.00	\$35
2	\$15,397	\$900.00	\$45
3	\$21,132	\$1,100.00	\$55
4 or more	\$26,086	\$1,300.00	\$65

- **Documentation:**
 - ◆ Individualized Plan and/or in the Service Strategy: The need analysis and the evaluated documentation done in order to determine if is eligible to receive the NRP is established.
 - ◆ To recommend the Need Related Payment (NRP), it will be required that the participant present the documents that prove their eligibility.
 - Evidence that receives or does not receive unemployment compensation
 - Date of termination of the unemployment benefit
 - Evidence of registration in the training activity
 - ◆ Evaluation of the family unit income to determine if it does not exceed the poverty level

3. **PER DIEM:** Economic incentive that is given to the participant for food consumption. It is determined in an individual way based on the participant’s need and when the activity time schedule requires so.

- **Applicability:** An incentive payment of **\$8.00 daily** will be directly paid for the lunch period and/or break period to the participants for which the activity time schedule is of five (5) hours daily. It applies both to morning schedules and afternoon schedules. Such periods can be taken consecutively, or a recess or break can take place during the period.
 - **Documentation:**
 - ◆ Individualized Plan and/or in the Service Strategy: The need analysis and the evaluated documentation is established in the participant's file.
 - ◆ Appointment Form: The rates and support services are identified during the activity.
 - ◆ Participant's Attendance Sheet: The hours attended, calculations, and adjustments will be done on this form, whose copy will be filed in the participant's file. The original copy will be used for the payment process.
 - ◆ Registration or Class Program: Identify the schedules. In order to determine if the participant qualifies for the per diem, a copy must be requested and filed in the participant's record and in the request for funds documentation.
4. **TRANSPORTATION:** Economic compensation that is offered to the participants that reside outside of the municipality and the ward/or distant sectors from the place of the activity. The participant that receives lodging will be excluded from receiving the transport benefit.
- **Applicability:** Participant's daily payment. In order to calculate milage, the calculator of the Transportation and Public Works Department (DTOP, for its Spanish acronym), which is available on its web page will be used. A **\$0.40 per mile rate up to a daily maximum of \$10.00** will be applied. The participants that reside in the town where the activity and/or training is taking place will have a fixed rate of **4 miles at the rate of \$0.40 cents per mile** for a total of **\$1.60 per one-way trip for a total of \$3.20 for the route that includes the round trip to the activity**. This independently of the type of transportation, either a public or private vehicle.
 - **Documentation:**
 - ◆ In the Individualized Plan and/or in the Service Strategy: The need analysis is established in the participant's file.

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- ◆ Appointment Form: The rates and support services are identified during the activity.
 - ◆ Participant's Attendance Sheet: The attendance hours, calculations, and adjustments will be done on this form.
 - ◆ Residence place evidence
5. **DEPENDENTS CARE**: Economic compensation that is offered to the participants that have a dependent(s), that reside in their home, are disabled, dependent, and require the care service in order to be able to participate in the WIOA authorized activities.

- **Applicability:**

- ◆ The service will be directly paid to the participant; a \$6.00 per attended hour per family nucleus is determined. If the participant is absent during part of the day or all day long, hourly adjustments will be made.
- ◆ The support service for disabled dependent or elderly person (60+) care will be subject to the following conditions:
 - i. The service will not be authorized when it is offered by a family member or a person that resides in the participant's home.
 - ii. The participant must present evidence that the dependent (disabled and/or elderly person) cannot conduct their daily activities on their own.
 - iii. The participant is the one in charge of said dependent care.
- ◆ Two additional hours will be included in the attendance hours calculation.

- **Documentation:**

- ◆ Case management in which the steps taken with the partners that offer the service and/or any other agency or community providers are identified.
- ◆ Family composition certificate
- ◆ Dependent's health certificate
- ◆ Dependent's original birth certificate (a copy will be part of the file)
- ◆ Penal antecedents (caregiver)
- ◆ Health certificate (caregiver)
- ◆ Law 300 certificate (caregiver)
- ◆ Copy of Photo ID (caregiver)
- ◆ Evidence of caregiver residency (electric power, water bill)

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6. **CHILDCARE**: Service that is offered to the participants that have a dependent child or children younger than thirteen (13) years and require the childcare service in order to be able to participate in the activities authorized under the WIOA.

- **Applicability:**

- ◆ The economic compensation will be provided for the participant's childcare up to three (3) children per family nucleus. The service will be directly pay to the participant; a **\$6.00** per hour per child and **\$3.00** additionally per child up to **\$12.00** per attendance hour per family nucleus. If the participant is absent during part of the day or all day long, hourly adjustments will be made.
- ◆ The support service, in terms of childcare for dependents younger than thirteen (13) years, will be subject to the following conditions:
 - i. The service will not be authorized when it is offered by a family member or a person that reside in the participant's home.
 - ii. The participant is the one in charge of the childcare.

- **Documentation:**

- ◆ Case management in which the steps taken with the partners that offer the service and/or any other agency or community providers are identified.
- ◆ Family composition certificate
- ◆ Dependent's(s) original birth certificate (a copy will be part of the file)
- ◆ Penal antecedents' certificate (caregiver)
- ◆ Dependent's health certificate (caregiver)
- ◆ Law 300 certificate (caregiver)
- ◆ Copy of Photo ID (caregiver)
- ◆ Evidence of caregiver residency (electric power, water bill)

SUPPORT SERVICES REQUISITION THROUGH THE PURCHASE OR REIMBURSEMENT PROCESS

7. **EYEGLASSES**: Available service that is offered through reimbursement to participants who have specific vision needs, whose economic situation does not allow them to acquire them.

- **Applicability:**

Prescribed eyeglasses: A **\$150 maximum** can be reimbursed to the participants.

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- **Documentation:**

- ◆ Case management: A need for documentation can arise anytime during the participation in the activity.
- ◆ Medical prescription: Evidence of a qualified specialist
- ◆ Purchase and/or payment bill: It cannot be a quotation since it must be documented that the purchase was made.

8. **MATERIALS, BOOKS, TOOLS AND SPECIAL SERVICES FOR DISABLED INDIVIDUALS:**

Service to be provided through the purchase process with the purpose of providing materials and tools required to the participant by the service provider, which are not included under the established agreements. This service includes safety glasses, materials, books, tools such as service adapted to disabled persons that the partner or other program does not provide.

- **Applicability:**

- ◆ The costs of these services have a maximum benefit of **\$100.00 per unit**.
- ◆ In the particular case of books, if the cost exceeds **\$100.00**, authorization for the purchase will be requested from the Local Board's Executive Director, as previously established.
- ◆ This service is available for participants that are active in an activity and/or training of Title I-B.
- ◆ This service will be conducted by the Fiscal Agent of the purchasing area, as requested by the Title I-B Service Provider.

- **Documentation:**

- ◆ Letter from the Service Provider justifying the need of uniforms
- ◆ Case management: Need documentation

9. **UNIFORMS:** Service to be provided through the purchase process, which includes assistance for the payment of uniform or other attire needed by the participant to perform the activities that require it, when the employer or educational institution does not provide it.

- **Applicability:**

- ◆ The costs of these services have a **maximum benefit of \$100.00** per uniform and a **maximum of \$100.00** for shoes or work boots for a total of **\$200.00 maximum** for both items.
- ◆ This benefit applies to one request per fiscal year per participant.

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- ◆ This service will be done by the Fiscal Agent of the purchasing area, as requested from the Title I-B Service Provider.
- **Documentation:**
 - ◆ Letter from Service Provider justifying the need of uniforms during the training
 - ◆ Case management: Need documentation

10. LICENSES, REVIEWS OR CERTIFICATIONS:

- **Applicability:**
 - ◆ Service available for participants that are active in an authorized training or other activity subsidized with Title I-B funds. This benefit will be a maximum of \$500.00 per participant. If this service were to be documented and a need greater than the set limit is established, the Local Board's Executive Director can request to the Local Board through a letter to consider the approval of higher than the established maximum rates.
- **Documentation:**
 - ◆ Letter from Service Provider justifying the need and amount
 - ◆ Case management: Need documentation
 - ◆ This service will be done by the Fiscal Agent of the purchasing area, as requested from the Title I-B Service Provider.
 - ◆ If the need would exceed the set limit, a hard copy of the request and the Board's determination are needed.

11. CERTIFICATIONS, STAMPS, TESTS, PHOTOS, AMONG OTHER SERVICES REQUIRED FOR THE RECRUITING OR TUITION PROCESS:

Service that is offered through reimbursement with the purpose of providing the participant with the services needed for the recruiting or tuition process. These include but are not limited to health certificate, penal antecedents, Law 300, and birth certificate. Credit transcripts and doping test are also included, among others.

- **Applicability:**
 - ◆ Service available for participants that are active in an authorized training or other activity, which implies placement in a nonsubsidized job, and/or are

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active in activities such as: On-the-Job Training, Custom-made Training, Job Search Coaching, Work Experience or any other activity that requires contracting documents.

- ◆ This service can be requested for recruitment or tuition per fiscal year, as per availability.

- **Documentation:**

- ◆ Letter from Service Provider and/or employer justifying the need, and it is not included in the proposal.
- ◆ Case management: Need documentation
- ◆ Invoice for reimbursement with the purchase receipts

12. **LODGING:** A place to be used as a temporary residence to participants that cannot commute daily to the activities of Occupational Training Skills by means of an ITA modality. This service will be processed through total or partial reimbursement directly to the participant. The participants that receive the lodging benefit are excluded from the transport benefit.

- **Applicability:**

- ◆ This service can be provided to the participants that are active in Occupational Training Skills by means of an ITA modality. For this service a maximum of **\$350.00** monthly can be authorized.
- ◆ The participant will be responsible of paying the service provider, and will present evidence of payment, which will be made through reimbursement to participant.
- ◆ Lodging service provided by relatives (parents, grandparents, siblings or uncle/aunt) will not be paid.
- ◆ If the lodging requires a rental bond, this investment has to be defrayed by the participant.
- ◆ During academic recess periods that do not exceed fifteen (15) calendar days per month, the monthly service total can be reimbursement after presenting evidence of the tuition payment and/or academic calendar.

- **Documentation:**

- ◆ Case management: Need documentation

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- ◆ Verification of Physical Facilities: Initial verification of the lodging site is required. It will be conducted by the Planner or other designated official
- ◆ Copy of the contract signed with the landlord
- ◆ Payment evidence
- ◆ Tuition payment and/or academic calendar

VII. FORMS

The following forms will be used according to this Procedure:

- Request for Budget for Direct-to-Participant Support Services (Allowance, NRP, Transport, Per Diem, Lodging, Childcare and/or Dependent Care)
- Request for the Purchase of Support Services (Materials, Tools, Uniform, Eyeglasses)
- Attendance Sheet
- Appointment Form
- Individualized Employability Plan and/or Service Strategy
- Tuition payment and/or academic calendar

VIII. REQUEST PROCESS

1. The Career Planner (Planner) determines the need of the support services by means of the Objective and Comprehensive Evaluation, Individualized Employability Plan (PIE, for its Spanish acronym), and/or the Individualized Service Strategy (EIS, for its Spanish acronym).
2. By means of the appointment of the participant in a Title I-B programmatic activity the Planner will identify the necessary and available support services taking into consideration the activity. If needs additional to the ones included in the PIE and/or the original EIS arise, it will be the Planner's responsibility to conduct the document revision.
3. The amounts recommended for the allowance item will be requested periodically through the Request for Budget Allocation form by the Activity Coordinator. Said amounts can be adjusted periodically in conformity with the needs and available resources in the Southeast Local Labor Development Area.
4. The Planner will refer the participant to the System's partners, such as: Family Affairs Department or other available entity in order to determine the service availability and avoid duplicity. To these ends, the Referral Form will be sent personally and/or via electronic communication.

LOCAL BOARD OF SOUTHEAST LABOR DEVELOPMENT

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T (787)656-0101|656-0658| TTY (787) 656-0655

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5. The Planner or authorized official will wait for a response to the referral for a period not greater than five (5) workdays. Once it is determined that the services are not available, or that a response from the partner was not received, the Planner will recommend the corresponding support service(s) by means of Title I-B.
6. The Planner will be responsible for requesting Support Services, determining the days, making calculations, and making sure that the requisition is complete in all its parts, as established. At the same time, the Planner will watch for the services validity, the budget balance, and will make the change orders, as necessary.

IX. EXCEPTIONS

The Executive Director of the Local Board to whom it is delegated can request from the Local Board a letter or meeting, an amendment or approval of rates greater than the established maximum amount. The approval of this exception must be established in writing be it in a letter or minutes of a meeting.

X. APPROVAL AND VALIDITY

Upon approval of this procedure, the Local Board's Executive Director or the official to whom it is delegated, will coordinate a personnel training by November 4, 2019. This procedure will be valid after the personnel training certification.

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