

w2f-sus-2019#1.1

To: work2future Service Providers
From: San Jose Silicon Valley Workforce Development
Effective Date: Immediately
SUBJECT: COVID-19 Impacted Individuals - Supportive Service Policy



OPERATIONAL DIRECTIVE

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BACKGROUND:

In an effort to help workers most impacted financially by the coronavirus (COVID-19) pandemic, the Employment Development Department (EDD) announces the availability of *Workforce Innovation and Opportunity Act* (WIOA) Dislocated Worker Funds to provide supportive services to individuals impacted by COVID-19.

POLICY:

- This policy provides guidance regarding requirements for granting supportive services and outlines the eligibility criteria for individuals to receive these funds.
- **Supportive services may not exceed maximum amount of \$800.** If the service provider uses other funds such as existing WIOA Adult or Dislocated Worker formula funds to provide supportive services, then those funds do not count towards the \$800 limit.
- The type and need of supportive services will be determined by the service provider. These supportive services may include but are not limited to the following:
 - equipment necessary to telework (e.g. computer, internet, etc.)
 - housing assistance
 - utility assistance
 - childcare assistance
 - transportation assistance
- All supportive services payments and documentation (described below) will be the sole responsibility of the service provider. work2future will provide as much flexibility as possible during this difficult time and ask that the service provider do their best to collect original documents and/or receipts. However, during this pandemic and for this grant only, work2future supports the approach of documenting through self-attestation (as determined by service provider) under penalty of perjury how the participants spent the money.

COVID-19 Related Eligibility Criteria:

1. Individuals are enrolled in Title I Dislocated Worker services.
 - Individual must have a complete Title I application in CalJOBS with Dislocated Worker eligibility.
2. Individuals must meet one of the following:
 - Laid off due to COVID-19.
 - Experienced a reduction in hours and/or pay due to COVID-19.
 - Unable to work for any of the following COVID-19 related reasons:
 - Subject to quarantine.
 - Caregiver for someone who is subject to quarantine.

- Need to care for children because of school closure or closure of child care provider.
- At higher risk of getting seriously ill from COVID-19, or lives with someone at higher risk, as outlined on the California Department of Public Health COVID-19 website.
- Required to telework, but do not have the necessary equipment.

Documentation

1. Service provider must ensure:
 - Payment records will be maintained, completed and readily available for monitoring or audit reviews.
 - Participant records and financial records will meet the standards for financial management and participant data systems.
 - Records will be maintained in accordance with records retention requirements.
 - Original receipts that are dated, itemized, reflect amount paid and type of payment made, with the vendor's printed name, address and phone number will be submitted to WDB-Finance.
 - work2future asks that the service provider determine how self-attestation and the date of enrollment is documented in case management, and the process by which an individual's signature will be obtained once in-person services resume.
2. Receipts for supportive service requests must be submitted **within 30 days** of purchase.
3. Service providers shall establish and utilize appropriate checks and balances necessary to guarantee the integrity of the supportive services funding. If necessary, the Service Provider will develop an internal operational policy, which will be made available to work2future WDB staff to ensure compliance and consistency in granting supportive services.
4. Supportive services payments will only be provided when the service is allowable, justifiable, deemed necessary and reasonable, and documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
5. Service provider shall ensure that the AIFT module in CalJOBS are completed accurately and in a timely manner, and that all case notes regarding the type of supportive services received and the corresponding activity are entered in CalJOBS within 5 working days.

Performance

To receive COVID-19 Supportive Service funds, the individual must be enrolled in the program, which means they must receive a career service other than self-service or workforce information-only services. However, performance considerations should not be a component of determining program eligibility and providing services. The EDD performance team is aware of the performance impact COVID-19 will have on the Local Areas' performance results and will work with Local Areas during the next performance negotiations process to address these concerns.

Cc: Monique Melchor, work2future Director