

**WORKFORCE SOLUTIONS SOUTHEAST TEXAS BOARD POLICY LETTER**

<b>Directive:</b>	23-25, Change 1
<b>Date:</b>	
<b>Keyword:</b>	All Programs
<b>Effective:</b>	Immediately

**TO:** Workforce Solutions Southeast Texas – Contractor(s)  
**FROM:** Mary Hammon, Executive Director  
**SUBJECT:** Comprehensive Supportive Service Policy Directive-Update

**PURPOSE:**

To provide Workforce Solutions Southeast Texas Board Administrative staff (Board) and Workforce Solutions Southeast Texas Contractors staff (Contractor) with **updated** guidance on the Comprehensive Supportive Services Policy Directive for Workforce Solutions Programs.

Changes and Updates are **made in Purple bold font.**

**REFERENCES:**

- ✚ Federal Trade and Globalization Adjustment Assistance Act of 2009
- ✚ Texas Labor Code §301.063
- ✚ Transportation Equity Act for the 21st Century (Public Law 105-178 §3037) Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (Public Law 109-59 §3018)
- ✚ Texas Workforce Commission Choices Rules: 40 TAC §811.63
- ✚ Texas Workforce Commission Supplemental Nutrition Assistance Program Employment and Training Rules: 40 TAC §§813.22, 813.34, and 813.41
- ✚ Texas Workforce Commission Employment and Training Services for Dislocated Workers Eligible for Trade Benefits Rules: 40 TAC §849.41
- ✚ Texas Workforce Commission Local Workforce Development Boards Rules: 40 TAC §801.51(f)
- ✚ WD Letter 10-07, issued February 2, 2007, and entitled "Adoption of Local Workforce Development Board Policies in Open Meetings."
- ✚ WD Letter 07-17, **Change 1 issued March 18, 2024**, and entitled "Local Workforce Development Board Transportation Polices to Safeguard against the Misuse of Funds---Update."
- ✚ Workforce Innovation and Opportunity Act Final Rule 20 C.F.R. Part 617.28 Transportation Payments
- ✚ Technical Assistance Bulletin 293, issued, January 14, 2020, and entitled "Transportation Services-Update."
- ✚ ***TEGL 19-16, Guidance on Services through the Adult and Dislocated Worker Programs under WIOA and the Wagner-Peyser Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules***

## **BACKGROUND:**

The comprehensive case management approach to Support Services is designed to enhance the workforce development system's ability to identify and address participants' barriers to employment as soon as possible. Every attempt should be made to address the immediate needs of the participant within the constraints of the applicable rules and regulations of each program. The supportive services provided are not intended to financially reward participants or duplicate any services provided by other public or private sources. Support services are designed to enable participants to move more quickly into the workforce, obtain long-term employment and/or complete training. Support services are not entitlements to any participants.

A recent Texas Workforce Commission (TWC) review of Boards' transportation policies shows showed great disparity in the scope, language, limits, and safeguards against misuse of funds. Some policies were too vague, while others simply referenced TWC rules or directed Workforce Solutions Offices to develop transportation policies that are in "compliance" with TWC rules. Other policies were too specific to address the transportation needs of eligible participants across all programs.

The following TWC rules provide the general directives and framework for Boards to develop written policies and procedures that provide necessary and reasonable transportation support services to all eligible participants:

- Chapter 811, Choices
- Chapter 813, Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- Chapter 849, Employment and Training Services for Dislocated Workers Eligible for Trade Benefits

Updated Technical Assistance (TA) Bulletin 178, Change 3 also provides general information on best practices for transportation policies. TA Bulletin 178 Change 3 has been rescinded and replaced with TA Bulletin 293, that provides guidance on "Transportation Services-Update."

The Workforce Innovation and Opportunity Act (WIOA) authorizes Boards to provide support services to individuals participating in WIOA funded programs. Support services are designed to assist Adult and Dislocated Workers with transportation, child care, dependent care, housing, and other services necessary to enable an individual to participate in activities authorized under WIOA Title I. While the act authorizes these services, it does not require that they are provided through WIOA funds.

## **POLICY/PROCEDURES:**

Attached at the end of Policy Directive. (ATTACHMENT 1)

## **RESCISSIONS:**

The information included in this Directive supersedes and **rescinds Directive 23-25, issued March 23, 2023 and entitled, "Comprehensive Supportive Services Policy"**.

## **ACTION REQUIRED:**

Workforce Solutions Southeast Texas Contractors must provide all staff with a copy of this directive. Contractor must ensure that appropriate staff is apprised of and complies with the requirements in this Policy Directive

## **INQUIRIES:**

Please direct all inquiries to Eva Cezar Hebert via email [eva.hebert@setworks.org](mailto:eva.hebert@setworks.org).

## **ATTACHMENTS:**

Attachment 1: Comprehensive Support Services Policy

Attachment 2: Support Service Data Entry Desk Aid

Attachment 3: Workforce Solutions-Admin, Transportation/Support Service Request Form (WDB 205)

# ATTACHMENT 1

## Policy Directive 23-25, Change 1 Comprehensive Supportive Services Policy Directive – update

### GENERAL

**Supportive services are allowed for participant expenses only. Supportive services cannot fund expenses for family members or others who may be sharing the same resource.**

Based on individual assessment and availability of funds, supportive services may be awarded to eligible participants. The participant's assessment includes identifying barriers to employment and/or program participation. Program providers have the responsibility to address these employment barriers (such as eyeglasses, temporary shelter, etc.) when the participant begins program participation, work or training as resources are available. However, it should be understood that there are restrictions and limitations associated with the various grants that may prohibit some types of assistance.

The program provider will approve all supportive services utilizing the criteria outlined within this policy. Local operating procedures must be developed for the expenditure of supportive services funds. Additionally, appropriate and adequate participant file documentation must be maintained that justifies the payments. Any disallowed costs that may be a result of inappropriate support services approval and payment will be paid by the program provider with non- federal funds.

All other sources of funding **MUST** be sought first. Customer/Staff must attempt to obtain support services through other means including family, friends, partnering agencies, community resources, and others as appropriate prior to accessing program funds.

Based on the local current economy gas prices, the Board has reassessed the daily transportation cost from \$5.00 a day to \$10.00 a day.

The contractor must ensure local operating procedures are developed for weekly and monthly reconciliation for all applicable support services that are provided. On a monthly basis, contractor staff designated by the contractor will be responsible for all inconsistencies and/or shortages.

Although each program has specific rules and regulations in regard to support service funds, the following general rules apply:

- Support services will be provided contingent upon availability of funds and the evaluation/justification of needs.
- Support services are not an entitlement to any participant.
- Daily cost limitations for transportation maybe exceeding in extenuating circumstances. The length for support services may also be waived. The period of cost adjustment must be stated in the case file and supervisor approval documented.
- The need for support services, all attempts to access other sources and the outcomes/referrals should be documented in the case file **and** the Individual Employment Plan (IEP)/Family Employment Plan (FEP) Individual Service Strategy (ISS).
- Staff must assist customers in developing/recognizing resources to address barriers, which will still exist once subsidies end.

- For those customers that are co-enrolled into programs, specific program guidelines should be considered when accessing support service funds. The order of precedence should be followed as appropriate:
  - Outside resources (family, friends, other social service entities, partnering agencies other than those listed below)
  - Supplemental Nutrition Assistance Program Employment and Training (SNAP E & T), Choices, Trade Adjustment Assistance (TAA), Workforce Innovation and Opportunity Act (WIOA), Non-Custodial Parent (NCP) Program, and National Dislocated Workers (NDW)

The Contractor should take into consideration any type of support services payments including Trade Readjustment Act (TRA) received through TAA that may assist with support services prior to the use of WIOA funds.

***For example:*** Client needs transportation assistance, enrolled in both Choices and WIOA. Staff should attempt to pay for support services with Choices funds prior to accessing WIOA funds. Support Services should not be duplicated.

Priority must be given to enrolled eligible veterans and their spouses under the Jobs for Veterans Act. If program and service resources are limited, then the veteran or spouse is given priority. NOTE: This does not mean that the veteran or spouse is given “bumping rights” over others who are already receiving supportive services.

## **PROGRAM SPECIFIC GUIDELINES**

### **PROGRAM: WIOA (Adult and Dislocated Worker (DW)) Support Services**

All WIOA enrolled Adults and DW are eligible for supportive services as defined in WIOA Section 3(59). ***Supportive services may be provided to WIOA Title I Adult and DW participants as necessary to enable an individual to participate in career services and/or training services and/or retain unsubsidized employment that may be at risk due to interruptions to key supports and, in most situations, when no other assistance is available in the individual’s community.***

***As stated in TEGL 19-16, individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities or both to continue to receive supportive services. 20 CFR 680.900 lists examples of supportive services that may be provided to participants in career services and/or training services.***

Supportive services are based on financial need and participants are not automatically entitled to supportive services. ***WIOA supportive services are limited and must be coordinated with other community resources. The Contractor must be familiar with support systems in the community and first coordinate with these organizations when applicable supportive services are requested. The Contractor must refer individuals to community resources and/or other income supports known to provide requested supportive services via the Common Referral System.*** In every instance of providing supportive services, **Career Counselors** must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant. ***Referrals and outcome of referrals to other community resources including 2-1-1, or reason for exemption to this requirement must be documented in case notes.***

WIOA Supportive Services may include services such as transportation, childcare, dependent care, and housing that are necessary to enable an individual to participate in activities authorized under WIOA Title I.

**NOTE:** Support Services funds may not be used to pay for training in lieu of an Individual Training Account.

Prior to accessing support services for customers enrolled in WIOA training services, the Contractor shall determine if other funds are available to accommodate all supportive service needs. This determination should be accomplished through the use of the financial analysis completed during the development of the IEP/ISS along with any additional income information staff may receive. WIOA support service funds will be accessed only after other funds have been used to meet customer needs during training. In the event other funds are received after the financial analysis was completed, the Contractor must conduct a reassessment of support service needs including the additional funds. The following support services are available under WIOA:

**Transportation** – provided to assist with interviews/job offers during receipt of WIOA (Assisted and Intensive) Career Services. Assistance should not be provided after the client's first payroll check is received unless cause for such assistance after receipt of the first check is documented and justified in the case file. Assistance may be provided for WIOA training services that do not yield earnings (classroom training). Customers may receive assistance in the following manner:

- Through issuance of bus tokens/transfers/passes or checks as deemed appropriate by workforce center staff.
- Customers may receive \$10.00 per day for travel assistance.
- Daily allowance may be given in the form of a gas card
- May be provided throughout training and up to three (3) months after training completion.

When necessary, out of area travel (outside of WDA) assistance can be issued to assist in obtaining employment. Out-of-areas travel assistance may be provided for a valid job offer or interview. The job offer must be verified and documented. Travel assistance for out of area interviews must be assessed on an individual basis and the customer must complete a self-attestation indicating the employer, address, and date of interview. Out of area, interviews require the approval of the Center Manager. Once the customer is deemed eligible and the employment offer is verified, the current state rate *per mile* may be multiplied by the miles to be traveled to calculate the amount to be issued. Miles to be traveled should be calculated using [www.googlemaps.com](http://www.googlemaps.com); The Contractor should use advance options and choose the shortest distance so that the most economical means are utilized.

Transportation payments are processed by the Board and distributed by the Contractor.

**Child Care** – Through referral to Child Care Contractor System. Child Care maybe provided:

- to assist customers with accepting an employment offer and making a smooth transition into the workforce. In most cases, provided up to one month with a maximum of 90 days.
- while the client is enrolled in training services and to secure employment. Once employment is obtained, childcare needs must be reevaluated. A parent fee will be assessed for WIOA child care. Please refer to the “Child Care Assistance” section of this policy.

**Other Support Services as deemed necessary** – to accept or retain employment while attending training and to accept a job after completion of training. These services may also be provided during follow-up services if it has been determined that the customer is in need of such services. Other support services payments are prepared and distributed by the Contractor.

**PROGRAM: Trade Adjustment Assistance (TAA) Support Services**

Support services help Trade-Certified Workers enrolled in training accomplish the following:

- Remain in the program
- Focus on the coursework
- Stay on task
- Complete components successfully and in accordance with their REPs

For the most part, TAA customers will receive support services through co-enrollment into WIOA DW Program. However, if a Trade-Certified Worker lacks the job skills required to secure suitable employment and is required to commute more than 50 miles for occupational training, federal regulations dictate that TAA-funded transportation and subsistence payments:

- are not subject to any caps; and
- must not be used for expenses such as vehicle repairs, car insurance, registration, or consumables.

TAA Customers may also be eligible for Trade Readjustment Services (TRA) once their layoff has been TAA certified, and their UI benefits have been exhausted.

**The Contractor must ensure the following: Co-enrollment with TAA Complying with WD Letter #18-21, Change 1 requires contractors to co-enroll TAA with the WIOA Dislocated Worker Program. This program partnership ensures the availability of a comprehensive array of services and resources that can be leveraged to serve trade affected workers. Similar to the TAA program, the WIOA DW program is designed to help DW overcome barriers to employment and return to work as quickly as possible. When individuals become a DW due to job loss, mass layoffs, global trade dynamics, or transitions in economic sectors, the WIOA DW program provides services to assist them in reentering the workforce. REF: [https://www.twc.texas.gov/files/policy\\_letters/18-21-twc.pdf](https://www.twc.texas.gov/files/policy_letters/18-21-twc.pdf)**

For additional guidance, please refer to the Trade Adjustment Assistance Guide for specific TAA guidance on the reasonable cost standard and transportation.

According to the Trade Adjustment Assistance Reform Act of 2002, Congress establishes a Declaration of Policy as follows:

"(a) Declaration of Policy. - Congress reiterates that, under the trade adjustment assistance program under chapter 2 of title II of the Trade Act of 1974, workers are eligible for transportation, childcare, and healthcare assistance, as well as other related assistance under programs administered by the Department of Labor."

Therefore, the Contractor should follow the policy as it relates to the provision of support services under the WIOA DW section of this policy directive.

**PROGRAM: WIOA Youth Support Services**

*Supportive services can be provided to WIOA Title I Youth during program participation and during follow-up services. There are no specific requirements for when to provide supportive services. They may be provided based on the needs of the participant as identified in the youth's Individual Service Strategy (ISS)/Service Plan.* Supportive services for youth are defined as services such as **food**, transportation, child care, and dependent care that are necessary to enable an individual to participate in activities authorized under Title I.



For WIOA eligible youth clients, support service assistance may be provided only after all efforts to secure assistance from other programs have been exhausted. Support Service Payments are intended to assist the individuals with the extraordinary costs associated with their participation in program activities. They are not designed to financially reward clients. Support Services needs should be identified and documented in the client's case record and Individual Service Strategy (ISS).

Support Services may also be made available during the 12-month follow-up period. Case management should determine the level and length of support services needed during follow-up.

The following support services are available for WIOA Youth:

**Transportation** – intended to assist the individuals with the costs associated with their participation in classroom and/or training activities, or to assist them with interviews/job offers. For clients who go to work, transportation assistance should not be provided after the client's first payroll check is received unless cause for such assistance after receipt of the first check is documented and justified in the case file. The allowance is not intended to financially reward participants. **NOTE:** WIOA Youth Customers may receive \$10.00 per day for travel assistance.

**Child Care** – Through referral to Child Care Contractor System. Designed to assist youth while participating in program activities and/or accepting an employment offer. Once employment is obtained, childcare needs must be reevaluated. A parent fee will be assessed for WIOA funded childcare services. Please refer to the "Child Care Assistance" section of this policy.

**Other Support Services** – as deemed necessary to accept or retain employment and while attending training and to accept a job after completion of training and during follow-up (post termination services).

#### **PROGRAM: TANF Choices**

Support Services for the TANF Choices program are provided, if needed, to an applicant, conditional applicant, recipient or former recipient of temporary cash assistance to remove barriers to employment or allow participation in the Choices program activities. These services should be coordinated with the employer, when appropriate. The Contractor must ensure that support services (including childcare) are terminated immediately upon a determination of a recipient's failure to meet Choices requirements, as discussed in the most recent Choices Rules.

The contractor must ensure that if a Choices participant indicates a need for support services, such as child care, that support is provided in order to remove any barrier to participation.

The Contractor must ensure that staff understand the following:

- support services for unemployed sanctioned families and conditional applicants does not extend beyond their demonstrated cooperation period.
- support services can continue for conditional applicants and sanctioned families after successfully demonstrating cooperation for up to two (2) months or as long as the TANF case has not been denied.
- **may provide support services to unemployed applicants and former recipients under the TANF short-term, non-recurring definition for up to four (4) months. Services that are provided longer than four months are defined as assistance.**
- support services are data entered into **WorkInTexas** Support Services tab.

Contractor must also ensure that staff:

- evaluates the need for child care either when an individual attends the Workforce Orientation for Applicants (WOA) or during the initial or ongoing assessment;
- when appropriate, authorizes child care and refers individuals to child care for services; and
- documents the need for child care as a separate entry in **WorkInTexas** Case Notes.

**Note:** Please refer to the Choices Guide, Section B-702: Evaluation and Authorization for Child Care Services for more detailed guidance.

**Transportation** – To enable a Choices individual to work, attend, and participate in required Choices services, or access necessary support services if alternative transportation resources are not available.

Evaluation of the Choices participant’s need for transportation and other available resources is part of the initial and ongoing assessment process. The Contractor must ensure that transportation services are reasonable, necessary and directly related to participation in allowable work activities, post-employment services and access to child care.

Program guidelines mandate using the most economical means of transportation to meet the participant's needs. Assistance is based on \$10.00 per day to participate in activities. In the case where the client is working, transportation assistance should not be provided after the client's first payroll check is received unless cause for such assistance after receipt of the first check is documented and justified in the case file.

**Child Care** – is provided through the Child Care Contractor System. Childcare can be provided for a TANF applicant who obtain employment prior to being certified for benefits (up to 12 months of childcare may be provided). Conditional TANF applicants who are participating in Program activities during their four weeks of demonstrated cooperation, current TANF recipients who are participating in the Choices program activities; and former choices participants who loose TANF benefits because of employment earnings or expiration of time limited benefits (transitional childcare). Child care eligibility for former recipients is subject to income limits.

**Other Support Services** – to allow Choices individuals to address barriers to employment or participation in choices services, subject to availability of resources and funding. Other support services payments will be provided by issuing a voucher, gift card or equivalent.

**Work-Related Expenses** - to allow choices individuals to accept or retain specific and verified job offers that pay at least the federal minimum wage may be provided or reimbursed. Work related expenses may include tools, uniforms, equipment, and transportation, car repairs, housing or moving expenses, and the cost of vocationally required examinations or certificates.

**GED Testing** - The cost of the GED testing and issuance of the certificate should be paid through direct payments to the GED test centers and the Texas Education Agency for Choices participants.

**PROGRAM: SNAP E&T Support Services**

The Contractor must provide support services to mandatory work registrants and exempt recipients who voluntarily participate in SNAP E&T activities if the support services are reasonable, necessary, and directly related to participation in SNAP E&T or to the recipient’s employment, if other resources are not available.

Support services include:

**Transportation** – for both Able Bodied Adults without Dependents (ABAWDs) and non-ABAWDs. Assistance is based on \$10.00 per day to participate in activities. Clients may receive public transportation tokens/transfers/passes. Program guidelines mandate using the most economical means of transportation that meets the participants’ needs. For clients entering employment, assistance should not be provided after the client's first payroll check is received unless cause for such assistance after receipt of the first check is documented and justified in the case file. Transportation related expenses are prepared and distributed by the Contractor. The Contractor is responsible for tracking the amount of transportation related expenditures for each mandatory work registrant. When a mandatory work registrant has received transportation erroneously (i.e., the mandatory work registrant was ineligible, or the amount exceeded the amount he/she was entitled to), an attempt must be made to recoup the expenditure).



A locally designed letter must be developed, and a copy retained in the mandatory work registrant's record. The Contractor must attempt to recoup any erroneous disbursements regardless of the reason. The contractor must ensure written procedures are in place to recoup erroneous disbursements.

**Child Care** – provided through the Child Care Contractor System for non ABAWDs needing child care to participate in program activities. Child care is provided for dependent children under age 13. Children who would be dependent except for the receipt of benefits under Supplemental Security Income under title XVI (SSI) or foster care under title IV-E are also eligible. Child care may also be provided for a child with a physical or mental disability who is incapable of caring for herself or himself (as verified by the State based upon a determination by a physician or a licensed or certified psychologist) and who is under age 18 or is age 18, regularly attends high school or high school-level training full-time and is expected to graduate before or during the month of his 19th birthday.

The Contractor must be aware that a child shall continue to be eligible and receive care for 12 months regardless of whether the parent continues to participate in the SNAP E&T program.

**Other Support Services** – as deemed necessary to accept or retain employment and while participating in SNAP E&T allowable activities. Other Support Services may be used for work, training or education related items including, but not limited to, costs for uniforms, personal safety items, or other necessary equipment, books or training manuals. Other support services excludes the costs of meals away from home. Effective immediately, the Contractor must ensure that SNAP E&T funds are not used for the following:

- Automobile insurance
- Vehicle inspection
- Vehicle registration

**GED Testing** The cost of the GED testing and issuance of the certificate should be paid through direct payments to the GED test centers and the Texas Education Agency for SNAP E&T participant referred for testing.

**PROGRAM: Non-Custodial Parent (NCP)**

The Contractor must ensure that support services are not extended to NCPs who are not actively participating in the program. After successfully demonstrating cooperation, support services can continue for NCPs as long as they are actively participating in the NCP Choices program, including during the postemployment retention-tracking period. The Contractor shall ensure that support services, are provided as appropriate, to NCP participants to address barriers to employment or participation in NCP Choices program and that they are reasonable, necessary, and directly related to participation in the NCP Choices program.

Allowable support services include the following:

**Transportation Assistance** – is based \$10.00 per day to participate in activities. In the case where the client is working, transportation assistance should not be provided after the client's first payroll check is received unless cause for such assistance after receipt of the first check is documented and justified in the case file. Contractor must ensure that the most economical means of transportation that meets the NCP's needs is used.

**Work-Related Expenses** – may provide work-related expenses that are necessary for NCP participants to accept or retain employment. Contractor also may provide work-related expenses when an NCP participates in community service and work experience.

Contractor may allow work-related expenses to be paid in advance or as a reimbursement, based on the participant's needs for the job. Examples of work-related expenses include tools, uniforms, licensing fees, transportation, and the cost of vocationally required examinations or certificates.

Contractor must ensure that staff:

- authorize and reports work-related expenses in **WorkInTexas**; and
- documents expenses in the case notes and case file

**Other Support Services** – as deemed necessary with the exception of Child Care to accept or retain employment and while participating in NCP employment activities. Other support services may include one-time nonrecurring, short-term benefits designed to deal with specific crisis situations or episodes of need. The Contractor must ensure that these benefits, which are not intended to meet recurrent or ongoing needs, **do not extend beyond four (4) months**. NCP clients should be co-enrolled when possible. Short Term Training assistance is also available.

**GED Testing** - The cost of the GED testing and issuance of the certificate should be paid through direct payments to the GED test centers and the Texas Education Agency for NCP individuals referred for testing.

**PROGRAM: National Dislocated Worker Grant (NDW)**

The Contractor shall ensure that support services are provided to eligible individuals to support their participation in the NDW project.

**Transportation** – In the case where the client is working at a site that required them to be mobile, transportation assistance may be provided to and from the job; it must be documented and justified in the case file. Assistance is based \$10.00 per day to participate in work activities.

**Other Support Services** – as deemed necessary to accept or retain employment and while participating in the NDW employment activities. Other support services may include child care, work-related physical examinations and medical treatment, tools, uniforms, equipment required for the participant to be employed in jobs related to the cleanup or to participate in the workforce development services offered under this grant.

**NOTE:** The Contractor should follow the same methods and procedures as mentioned below.

**METHODS AND PROCEDURES FOR SECURING SUPPORT SERVICES**

The participant's Individualized Service Strategy/Individual Employment Plan and notation in the case file should support and justify the need for all supportive services. Request for funds regardless of the funding stream should only be made after all other means have been exhausted. Staff should, in order to conserve funds, seek the most economical method of meeting the support service need. The contractor(s) must have procedures in place to approve support services requests. These procedures should be established within the confines of the most recent Comprehensive Support Services Policy Directive. Justification and adequate documentation must be kept in the participant file as it relates to the basis for approval of support. Case notes must document non-WIOA resources explored prior to the provision of each supportive service, justification for the supportive services, date of the services, cost of the service and outcomes of the services, if applicable. Forms used for the approval, documentation and tracking of support services should be developed and submitted to the Board for approval. Sample support service forms may be requested from the Board. The contractor may utilize these sample forms or develop their own.

Additionally, support services for repairs, uniforms, tools and other work-related equipment require the contractor to obtain viable bids from three (3) Board approved vendors prior to the purchase, regardless of the cost of the items to be purchased. The bidding process is necessary to establish price reasonableness and to promote competition. A board approved vendor is one that will accept the Support Services voucher and has established billing arrangements with the Board. In order to have vendors approved they must agree to accept our vouchers and the Board Fiscal Unit needs to receive vendor and contact information. Time should be allowed for this process to be completed. Documentation of the bids **must** be submitted with the voucher.

### **Transportation Related Expenses (TRE)**

Transportation Related Payments are prepared and distributed by the program service delivery contractor(s). Transportation Related Payments are provided to program participants to assist them with interviews/job offers or participate in program activities including classroom and/or training activities.

In order to address documented immediate needs of new Choices participants, the Contractor should utilize bus tokens, gas cards, etc., for assistance that will cover the period prior to the client receiving a TRE check. TRE payment requests are prepared on a weekly basis and submitted for processing to the Board for preparation. TRE payments are to assist with upcoming needs and the "period covered" dates on the form should include only dates after the weekly submission date.

For clients who enter employment, assistance should not be provided after the client's first payroll check is received unless cause for such assistance after receipt of the first check is documented and justified in the case file. The allowance is not intended to financially reward participants. Equal fixed payment amounts per day will be made to similarly situated participants. Please refer to Section, "Program Specific Guidelines", for additional information.

**Vehicle Maintenance** – A participant must demonstrate ownership of the vehicle before a payment of expenses for repairs, inspection, consumables (e.g., tires) insurance, or registration. **The participant must also present a valid driver license** unless the vehicle is owned by an immediate family member (mother, father, sister, brother, husband or wife).

If the vehicle is owned by an immediate family member, before inclusion of the vehicle's use in the IEP or FEP, a signed statement indicating that the participant has use of the vehicle for employment-related purposes, along with a copy of supporting ownership documentation, must be provided; and before repairing a third-party vehicle, a hold harmless agreement or other protection is signed by the vehicle owner and maintained in the participant's case file.

A participant may be eligible to receive up to \$3,000.00 for vehicle repair or other expenses related to car maintenance with approved documentation. Three (3) bids are required for vehicle repairs and payment is paid directly to the vendor after the completion of repairs and receipt of invoice. Prepayment for a participant's vehicle repairs is prohibited.

**Child Care Assistance** – If it is established that a lack of child care assistance would prevent program participation and there are no alternative sources of child-care, child-care services may be provided to participants enrolled into WIOA Adult, WIOA DW, WIOA Youth, Choices, NCP and SNAP E&T programs. Child care services for these programs will be provided through the Child Care Contractor System (CCCS) and a parent fee will be assessed to appropriate funding streams including WIOA. Coordination with CCCS provider will be necessary to know available funds. The Workforce Center Contractor staff should also assist universal customers as well as those that are enrolled into categorical programs with information for accessing low-income child care services provided through the CCCS system.

All clients may choose to use any regulated licensed or registered providers. These arrangements are called self-arranged child care. Self-arranged child care is limited to:

- licensed or registered child care facilities
- grandparents, great grandparents, aunts, uncles, and siblings of the child if the sibling does not reside in the same household as the eligible child.

The Contractor may also choose to use a mix of these services where possible. For example, children may be served from the same family through different funding streams to maximize resources. State and federal funding allocated by TWC to Workforce Solutions Southeast Texas allows you to select a child care provider who will meet your needs and provide the best care available for your children.

Parents are encouraged to visit at least three (3) providers and research each provider program before making a decision. To search for a child care provider or find out more information regarding a specific child care facility, visit the Texas Department of Family and Protective Services at [DFPS - Search Texas Child Care](#).

Providers can choose to terminate child care immediately, if the parent does not pay their parent fees. This could affect *WIOA* parents as well, if they fail to pay fees.

### **Child Care Request Procedures**

The Contractor and/or the *WIOA* Youth Services Provider should adhere to the following procedures when determining need and referring clients for child care assistance.

The Contractor:

1. must evaluate the need for child care services. The need should be documented in the case records and in the Individual Employment Plan/Individual Service Strategy.
2. will counsel a participant regarding child care requirements and determine if other sources of child care are available, such as other family members or other programs as appropriate.
3. will provide the participant with information to enable him/her to select a suitable child care facility.
4. must request documentation of the number of hours care is needed from customers that need child care to participate in program activities or attend school/work. This documentation may be class schedule, corroborated statement including work schedule, employer statement, telephone verification, etc.
5. complete the electronic version of the Notification of Childcare Referral Form (WDB-2510), to authorize child care. All applicable fund codes should be indicated on form 2510. Form 2510 is available in excel format.

For those programs where a parent fee is not assessed (Choices, *SNAP E&T*, etc.), the completed 2510 should be submitted to the Child Care Contractor as early as possible but no later than 2:00 p.m. the day before child care is needed. Procedures for timely delivery should be coordinated between the referring Contractor and the Child Care Contractor. Communication should be accomplished via e-mail with a read receipt being requested. Only in the event of the system being down, should a faxed or hand delivered copy be sent.

A copy of the completed 2510 should be maintained at the workforce center in the customer's file.

- must maintain a copy of the customer's class/work schedule or other documentation that justifies the requested timeframe of care in the case file.
- must monitor participant attendance and document reasons for absences. In the case of excessive absences, staff should follow up with the participant, require written excuse, and terminate care if customer is non-responsive to requests.
- Notify the Child Care Contractor of all child care changes including when care is no longer needed, eligibility for child care, changes in funding streams, reauthorization of care, hours/days of care, etc. by updating the Form WDB-2510. Child care should be re-evaluated and reauthorized at least once **every six (6) months** while the parent is participating in program activities.

### **Additional Information Regarding TANF Choices and *WIOA* Child Care Referrals:**

Child care rules require that a parent fee be assessed when using *WIOA* funds to pay for child care services. This parent fee assessment is applicable for all *WIOA* clients unless they are current Choices participants. In the instance where the client is co-enrolled in Choices and *WIOA* program(s), the parent fee assessment requirement is waived (even though the child care may be paid out of *WIOA* funds). The parent fee will not be assessed for those individuals until their Choices case is closed.

Please follow the procedures as outlined below when making referrals.

**For the WIOA client who is also a TANF Choices client:**

1. The Contractor should complete the Form 2510 (Notification of Child Care Referral Form), checking the Action Required section as "Provide Child Care" (if not currently receiving child care through Choices) or "Continue Child Care-New Information" (If currently receiving child care through Choices), Staff should indicate the budget code as:  
(A1) TANF Applicant, (A2) Choices or (A3) Transitional  
(B) SNAP E&T  
(C) Income Eligible  
(D1) WIOA Adult, (D2) WIOA Youth, (D3) WIOA Dislocated Worker.
2. A note in the comments section should state that the client is currently Choices and is now eligible for the other client group(s), as appropriate. It is imperative that staff relay information indicating the client as a current Choices participant (since this eliminates the requirement of the parent fee assessment).
3. When the client's Choices case closes, Contractor staff should again notify CCCS via the Form 2510 indicating to "Continue Child Care - New Information" and indicate the client group as now only WIOA code(s), ~~8, 9, or 10~~ (D1) WIOA Adult, (D2) WIOA Youth, or (D3) WIOA Dislocated Worker as appropriate. A note in the comments section should state that the clients' Choices case is now closed. CCCS will then contact the client and assess a parent fee for continued care through one of the other funding streams as appropriate.

**For the WIOA client who is not a TANF Choices client:**

The Contractor should complete Form 2510 requesting child care be provided, indicating the appropriate client group code(s) the customer is eligible for. The Contractor staff should inform the client of the parent fee requirement for WIOA, explaining that they will be required to furnish CCCS with additional information to complete this process.

**DISCONTINUATION OF CARE REASONS**

The Contractor must ensure that the following procedures are followed when discontinuing child care to clients receiving Choices and other employment services:

For all clients, select under ACTION REQUIRED from the ACTION drop down box select "Discontinue Care (Care Ends immediately)" on the form E-2510.

For Choices Clients, indicate under the DISCONTINUE REASON select from the drop down box:

- Voluntarily Withdrawal – Child Care
- Moved Out of State

**Other Support Services**

The participant's Individualized Service Strategy/Individual Employment Plan and/or notation in the case file should support and justify the need for all supportive services. Request for funds regardless of the funding stream should only be made after all other means have been exhausted. Staff should, in order to conserve funds, seek the most economical method of meeting the support service need. Justification and adequate documentation must be kept in the participant file as it relates to the basis for approval of support. The contractor(s) must have procedures in place to approve support services requests.



**Other supportive services may include needs such as:**

- Housing/Temporary Shelter including relocation expenses. **A copy of the current rental or lease agreement in the participant's name, with signatures, must accompany the supportive service request with a copy placed in the participant record. WIOA may not pay for rental deposits or mortgage payments.**
- Utilities - defined as gas, water, and/or electricity. Proof of residence and a copy of the **most current invoices** involved are required; payments may include re-installation or reconnect fees.
- Clothing - provided to participate in work activities and interviews. Includes work uniforms, etc.
- Medical/Dental - See WIOA and Choices sections for specific guidance per program.
- Transportation (Car repairs, etc.) - provided to customers that are unable to accept/maintain employment or prohibit continued participation and completion of training and/or participate in program activities.
- GED Test Payments
- Post Termination Needs - provided to promote long-term self-sufficiency for past program participants in WIOA and Choices. Customers may be approved.
- Drug Testing - Use of funds to pay for drug testing that is required for a program participant to obtain employment is not prohibited by and is consistent with the intent of, at a minimum, the ES, SNAP E&T, TANF and WIOA programs as long as the employer's drug testing policy requires drug testing, and the policy applies uniformly to all of its employees or potential employees and is not limited to employees hired through the workforce network. The cost of drug testing would be allowable to the extent that they conform to applicable program requirements (i.e., eligibility, participation, etc.), administrative requirements (i.e., procurement), and cost principles (i.e., necessary and reasonable, allocable, adequately documented, etc.).
- Other Supportive Services as appropriate such as tools/equipment, vocational licensing and certificates and other services that may be necessary to complete training.

In most cases, support service needs such as housing, **utilities**, transportation (car repairs) and clothing may be provided **once per program year (July-June)** per participant. WIOA, Choices, NCP and SNAP E&T funds each have limitations for accessing other supportive service funds. Please refer to each program section when determining the need and availability of funds.

**A request for additional payment beyond the one limit per program year must be submitted to the Board for approval. Justification with documentation must be submitted with request.**

These support services payments may be distributed by issuing a voucher, gift card, check, or other funds equivalent for the requested services. Procurement that may be necessary is the responsibility of the Contractor.

**Disallowed Supportive Services:**

**The following are prohibited to be purchased with WIOA supportive service funds. All costs will be considered disallowed and WIOA funds utilized to purchase these items must be returned to the funding grant:**

- **Vehicle Registration or State Inspection.**
- **Supportive services purchased prior to the participant's program enrollment.**
- **Fines and penalties such as traffic violations, late fees, and interest payments.**
- **Entertainment, including tips.**
- **Contributions or donations.**
- **Cell Phones Payments**

### Disallowed Supportive Services (continued):

- Refundable deposits.
- Alcohol, tobacco or marijuana products.
- Food (meals, groceries) (with the exception of WIOA Youth)
- Items for family members or friends
- Out-of-state job search and relocation expenses that are paid for by the prospective employer.
- Any other item that is not required for the participant to successfully complete their training and employment goals.

### DOCUMENTING AND RECORDING SUPPORT SERVICE PAYMENTS

Justification and adequate documentation must be kept in the participant file as it relates to the basis for approval of support. **The Workforce Solutions Board Admin Transportation/Support Service Request Form WDB 205 (ATTACHMENT 3) must be used for the approval, documentation and tracking of support services.**

A Financial Analysis must be prepared verifying the participant do not have the financial resources to obtain the requested service. Financial resources would include:

- Family and friends
- Other community resources must be researched and determined unavailable prior to authorizing WIOA funds to pay for the supportive service.
  - Evidence of referrals to other resources, including 2-1-1, and the outcomes of the referrals must be documented in the participants' case notes.

For all programs, a case note must be recorded in WorkInTexas for each supportive service provided to participants. The case note must include:

- The justification for the supportive service. This includes an explanation for how the supportive service is required for the participants to complete their training and employment plan.
- The community referral and outcome of the referral.
- Financial resources available to the participant, if any.
- A detailed description of what is being purchased. For example, "a pair of pants, two professional shirts, and new pair of shoes".
- Vendor.
- The initial amount requested and then the exact amount of the purchase.
- Outcome of the supportive service request, when applicable. Examples include:
  - Documenting instances when a request for a supportive service was made but ultimately not purchased, or
  - If the supportive service paid for a test of some kind, explaining the outcome of the test.

In addition to the documentation of the need for all supportive service payments (including transportation, child care, and other support services) in the client's case record and Individual Employment Plan, there are data entry requirements. If supportive services are linked to employment, information about the job, including verification should be documented in the client's case record.

The Contractor staff should record the planned and actual amount of the support services payment in the *WorkInTexas* automated system in accordance with the attached Desk aids for Support Service Data Entry. See ATTACHMENT #2

If the Board receives an invoice and the amount is different from the voucher, they will notify the via a report. The Contractor will enter the corrected actual cost of support services in *WorkInTexas*. **Also to** document the change, the Contractor staff must enter notes in the comment section.

This information should be reported using the appropriate fund source for which the funding will be paid. For example, the client is co-enrolled in both the TANF Choices and *W/OA* programs, it is determined that transportation related payments will be paid out of TANF funding, the actual supportive service will be documented under the Supportive Services Tab indicating Choices as the fund source. All support services documentation should be kept in the participant's case file and will be subject to monitoring.

### **CANCELLATION OR REDUCTION OF SUPPORTIVE SERVICES**

The Program provider or the Workforce Solutions Contractor *may* initiate the cancellation or reduction of Supportive Services for reasons including:

- Participant is not attending school/work/job search as scheduled
- Support Service Payment Requests are not submitted as directed
- Fraud or Abuse is identified
- Supportive services funding is not available
- Participant is making unsatisfactory progress
- Participant activity or training schedule changes
- Participant no longer needs support services
- Others as appropriate

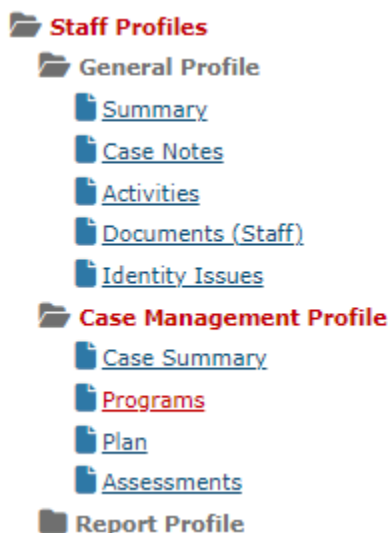
In the event that supportive services are canceled, the participant should be notified by phone, if possible, and by mail. An appropriate narrative concerning cancellation or reduction of supportive services and supporting documentation should be noted in the participant file.

If it is determined that an overpayment of transportation related expenses occurs, depending on the circumstances, it will be recovered in one of the following ways: (1) Subtraction from future checks payable to participant, (2) Stop payment, or (3) the participant returns the money. A locally designed letter should be developed, and a copy retained in the participants' file. Workforce Solutions Contractors must attempt to recoup any erroneous disbursements regardless of the reason. If funds are unable to be recouped, the contractor will be held accountable for the overpayment.

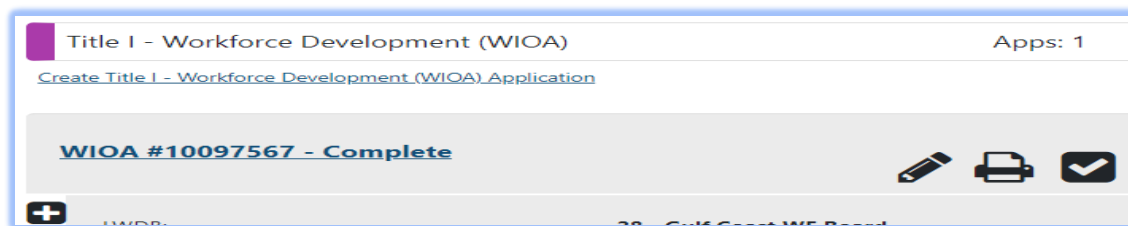
## Support Service Data Entry Desk Aid



1. Assist an individual by opening the **programs tab** your participant is enrolled in and select the Services that will be used, for example Transportation Assistance or Work-Related Expense.

a. **PATH: Staff Profiles > Case Management Profile > Programs >**



b. **> Program Ribbon (WIOA)**



- Click on  > Open  > verify that the applicable service sequencing has been provided prior to entering a support service.

c. **Select Activity Code:** When selecting a Service Code, If **Service Sequencing** has not been followed for WIOA and TAA then one of the required services were not entered prior to conversion.

- These services must be entered first in WIT:
  - for WIOA Adult and DW - 203 Comprehensive Objective Assessment and 205 Individual Employment Plan (EDP)
  - for Youth - 412 Comprehensive Objective Assessment and 413 Individual Service Strategy (ISS)

PE	EE	Status	ID #	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
✓	✓	<span style="color: green;">○</span>	4757900	<a href="#">205 - Individual Employment Plan (IEP/EDP)</a> No Provider Information	<span style="color: purple;">W</span>	Adult	N/A	04/17/2024	04/17/2024	<a href="#">Close</a>
✓	✓	<span style="color: orange;">○</span>	4757899	<a href="#">203 - Comprehensive Objective Assessment</a> No Provider Information	<span style="color: purple;">W</span>	Adult	N/A	04/17/2024	04/17/2024	<a href="#">04/17/2024 Successful Completion</a>
✓	✓	<span style="color: green;">○</span>	2478538	<a href="#">269 - Short-term Work Readiness Services</a> WDA 07 - Conversion Provider	<span style="color: purple;">W</span>	Statewide Adult WIOA Adult Statewide	N/A	03/22/2024	03/31/2024	<a href="#">Close</a>

Page 1 of 1 Rows: 50

- Staff will need to verify in **Activities / Enrollments / Services** tab to that these services have been entered. If one or both have not been entered; the missing services must be entered before the system will allow any other services to be added. *This will not apply to Choices.* (Source: WFCMS-06 – Program Service Sequences)

**Note:** Staff may see that the service 68 converted from TWIST; however, this will not suffice for the 205 required service; which must be entered in WIT.

Once required sequence of services have been entered, staff may begin entering other services, including support services.

## 2. To document Support Services

Click on the plus sign  > Open **Activities / Enrollments / Services** >

- **Select** [Create Activity / Enrollment / Service](#) to create a new service in the General Information Tab (staff may select from WIOA/SNAP/Choices)

### Page Displays:

# Activity Enrollment - General Information

Activity Enrollment - General Information  
This page displays activity information for the specified participant.

General Information

[Service Provider](#)

[Enrollment Cost](#)

[Financial Aid](#)

[Enrollment Budget](#)

[Budget Planning](#)

[Closure Information](#)



## General Information :

<b>Application Summary:</b>	<b>Program:</b> Title I - Workforce Development (WIOA) <b>Application Date:</b> 02/27/2024 <b>Earliest Eligibility Date:</b> 03/12/2024
<b>Participation Date:</b>	03/18/2024
<b>* Customer Program Group:</b>	<input type="text" value="None Selected"/> <ul style="list-style-type: none"> <li>None Selected</li> <li style="background-color: yellow;">10B - Adult - Individualized Services/Training</li> <li>93 - Statewide Adult</li> </ul>
<b>* LWDB:</b>	<input type="text" value="Gulf Coast WF Board"/>
<b>* Office Location:</b>	<input type="text" value="406 WF Solutions Northshore"/>

3. Select – the **Program Group** assigned to your specific individual (in our example: **Customer Program Group: 10B – Adult – Individualized Services/Training**) Staff may select from Choices / SNAP / WIOA Program Group)
  - a. **LWDB** – Board area auto-populates; verify that the correct Board is listed under LWDB.
  - b. Enter in the Office Location.
  - c. In the Enrollment Information you will select the appropriate **Activity Code** for the service being provided.

**Reminder:** *Support Services are Single Day Services*

Enrollment Information	
<b>Grant:</b>	<input type="text" value="None Selected"/>
<b>WIOA or Non-WIOA Partner Program:</b>	<input type="checkbox"/> Yes, service is a WIOA or Non-WIOA Partner Program.
<b>* Activity Code:</b>	<input type="text" value="181"/> <input type="text" value="Support Service - Transportation Assis"/> <a href="#">[ Select Activity Code ]</a>
<i>* An actual begin date or a projected begin date is required.</i>	
<b>Projected Begin Date:</b>	<input type="text" value=""/> (mm/dd/yyyy) <input type="checkbox"/> Today
<b>Actual Begin Date:</b>	<input type="text" value="04/25/2024"/> (mm/dd/yyyy) <input type="checkbox"/> Today
<b>* Projected End Date:</b>	<input type="text" value="04/25/2024"/> (mm/dd/yyyy) <input type="checkbox"/> Today
<b>Service Provided</b> <a href="#">Virtual/Online</a> <input type="checkbox"/>	<input type="text" value="No Virtual/Online, In-person Only"/>

**Activity Code:** In our example, we are using **181 Support Service – Transportation Assistance**, other appropriate support services may be selected for your participant as needed. The 181

Support Service – Transportation Assistance will apply to, WIOA Adult/DW, NDWG, SNAP E&T, Choices, TANF Applicant, Choices Plus.

For Youth this service would be 481 – Support Service – Transportation Assistance – Youth Funded.

4. Add a **Case Note**



All Case Notes can be viewed by following this path:

- **PATH:** Staff Profiles > General Profile > Case Notes

**Note:** By clicking **Next**, the current page will be saved. If staff *do not* want to save the page they are on, *select Exit Wizard instead of Next*.

5. Click **Next** to continue in the Wizard!

**Page Displays:** This screen will auto populate with information entered by Board staff the Appropriate Provider selection must be confirmed by staff.

The screenshot shows the "Activity Enrollment - Service Information" form. It includes a navigation bar with tabs: General Information, Service Provider, Enrollment Cost, Financial Aid, Enrollment Budget, Budget Planning, and Closure Information. The "Enrollment Service Provider Information" section contains the following fields:

- Enrollment Summary:** Enrollment ID: 4757918, Username: nba/dt11302, Title I - Workforce Development (WIOA) Application ID: 10097567, Activity Code: 181 - Support Service - Transportation Assistance, Activity Dates: 4/25/2024 - 4/25/2024.
- \* Provider:** 28, WIOA 28 - Conversion Provider, [ Select Provider ]
- \* Service, Course or Contract:** 387, SS - Transportation, [ Select Service, Course or Contract ]
- Provider Locations:** [ Select Provider Locations ]
- Provider Contacts:** [ Select Provider Contacts ]
- Occupational Training Code:** Not Applicable

At the bottom, there are "Exit Wizard" and "Next >>" buttons.

**Page Displays:** This page may be completed by staff to show the total cost of supportive services provided to the participants. This is not a TWC requirement, but BSS TA highly recommends that this cost information is entered.

**Activity Enrollment - Service Costs** ? Info

Activity Enrollment - Service Costs  
This page displays activity cost information for the specified participant.

General Information | Service Provider | **Enrollment Cost** | Financial Aid | Enrollment Budget | Budget Planning | Closure Information

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**Enrollment Cost Information**

150 - Support Service - Work Related Expense  
DYNAMIC WORKFORCE SOLUTIONS-TEXAS  
Support Other (Contractor)

**Enrollment Summary:**  
 Enrollment ID:   
 Username:   
 Title I - Workforce Development (WIOA) Application ID:   
 Activity Code: 181 - Support Service - Transportation Assistance  
 Activity Dates: 4/18/2024 - 4/18/2024

**\$ 250.00**  
Total costs are itemized below:

Total Support Service Cost - Fee Based	\$ 250.0000
Available	\$0.00
Obligated	\$0.00
Service Fee	\$ 250.00
Other Costs	\$ 0.0000
Comments	<input type="text"/>

**Total Enrollment Cost**  
\$ 250.00

<< Back      Next >>

[\[Exit Wizard\]](#)

**Note:** By clicking **Next**, the current page will be saved, and next page displayed is the **Closure Tab**. If staff **do not** want to save the page they are on, then they need to select **Exit Wizard** instead of Next. Exit Wizard is in the bottom left-hand corner of the page.

6. Click **Next** to continue the Wizard!

The next three Tabs, **Financial Aid**, **Enrollment Budget**, and **Budget Planning**; staff will be able to view but cannot edit data.

- Financial Aid is not appropriate for Support Services
- Enrollment Budget, hyperlink > [History](#) can only be viewed by staff.

**7. At this point staff select Exit Wizard.**

After exiting the Wizard, the system will return staff to the **Activities / Enrollments / Services** page where staff can view the Support Service entered.

Status	ID #	Activity / Provider	Actions	Funding / Grant
	4757918	<a href="#">181 - Support Service - Transportation Assistance</a> WDA 28 - Conversion Provider		Adult

# WORKFORCE SOLUTIONS - ADM

## WEEKLY TRE/SUPPORT SERVICE REQUEST TRANSMITTAL

ORANGE	PORT ARTHUR	BEAUMONT	SILSBEE
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(CIRCLE APPROPRIATE CENTER)

By signing this form, you acknowledge that the submission of the listed TRE/SS requests and that all required documentation is attached, signed, dated and approved for payment.

	Participant's Name (Last, First M)	WIT #	Date Signed
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Approved by: (Supervisor or Center Manager) \_\_\_\_\_ Date \_\_\_\_\_

Reviewed by: ADMIN \_\_\_\_\_ Date \_\_\_\_\_