



PROCEDURE FOR AWARD AND PAYMENT OF SUPPORT SERVICES

YOUTH PROGRAM

Workforce Innovation and Opportunity Act (WIOA)

I. Introduction

The Board of Mayors of the Mayagüez-Las Marías Local Workforce Development Area, comprised of the municipalities of Mayagüez and Las Marías and the Local Workforce Development Board (Local Board), in joint agreement, selected the Mayagüez Las Marías Consortium as the administrator of the funds of Title I: Youth, Adults and Dislocated Workers of the Workforce Innovation and Opportunity Act (WIOA). This time is the One-Stop Local Management System Operator.

The WIOA Act states that appropriate Supportive Services will be provided to Youth Program participants who:

- Are participating in activities authorized under the Act, and
- Are unable to obtain services through other programs that offer the same services.

These include but are not limited to, the following: linkages to community services, transportation assistance, child and dependent care, housing, Need Related Payment (NRP), educational testing, reasonable accommodation to youth with disabilities, referral to health services, uniforms or other appropriate clothing for the job, work tools, including eyeglasses and safety glasses.

II. Purpose

This procedure establishes uniform operational and administrative standards for providing Support Services to Youth Program participants. It ensures that system officials uniformly recommend, award, and pay for support services.

III. Legal Basis

Workforce Innovation and Opportunity Act (WIOA) LP 113-128 of July 22, 2014, Section 3 (59) and Section (129) (c) (2) (G).

WIOA Interpretive Regulations Subpart A - Section 681.570.

"Training and Employment Guidance Letter (TEGL) 23-14 issued by the Employment and Training Program attached to the United States Department of Labor (ETA - DOL US) on March 26, 2015.

"Training and Employment Guidance Letter (TEGL) 8-15 issued by the Employment and Training Program attached to the United States Department of Labor (ETA DOL US) on November 17, 2015.

"Training and Employment Guidance Letter (TEGL) 21-16 issued by the Employment and Training Program attached to the United States Department of Labor (ETA - DOL US) on March 2, 2017.

IV. Forms

The following forms shall be used following this Procedure:

- Referrals to CGU Partners
- Referral to ACUDEN (Child Care)
- Referral to Support Services
- Referral to Referral Services to Support Services

V. Definitions

- Occupational Skills Training:** Training aimed at achieving academic degrees or professional certificates. Priority will be given to training programs that direct participants to achieve recognized post-secondary credentials aligned with industry sectors and occupations in demand in the Local Area.
- Lodging:** A service provided to participants who find it difficult to travel from their home to the activity site on a daily basis, based on the participant's financial need.
- Dependent Care:** Financial compensation is provided to participants who have dependents residing in the participant's home, who are disabled or unable to care for themselves, and who require care to participate in WIOA-authorized activities. The service will not be authorized when provided by a relative or person residing in the participant's home. WIOA will verify if the service is available through other programs. Evidence will be placed in the participant's file of the efforts made to determine the availability of services.
- Child Care:** Financial compensation is offered to participants with a dependent child(ren) under thirteen (13) who require child care services to participate in WIOA-authorized activities. The service will not be authorized when provided by a relative or person residing in the participant's home. WIOA will verify whether the service is available through other programs. Evidence of the efforts made to determine the availability of the services will be placed in the participant's file.
- Per Diem:** This service will be provided to participants who;

- a. The distance between his/her residence and the place where the activity takes place is greater than one (1) mile away.
 - b. The study schedule adversely affects regular meal times (breakfast, lunch, and dinner).
- F. **Required Documents Recruitment Process Employers:** Subsidy for the cost of vaccination certificates, credit transcripts, criminal record certificates, and health certificates, among others, required by the employer before the recruitment of the participant in a non-subsidized job. Costs that, by provisions of any law or regulation, must be borne by the employer may not be covered.
- G. **Eyeglasses:** This service is offered to participants with vision problems that adversely affect their participation in the Youth Program's activities. It also includes safety glasses for participants who are participating in risky activities. A maximum of one hundred fifty dollars (\$200.00) will be reimbursed upon presentation of the purchase invoice. Costs required by any law or regulation to be borne by the employer cannot be covered.
- H. **Stipends:** A cash payment intended to provide the participant with a stipend for support and general welfare so that he or she may effectively participate in the elements of the Youth Program.
- I. **Licenses, Reviews, or Certifications:** The cost of applying for or renewing licenses, reviews, and certifications required to practice the profession will be subsidized. The latter will be authorized when the person does not have the financial resources to pay for them. Costs that, by provisions of any law or regulation, must be borne by the employer may not be covered.
- J. **Materials, equipment, and special services for handicapped individuals:** Those materials, equipment, and services identified as necessary for the development and performance of the activity in which the Vocational Rehabilitation Partner, or any other program, does not provide it, will be paid for. This service will require the evaluation of the Career Planner, the Program Coordinators' recommendation, and the Executive Director's approval. The participant will submit three (3) quotations for purchasing equipment, materials, and special services.
- K. **Need Related Payment (NRP):** Financial aid is offered to participants enrolled in the Occupational Skills Training element to meet their non-training expenses while completing the activity. It will be awarded to unemployed youth who do not qualify or have ceased to qualify (exhausted) for unemployment insurance benefits. NRP payments for youth eligible for unemployment compensation will not exceed the weekly level of unemployment compensation. For those not qualifying for unemployment compensation and unemployed youth, the NRP will not exceed the poverty level for an equivalent period. The Local Workforce Development Board will determine the latter, as outlined in section 680.970(a) of the WIOA Interpretive Regulations.
- L. **Career Planner:** An official who assesses the participants' needs and recommends the services they need to participate in the activities. The planner also verifies the availability of Support Services funds, recommends them to the

participants, and, by law, refers the participant to the relevant agency or program (partner) to avoid duplication.

- M. **Educational Testing:** This includes subsidizing tests such as high school equivalency exams and other tests for occupational certifications and/or credentials. The latter will be authorized when the person does not have the financial resources to pay for them. Costs that, by provisions of any law or regulation, must be borne by the employer may not be covered.
- N. **Supportive Services:** Supportive services include, but are not limited to, the following: linkages to community services, transportation assistance, child and dependent care, housing, Need Related Payment (NRP), educational testing, reasonable accommodation for youth with disabilities, referral to health services, uniforms or other appropriate work clothing, work tools, including eyeglasses and safety glasses. These are necessary for the youth to participate in the Youth Program elements.
- O. **Medical Services:** Youth are referred to medical services when their health condition adversely affects their participation in activities and services. Those costs not covered by the participant's Health Plan will be reimbursed upon presentation of the payment invoice to the Medical Institution.
- P. **Transportation:** Financial compensation offered to participants who reside more than one (1) mile from their permanent residence to where the activity in which they are participating takes place. The rates established by the Public Service Commission for the areas concerned shall be used to establish the maximum amounts assigned to each participant, regardless of whether he/she travels by public transportation or private vehicle. This service will be available to those participants who, through the Objective Evaluation and the Individual Service Strategy, have evidenced the need for the service after ensuring that they are not available through other programs offering the same.
- Q. **Uniforms:** When the employer or educational institution does not provide uniforms or other clothing necessary for the participant's performance in the activities that require it, assistance will be offered to pay for such uniforms or other clothing. The applicable institution, employer, or entity shall submit an invoice up to a maximum of two hundred fifty dollars (\$250.00) before reimbursement.

VI. General Standards

- A. The Local Board, as established in Section 680.920 (a) of the WIOA Interpretive Regulations, has delegated to the administering agency of the WIOA funds to determine the maximum compensation to be granted to each participant, not to exceed the limits established in this procedure, as well as the period he/she will receive support services. The administering entity may authorize suspending these services either for improper use, not complying with the rules established by

the Institution or the administering entity (discipline, attendance, punctuality, responsibility), or for lack of availability of funds. The Career Planner will evaluate the suspension after an evaluation and case management, evidenced by a progress note explaining the reason for the determination.

- B. The need for support services should arise, in particular, as a result of each participant's evaluation process.
- C. Once the need for supportive service is determined, a recommendation for service will be made for consideration.
- D. The costs of supportive services will always meet the criteria of reasonableness and allowability; therefore, supportive services will be provided to those youth who cannot obtain them through other programs that offer them.
- E. Supportive services may never duplicate services in the community and are available in a reasonable amount of time.
- F. Supportive services will be subject to attendance at the appropriate program activity, achievement of program goals, and availability of funds.
- G. The participant's service strategy will evidence the determination of supportive service needs, the services to be provided, and the amount of services to be provided.
- H. The support services shall be subject to the availability of funds of the Mayagüez - Las Marías Local Workforce Development Area and may be revised accordingly at any time.
- I. Under the provisions of WIOA and its regulations, the Workforce Development Board reserves the authority to limit the maximum amounts to be awarded, the length of time that supportive services may be received, and restrictions on available funds.

VII. Award Rules

- A. **Stipends:** This service will be offered to participants registered in the Youth Program elements, which do not carry wages and require wages to participate in the activity. The exception is the occupational skills development element aimed at obtaining a credential. The latter will be awarded NRP. The stipend is the equivalent of compensation per day attended. In the particular case of in-school youth, a stipend of **\$15.00** per day per day attended will be offered, and out-of-school youth will be offered a stipend of **\$15.00** per day per day attended. If the participant is absent for part or all of the day, payment will be deducted proportionately. The participant is not an employee of the Mayaguez - Las Marias Local Workforce Development Area; therefore, he/she will not accrue or qualify for fringe benefits, such as regular vacation, sick leave, leave for examinations and job interviews, maternity and paternity leave, funeral leave, birthday leave, leave for court purposes or official summons, defendant, party in interest, witness or jury, military leave and unemployment insurance. Payment will not be authorized for holidays and those assigned by the governor or mayors.

B. Dependent Care: A stipend will be granted per day of attendance at the program activity per family nucleus¹. The support service for the care of disabled dependents and/or elderly individuals (60+) will be subject to the following conditions:

- i. That the participant presents evidence that the dependent (person with a disability and/or elderly) is unable to care for him/herself to carry out living activities;
- ii. That the participant is the caretaker of said dependent;
- iii. That the participant needs care for such dependent to make effective participation in the program feasible;
- iv. The service is not available or cannot be obtained free of charge from community providers.

The following documents are required to recommend Dependent care:

- The original birth certificate of the dependent (a copy will be included in the file).
- Criminal Record Certificate (caregiver)
- Health Certificate (caregiver)
- Act 300 Certificate (caregiver)
- Copy of Photo ID (caregiver)
- Evidence of Caregiver's Residence (electric bill, water bill)

Payment will be made to the participant, who will be responsible for paying the service provider. This will be stated on the Commitment to Pay form to be endorsed by both parties. The subsidy will be based on the following table:

HOURS	STIPEND	HOURS	STIPEND
4	\$25.00	7	\$44.00
5	\$32.00	8	\$50.00
6	\$38.00		

C. Child Care: This service will be subject to age verification and services available

¹ Note: Travel time from the participant's place of activity to the dependent's place of care will be considered in excess of 15 minutes for purposes of care hour payment adjustments.

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in the community following the general rules of this procedure. Financial assistance will be provided to care for the participant's children, up to three (3) children. Payment will be made as follows: \$20.00 for the first child and \$10.00 per additional child. Payment will be made per day the participant attends the corresponding program activity. Payment will be made to the participant, who will be responsible for payment to the service provider. The service provider will notify the appropriate agencies of payments received for services provided as required by law. This will be noted on the Commitment to Pay form to be endorsed by both parties. This service requires initial verification and quarterly and monthly certification of payment made. The criteria for recommending this service are:

- The participant or spouse cannot personally care for the children due to employment or training.
- The service is not available or cannot be obtained free of charge through community providers.

To recommend child care services, the following documents are required:

- a. Birth Certificate - Original for each child. One (1) copy will be part of the file.
- b. Evidence of the spouse's or partner's work schedule (if applicable).
- c. Three (3) quotes for child care service (if applicable).
- d. Contract with the child care center or individual who will provide the child care service (if applicable).

The Career Planner or designated official will visit the Care Center or the individual providing the care service to provide continuity of service. At the visit, he/she will do the following:

- a. Interview the person who will be caring for the children. If the service provider is a close relative of the participant (grandparents, siblings, or aunts and uncles), the following documentation must be submitted:

- Original birth certificate for each child (Copy will be part of the file).
- Social Security Card (caregiver) for validation only.
- Certificate of Criminal Record (caregiver)
- Health Certificate (caregiver)
- Act 300 Certificate (caregiver)
- Copy of Photo ID (caregiver)

- Proof of Residence (Water or Electricity bill)
- Participant's Payroll.

He/she will ensure that the Care Center has the corresponding licenses and certifications and include a copy in the participant's file.

- b. Orient the service provider on the payment process, its responsibility, and the payment amount and frequency.
- c. The service provider will notify the appropriate agencies of payments received for services provided as required by law.

D. **Per Diem:** Service will be authorized based on the following criteria:

- If you must leave your residence before 6:00 a.m., you will be paid \$5.00 for breakfast.
- After four continuous hours at the applicable program activity, you will be paid \$7.00 for lunch.
- If you return to your residence after 7:00 pm, you will be paid \$8.00 for dinner.

E. **Lodging:** The maximum amount to be provided shall not exceed \$250.00 per month in the Metro Area and \$200.00 per month in the Non-Metro Area. The lodging place must be certified by the Department of Consumer Affairs (DACO). This service requires initial and quarterly verification of the lodging place to confirm that the service expense is being incurred. The verification will be performed by the Career Planner or other designated official. No payment will be made for lodging services provided by relatives (parents, grandparents, siblings, or aunts and uncles). The participant will provide a copy of the contract with the landlord. Payment will be made to the participant, who will be responsible for paying the service provider. The service provider will notify the appropriate agencies of payments received for services provided as required by law. This will be recorded on the form designed for this purpose, to be endorsed by both parties.

F. **Need Related Payment (NRP):** This payment will be authorized to enable youth to participate in the Occupational Skills Training element. Eligible for the NRP will be youth who:

- i. Are unemployed and
- ii. Do not qualify or have ceased to qualify for unemployment compensation and
- iii. Are enrolled in a training program.

To recommend the Need Related Payment (NRP), the participant will be required to submit documents proving eligibility for the NRP:

- a. Evidence of receipt of unemployment compensation

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- b. Benefit start date
- c. Benefit termination date
- d. Evidence of enrollment in training

In cases where the participant receives unemployment compensation, the amount of NRP to be authorized will equal the level of unemployment benefits the youth was receiving, not exceeding the weekly unemployment compensation.

In cases where the participant does not qualify for unemployment compensation, the NRP will not exceed the poverty level for an equivalent period. The Local Workforce Development Board will determine the latter, as set forth in section 680.970(a) of the WIOA Interpretive Regulations. The following table shall be used:

Family Composition	Annual Family² Income	NRP Monthly³ Payment	Daily Payment
1	\$11,880	\$700.00	\$35.00
2	\$16,020	\$940.00	\$47.00
3	\$20,160	\$1,180.00	\$59.00
4	\$24,300	\$1,400.00	\$70.00

When both spouses participate in a qualifying NRP activity, one spouse receives the NRP for himself/herself and his/her dependents, and the other receives it as an individual.

- G. Other services not described in this article shall be compensated through invoice presentation, and the amounts shall not exceed the definition stipulated in the service. Those not stipulated in the definition shall be compensated based on the costs established in the market.
- H. Direct payments for support services per diem shall be reported with biweekly time

² Based on 70% of the "Lower Living Standard Income Level".

³ 70% of the "Lower Living Standard Income Level" was computed to determine the NRP. The percentage was established considering the available funds and does not exceed the poverty level as established in the regulations. For family groups of four or more members, the monthly payment equivalent to a family group of four will be assigned.

sheets, timekeeping, and payroll.

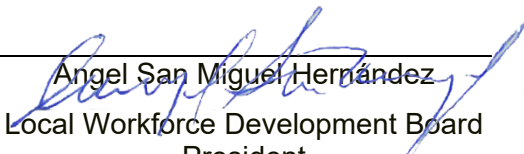
VIII. Logistics

- a. As part of the planning process and based on the available budget, funds shall be allocated to provide the services described above. Said amounts may be adjusted periodically per the needs and resources in the Mayagüez - Las Marías Local Workforce Development Area.
- b. The Director of Finance shall develop the corresponding controls to ensure the allocated budget is not exceeded.
- c. The authorized officer in the Program Area shall maintain proper internal administrative controls for the appropriate and moderate use of the resources allocated for support services.
- d. The Career Planner will determine the participant's need for supportive services while developing the Objective Assessment and Individual Service Strategy.
- e. The Career Planner will refer the participant to the Department of Family or other entity available in the system to determine the availability of services and avoid duplication. He/she will use the Partner Referral Form for this purpose.
- f. Once the Career Planner determines that services are not available, he/she will recommend the appropriate supportive service(s), complete the Request for Services, and forward it to the authorized official for appropriate action. Include a copy of the appointment, registration, class schedule, or other documents as applicable, depending on the activity.
- g. After the authorized officer verifies it, the authorized officer forwards it to the designated officer in the Program Area, who determines the availability of funds. After approval by the Program Area, the request is submitted to the Finance Office.
- h. The Budget Officer completes the Purchase or Service Order, registers it and sends it to the referring officer for processing.
- i. The designated official will provide the Career Planner a copy of the Purchase or Service Order.
- j. The Career Planner will be responsible for:
 - i. Complete the appointment (change) sheet with the amounts assigned.
 - ii. Maintain a copy of the participant's payroll on file.
 - iii. Report and present evidence of any changes in the participant's schedule and, if necessary, request adjustments, increases, and/or extensions of supportive services.
 - iv. Provide evidence of any changes in the file using the Progress Notes form.
- k. The Finance Office will prepare the corresponding change sheets to amend, update, or eliminate the information on the allocation of funds for support services according to the information and recommendations subsequently received from the operational area, subject to its approval.

IX. Approval and Effectiveness

This procedure shall commence immediately upon approval, by the Local Workforce Development Board. Amends the Procedure approved on October 27, 2016.

Approved, at a meeting held on May 15, 2017.



Angel San Miguel Hernández
Local Workforce Development Board
President

CERTIFICATE OF TRANSLATOR

Smile Again Learning Center, Corp., certifies that a fluent translator in English and Spanish translated this document, that the above is a true and correct translation of the original document provided, in our best judgment, the translated text truly reflects the content, meaning, and style of the original text and constitutes in every aspect a complete and accurate translation of the original document. This is to certify the correctness of the translation only. We do not make any claims or guarantees about the authenticity or content of the original document. Further, Smile Again Learning Center assumes no liability for the way in which the translation is used by the customer or any third party, including end-users of the translation. Any translation into another language shall be deemed as reference and the original version shall prevail in any case. A copy of the translation is attached to this certification.

In Isabela, Puerto Rico, June 30, 2024

Aledawi Figueroa Martínez

President

Smile Again Learning Center, Corp.

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AMENDMENT TO THE PROCEDURE FOR AWARDING AND PAYMENT OF SUPPORT SERVICES YOUTH PROGRAM


To provide adequate and necessary financial support to the participants of the Youth Program, the Local Board has determined to increase the financial compensation they receive during their activities. To this effect, Section VII, Award Guidelines, Section A, of the Youth Program Support Services Award and Payment Procedure is hereby amended to read as follows:

A. Stipend: This service will be offered to participants registered in the Youth Program elements who do not carry salaries and require them to participate in the activity. The stipend is the equivalent of compensation per day attended. In the particular case of in-school youth, a compensation of **\$20.00** per day attended will be offered, and out-of-school youth will be offered a compensation of **\$40.00** per day attended. **For those** trainings where the day **exceeds 5 hours**, the **following will be taken into consideration**:

- In-school youth may receive up to a maximum of \$30.00 per day.
- Out-of-school youth may receive up to a maximum of \$50.00 per day.

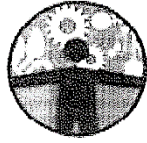
This is subject to the availability of funds. The payment will be deducted proportionally if the participant is absent part or all of the day. The participant is not an employee of the Mayaguez-Las Marias Local Workforce Development Area; therefore, he/she will not accrue or qualify for fringe benefits, such as regular vacation, sick leave, leave for examinations, and job interviews, maternity and paternity leave, funeral leave, birthday leave, leave for judicial purposes or official summons, defendant, interested party, witness or jury, military leave, and unemployment insurance. Payment will not be authorized for holidays and days granted by the Governor or Mayors.

This amendment will be effective as of April 1, 2021.



José A Justiniano Rodríguez
President

March, 25th 2021



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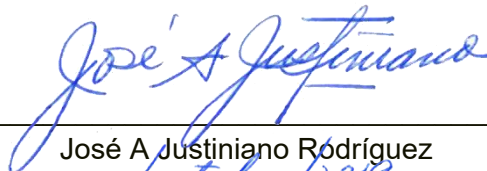
AMENDMENT TO THE PROCEDURE FOR AWARDING AND PAYMENT OF SUPPORT SERVICES YOUTH PROGRAM

Considering the available funds and the need for services, the financial incentive compensation received by out-of-school youth participating in activities under the Youth Program should be reviewed. To this effect, the Local Board has determined to decrease the economic compensation they receive while participating in the activities. Considering the preceding, Section VII, Award Guidelines, Section A, of the Youth Program Support Services Award and Payment Procedure is hereby amended. Which shall read:

- A. Stipend: This service will be offered to participants registered in the Youth Program elements who do not carry wages and require wages to participate in the activity, except for the occupational skills development element aimed at obtaining a credential. The latter will be awarded NRP. The stipend is the equivalent of compensation per day attended. In the particular case of in-school youth, a stipend of \$15.00 per day attended will be offered, and out-of-school youth will be offered a stipend of \$15.00 per day attended. **For those trainings where the day exceeds 5 hours, a higher compensation of \$15.00 will be considered and will not exceed \$30.00 per day, subject to the availability of funds.** Pay will be deducted proportionately if the participant is absent for part or all of the day. The participant is not an employee of the Mayaguez-Las Marias Local Workforce Development Area and, therefore, shall not accrue or qualify for fringe benefits, such as regular vacation, sick leave, leave for examinations and job interviews, maternity and paternity leave, funeral leave, birthday leave, leave for court purposes or official summons, defendant, party in interest, witness or jury, military leave, and unemployment insurance. Payment will not be authorized for holidays and days granted by the Governor or Mayors.

It is important to highlight that the change to \$15.00 per day attended will only apply to new-start projects. The youth appointed before this date, October 16, 2019, will continue to receive the incentive of \$20.00 per day until the end of their participation in the project in which they are participating. If the active participant is appointed to a new Project, he/she will receive the financial incentive of \$15.00 per day, as provided in this Amendment.

This amendment will be effective as of October 16, 2019.



José A. Justiniano Rodríguez
President
16/ October 2019

October, 16th 2019



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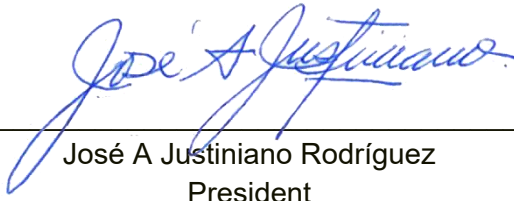
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It is important to highlight that the change to \$15.00 per day attended will only apply to new-start projects. The youth appointed before this date, October 16, 2019, will continue to receive the incentive of \$20.00 per day until the end of their participation in the project in which they are participating. If the active participant is appointed to a new Project, he/she will receive the financial incentive of \$15.00 per day, as provided in this Amendment.

This amendment will be effective as of October 3, 2018.



José A Justiniano Rodríguez
President

October, 2nd 2018

CERTIFICATE OF TRANSLATOR

Smile Again Learning Center, Corp., certifies that a fluent translator in English and Spanish translated this document, that the above is a true and correct translation of the original document provided, in our best judgment, the

Local Workforce Development Area Mayagüez - Las Marías
Procedure for Award and Payment of Support Services
Youth Program

translated text truly reflects the content, meaning, and style of the original text and constitutes in every aspect a complete and accurate translation of the original document. This is to certify the correctness of the translation only. We do not make any claims or guarantees about the authenticity or content of the original document. Further, Smile Again Learning Center assumes no liability for the way in which the translation is used by the customer or any third party, including end-users of the translation. Any translation into another language shall be deemed as reference and the original version shall prevail in any case. A copy of the translation is attached to this certification.

In Isabela, Puerto Rico, June 30, 2024

Aledawi Figueroa Martínez

President

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