

TO: Program Planning & Development Committee

DATE: 8/27/03

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Supportive Services Policy

PROPOSED MOTION(S): Review the Executive Committee's interim approval of the new Supportive Services Policy and forward to the Workforce Investment Board for ratification.

DISCUSSION: On August 25, 2003, the Executive Committee granted interim approval to the new Supportive Services Policy. The new policy was instituted because of the recent 28% funding reduction and the need for a timely management process. A cafeteria-style policy has been developed that would cap the total amount a participant would receive. The support services policy is designed so that customers can choose the support services that they need to assist them in completing their training goal.

ATTACHMENT(S): Supportive Services Policy

**DEPARTMENT OF WORKFORCE INVESTMENT
SUPPORTIVE SERVICES
POLICY**

- **Section 1 - General Provisions**
- **Section 2 - Supportive Services**
- **Section 3 - Merced College Licensed Vocational Nursing Program**
- **Section 4 - Merced College Registered Nursing Program**
- **Section 5 - Pell Grants**
- **Section 6 - ITA's, Limitations of Financial Support**

Effective July 1, 2003, participants may be provided supportive services using the criteria stated in this policy.

Section 1 - General Provisions

The Merced County Workforce Investment Board (WIB), through the Merced County Department of Workforce Investment (WI), will make available supportive services to appropriate Workforce Investment Act (WIA) participants. All requests for participant supportive services and any collaborating information will be documented in the Individual Employment Plan and/or the participant's diary. To the best of its ability, the Department of Workforce Investment ensures that:

- Services provided under this policy are necessary to enable participants to participate in activities authorized under Title I of WIA;
- Services provided do not duplicate services available from other sources and are coordinated with the services and resources of the One-Stop partners and other community service partners;
- Financial assistance does not include post-exit services;
- Bonus and incentive payments, if provided, are based on the attendance and performance by the participants receiving them;
- To the extent possible, similarly situated participants receive similar services;
- The Workforce Investment Area will meet applicable Internal Revenue Service and Fair Labor Standards Act requirements; and
- Needs-related supportive services are based on the program activity in which an individual is enrolled and the ongoing assessment related to the participant, such information to be documented in the Individual Employment Plan.
- Provision of supportive services under this policy is contingent upon WIA funds availability. Additionally, at the discretion of the Local WIB this Supportive Services Policy is subject to review and change.

Supportive services will be provided through a Flexible Benefit Account for each eligible participant. The Flexible Benefit Account is a maximum amount of dollars available to each eligible participant, based on the daily allowance for transportation and child care and/or the actual cost of other services provided, to offset any authorized supportive service needs for which the participant is eligible, as agreed to, and documented by, an Employment and Training Specialist. Each eligible participant may select how their allocation will be used to assist them during training and or job search activities. At no time will a participant's use of any one service, or combination of services, exceed the total amount of money available in his or her Flexible Benefit Account.

The maximum limits for a participant's Flexible Benefit Account are:

- Enrolled in Core B/Intensive services - \$150.

- Enrolled in a full time training activity (as defined by the training provider) - \$1,500. (Note: this allowance is not authorized for the LVN and RN programs at Merced College).
- Enrolled in Licensed Vocational Nursing program at Merced College, whether a cross referral or under contract – \$1,764.
- Enrolled in Registered Nursing Program at Merced College, whether a cross referral or under contract – \$3,051.

All requests for supportive services by participants enrolled in training, will be approved by the Program Manager prior to a final amount and/or decision being communicated to a participant.

Exceptions may be made to this policy, on a case-by-case basis, should individual circumstances warrant exception and are documented in the case diary by an Employment and Training Specialist. Only the appropriate Program Manager can approve exceptions.

Section 2 – Supportive Services

The Department of Workforce Investment, in accordance with the Workforce Investment Act and its implementing regulations, will provide supportive services deemed appropriate for payment or reimbursement to participants and/or other agencies or businesses for pre-approved necessary services, equipment and/or materials provided to the participant. Such services, equipment and/or materials may include, but are not limited to, the following:

- Transportation ¹
- Childcare ²
- Placement Incentives ³
- DMV printouts;
- Physicals;
- Tools;
- Uniforms/shoes/boots;
- Immunizations;
- Testing costs;
- Fees;
- Licensing or endorsements;
- Application fees;
- Haircuts;
- Work clothes.

¹ In-county residents attending out-of-county full-time training, and in-county residents with a round trip commute of 50 miles or more (including to and from child care provider) to attend in-county full time training, are eligible to be reimbursed at the rate of \$10 per day (daily attendance for training to be verified by training provider). For those individuals who reside within 50 miles of training, issuance of bus passes are authorized. The Internet website Map Quest, or similar site will be used to verify mileage. Also, participants who are eligible to receive a transportation allowance must provide proof of driver's license, vehicle registration and insurance.

² Participants with a child 12 years of age or younger may be eligible for childcare. Participants with a child 13 through 18 years of age may be eligible for childcare if the child is physically or mentally incapable of caring for him or her self, as determined by a legally qualified professional, or who is under court supervision. If the participant's spouse or significant other is neither working, looking for work, nor in a training program and is not incapacitated or does not have special needs, childcare is not authorized. Participants qualifying for childcare will be reimbursed at the rate of \$15.00 per day, regardless of the number of qualifying children. Documentation for reimbursement for childcare is the participant's time and attendance for days in training, furnished by the training provider. Referrals to

Children's Services Network will be made for those participant's that appear to be eligible for childcare services through Children's Services Network.

³ A participant who has successfully completed their enrollment component and has entered full time employment is eligible for the placement incentive of his or her choice: \$25.00 gas card; \$25.00 phone card; or a \$25.00 cash payment. Verification from the employer is required to qualify, and there must be adequate money in the participant's Flexible Benefit Account to cover the cost of the incentive.

Needs-Related / Incidental Payments will not be authorized for this program year.

Participants who obtain unsubsidized employment shall have their Supportive Services (Flexible Benefit Account) reduced or terminated as of the date of their employment, unless they can show proof that such reduction would create a hardship upon them. The participant's "needs" will be reassessed to determine if further assistance from WIA funding is required.

An Employment and Training Specialist will provide approval for services, equipment and/or materials that are typical for a participant's area of training, job search, and/or program activity.

Section 3 – Merced College Licensed Vocational Nursing Program Participants

Participants enrolled in the Merced College Licensed Vocational Nursing program are eligible for a Flexible Benefit Account that is for direct training support only, as per the attached list¹, and excludes transportation and child care. The individual Flexible Benefit Account limit for each participant enrolled in the Merced College Licensed Vocation Nursing program is \$1,700.

Section 4 – Merced College Registered Nursing Program Participants

Participants enrolled in the Merced College Registered Nursing program are eligible for a Flexible Benefit Account that is for direct training support only, as per the attached list⁵, and excludes transportation and child care. The individual Flexible Benefit Account limit for each participant enrolled in the Merced College Registered Nursing program is \$2,775.

Section 5 – Pell Grants

Participants enrolled or accepted for enrollment at an accredited college, in a course of study eligible for federal or State financial aid and, leading to the award of a professional certificate, degree, etc., must apply for a federal Pell Grant. No Supportive Services will be provided until this action is accomplished, as verified by a copy of the Pell Grant application or award letter. Any other grants, which the participant has applied for, must also be verified. Copies of the verification documents will be maintained in the participant's file.

Note. Preliminary Pell Grant eligibility can be established prior to enrollment into a training program. The Free Application for Federal Student Aid (FAFSA) form is used to determine eligibility and is available through the Internet or the financial-aid offices of accredited colleges. Applications can be submitted on-line through the One-Stop. One-Stop counselors will be familiar with the proper completion procedures for these forms and be able to assist customers in the filing process. Pell Grants are awarded only once in a program year, and only for one academic institution. The maximum award amount for the 2003/2004-program year is \$4,050 per student.

For WIA participants enrolled in the RN and LVN programs at Merced College, Supportive Services may be provided while a Pell Grant application is pending. Supportive Services for these programs will

⁴ List to be verified with Merced College at the beginning of each semester, and adjustments made to the list, and LVN flexible benefit account limit, as necessary.

⁵ List to be verified with Merced College at the beginning of each semester, and adjustments made to the list, and the RN flexible benefit account limit, as necessary.

not exceed the established funding limits. Expenditures for Supportive Services will be tracked through the Department's fiscal client database.

On a monthly basis, case managers will coordinate with Merced College's Financial Aid Office – through Ms. Karyn Wiens, Director, Employer-Focused Training Center (ETC) #722-5090 - regarding the status of their clients' Pell Grant applications. Note. Merced College publishes a Student Financial-Aid Report that documents the status of Pell and other grant applications. The report also details the amounts and disposition of any grants awarded. These reports are provided to the One-Stop (Employment Resource Center) on a semester basis.

Upon award of a Pell Grant, full or partial, the participant's Supportive Services (Flexible Benefit Account) may be reduced or terminated. The participants "needs" will be reassessed to determine the appropriate level of assistance from WIA funding.

Section 6 - ITA's, Limitations of Financial Support

For those clients who elect to attend occupational classroom training within the local labor market area (defined as from Fresno County to the South to Stanislaus County to the North), the maximum amount of funds available will be limited to the needs identified in the Individual Employment Plan and be consistent with the criteria set forth in this policy.

The Department of Workforce Investment will make no Supportive Services available to clients who elect to attend occupational classroom training outside of the defined labor market area.

For those clients who must attend occupational classroom training outside of the defined local labor market area because there are no providers of the training within the local area, the provisions set forth in paragraph A above (electing to attend within the local labor market area) will apply.

**Merced College Registered Nursing Program
Approved Training Related List
PY 2003/2004**

RN First Semester

	Cost
Books:	
Taber's Cyclopedia Medical Dictionary, 19 th ed.	\$ 38.35
Nursing Diagnosis, Application to Clinical Practice, 9 th ed.	\$ 50.10
Nurse's Manual of Laboratory Test & Diagnostic Procedures, 2 nd	\$ 33.55
Medical Dosage Calculations	\$ 38.20
Dimensional Analysis for Meds	\$ 48.70
Ten Steps to Help you Write Better Essays & Term Papers	\$ 10.95
Pocket Companion for Physical Examination & Health Assessment	\$ 25.80
Syllabus-Foundations of Nursing Practice	\$ 6.15
Fundamentals of Nursing: Standards & Practice, 2 nd ed.	\$ 76.70
Fundamentals of Nursing: Standards & Practice Study Guide	\$ 25.70
Practice Checklist to Accompany Fundamentals of Nursing Standard & Practice	\$ 17.70
Medical Surgical Nursing Concepts & Clinical Practice, 6 th ed.	\$ 95.95
Study Guide to Accompany Phipps: Medical Surgical Nursing	\$ 21.30
Mosby's Drug Guide for Nurses	\$ 35.95
Syllabus – REGN 13A, Nursing Skills Simulation I	\$ 5.40
Pharmacology & the Nursing Process Study Guide (text & study guide pkg.)	\$ 58.75
Pharmacology and the Nursing Process Study Guide	\$ 21.30
Pathophysiology: The Biological Basis for Disease in Adults & Children	<u>\$ 82.10</u>
Total	\$ 692.65
Tax	<u>\$ 50.22</u>
Total Cost	\$ 742.87
 Misc:	
Nursing Kit	\$ 64.00
2 uniforms	\$ 80.00
1 pr. white shoes	\$ 50.00
2 aprons	\$ 40.00
1 watch w/second hand	\$ 25.00
1 stethoscope	\$ 25.00
Total	\$ 284.00
Tax	\$ 20.59
Additional penlight/scissors	<u>\$ 15.00</u>
Total Cost	\$ 319.59
 Insurance/Fees:	
Malpractice insurance	\$ 15.00
CPR class	\$ 55.00
Physical/Immunizations	\$ 60.00
Hepatitis B	\$ 120.00
Parking Fee	<u>\$ 30.00</u>
Total Cost	\$ 280.00
 Total Cost, 1st Semester	 <u>\$1,342.46</u>
Merced College Registered Nursing Program (Cont.)	

RN Second Semester**Cost****Books:**

Speedy Spanish for Nursing Personnel	\$ 3.30
Nursing Care Plans & Documentation – Nursing Diagnoses & Col. Probs.	\$ 41.05
Study Guide to Accompany Maternity Nursing	\$ 21.30
Davis' Guide to IV Medications, 3 rd ed.	\$ 34.10
Dimensional Analysis for Meds	\$ 48.70
Ten Steps to Help you Write Better Essays & Term Papers	\$ 10.95
Maternity Nursing w/cd, 6 th ed.	\$ 72.50
Essentials of Pediatric Nursing (shrink) 6 th ed.	\$ 74.65
Syllabus REGN Nursing in Health & Illness, Part 1	\$ 4.20
Syllabus REGN Nursing in Health & Illness, Part 2	\$ 8.65
Syllabus REGN 13B Nursing Skills Simulation	<u>\$ 4.30</u>
Total	\$ 323.70
Tax	<u>\$ 23.47</u>
Total Cost	\$ 347.17

Insurance/Fees:

Parking fee	\$ 30.00
Total Cost	\$ 30.00

Total Cost, 2nd Semester**\$ 377.17****RN Third Semester****Cost****Books:**College Estimate **\$201.00****Misc:**

2 Uniforms	\$ 80.00
1 pr. shoes	\$ 50.00
2 aprons	<u>\$ 32.00</u>
Total	\$ 162.00
Tax	<u>\$ 11.75</u>
Total Cost	\$ 173.75

Insurance/Fees:

Exam & Interim Permit	\$ 105.00
Valley Children's Clinical – 2 weekends	\$ 300.00
Malpractice Insurance	\$ 15.00
Parking fee	<u>\$ 30.00</u>
Total Cost	\$ 450.00

Total Cost, 3rd Semester**\$ 824.75****Merced College Registered Nursing Program (Cont.)****RN Fourth Semester****Cost****Books:**

Syllabus REGN 22 Nursing Health & Illness III	\$ 10.05
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Managing & Coordinating Nursing Care	\$ 38.35
Syllabus REGN 23 Professional Relationships & Responsibilities	\$ 4.60
Syllabus REGN 24B Nursing Concepts Simulation II	<u>\$ 2.40</u>
Total	\$ 55.40
Tax	<u>\$ 4.02</u>
Total Cost	\$ 59.42
College Estimates Total 4th Semester Book Cost	\$82.00
Misc.:	
Graduation uniform	\$ 65.00
1 pr. graduation dress shoes	<u>\$ 50.00</u>
Total	\$ 115.00
Tax	<u>\$ 8.34</u>
Total Cost	\$ 123.34
Insurance/Fees:	
NCLEX Exam	\$ 200.00
Parking fee	\$ 30.00
Live Scan	<u>\$ 71.00</u>
Total Cost	\$ 301.00
Total Cost, 4th Semester	\$ 506.34
Total Program Cost	<u>\$3,050.72</u>

**Merced College Licensed Vocational Nursing Program
Approved Training Related List
PY 2003/2004**

LVN First Semester

	Cost
Books:	
Springhouse Nurse's Drug Guide	\$ 32.65
Pharmacology & the Nursing Process	\$ 58.65
Fundamentals of Mental Health Nursing	\$ 31.95
Nursing Diagnosis Reference Manual	\$ 37.30
Vocational Nursing Syllabus First Semester	\$ 4.00
Vocational Nursing Syllabus First Semester Clinical Papers	\$ 10.55
Cyclopedic Medical Dictionary	\$ 38.35
Fundamental Concepts & Skills for Nursing w/ Study Guide	<u>\$ 21.35</u>
Total	\$234.80
Tax	<u>\$ 17.02</u>
Cost	\$251.82
Total MC Book Cost Additions	<u>\$ 93.18</u>
Total Cost	<u>\$345.00</u>
Misc:	
Nursing Kit	\$ 64.00
2 uniforms	\$ 80.00
1 pr. white shoes	\$ 50.00
2 pink aprons	\$ 40.00
1 watch w/second hand	\$ 25.00
1 stethoscope	\$ 25.00
Total	\$284.00
Tax	<u>\$ 20.59</u>
Total Cost	<u>\$304.59</u>
Insurance/Fees:	
Malpractice insurance	\$ 15.00
CPR class	\$ 55.00
Physical	\$ 60.00
Parking Fee	<u>\$ 30.00</u>
Total Cost	<u>\$160.00</u>
Total Cost, 1st Semester	<u>\$809.59</u>

Merced College Licensed Vocational Nursing Program (Cont.)

LVN Second Semester Cost

Books:

Basic Maternal/Pediatric Nursing, 1 st ed.	\$ 77.35
Merced College Vocational Nursing 2 nd Semester Syllabus	\$ 3.80
Merced College Vocational Nursing 2 nd Semester Syllabus Clinical Papers	\$ 12.65
Total	\$ 93.80
Tax	\$ 6.80
Total Cost	\$100.60

Insurance/Fees:

Parking fee	\$ 30.00
Total Cost	\$ 30.00

Total Cost, 2nd Semester **\$130.60**

LVN Third Semester

Cost

Books:

Total Cost	\$ 30.00
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Misc:

2 Uniforms	\$ 80.00
1 pr. shoes	\$ 50.00
Graduation uniform	\$ 65.00
1 pr. graduation dress shoes	\$ 50.00
Total	\$245.00
Tax	\$ 17.76
Total Cost	\$262.76

Insurance/Fees:

Live Scan	\$ 71.00
BVNPT Application fee	\$ 75.00
Interim permit	\$ 40.00
NCLEX testing fee	\$200.00
BVNPT License fee	\$100.00
Malpractice Insurance	\$ 15.00
Parking fee	\$ 30.00
Total Cost	\$531.00

Total Cost, 3rd Semester **\$823.76**

Total Program Cost **\$1,763.95**