

2024

# ICAN Participant Handbook

Individual Career Advancement Network

ICAN

9/10/2024



## ICAN Participant Handbook

Welcome to the Individual Career Advancement Network (ICAN)!

ICAN is Vermont SNAP Employment and Training program. This program is open to all individuals who are receiving 3SquaresVT and not active on Reach Up programming. While participating in ICAN you will connect with workforce development providers and programs that will support you as you participate in allowable employment and training activities to help meet your employment and career goals. While in ICAN you will work with an employment team and receive specialized case management while participating in allowable activities (components).

This handbook includes information about participation in ICAN, the phases of programming, ICAN participant reimbursements and other information. This handbook will be updated periodically, review the handbook [link](#) at the end of this document for the most current information.

### What is an ICAN Employment Team?

The ICAN employment team is a group of workforce development programs and providers that work together to provide participants with support and ICAN activities. The ICAN team will determine who is appropriate to be on the ICAN employment team for individual participants. Participants must complete referrals and connect with appropriate providers as determined by the ICAN team.

The ICAN employment team can include ICAN partners:

- Invest EAP
- VABIR
- Vermont Department of Labor
- Vermont Foodbank (Community Kitchen Academy)
- Working Fields (as of 10/1/2024)

The ICAN employment team can include non-ICAN partners:

- HireAbility Vermont
- Community Action Agency
- Department of Corrections
- Vermont Chronic Care Initiative (VCCI)
- Agency of Human Services Field Directors
- Department of Mental Health's Designated Agencies
- Other workforce programs

### What is Case Management?

Case management is provided to ICAN participants by Invest EAP and/or other ICAN providers. Case management services include:

- Comprehensive assessments and ongoing reassessments
  - Employability Assessments/Provider specific assessments
  - Ongoing Barrier Reduction (can be directly related to ICAN activities or may be generalized case management).
  - Monthly check-ins to review progress, ongoing participation and to complete ongoing assessments.



- Individualized Service plans
  - Building an employment plan, education plan, business plan etc. to provide concrete steps to move towards employment goals.
- Progress Monitoring
  - Monthly check-ins to review process and ongoing participation.
  - Data Entry for components and services (ICAN providers only)
- Coordination with service providers
  - Monthly team meetings to discuss coordination and services.
  - Referrals to other providers/agencies, including details on referral success and next steps.

### What are allowable ICAN Activities?

Allowable ICAN activities are grouped into six components. These activities are not all-inclusive, other activities may be allowed to meet the participant’s employment and training goals.

Component	Allowable Activity
<b>Supervised Job Search (SJS)</b>	<p style="text-align: center;"><b>Activities can be completed one-on-one or in a classroom setting.</b></p> <ul style="list-style-type: none"> <li>• Monthly contact with SJS provider.</li> <li>• Job Search Coaching:               <ul style="list-style-type: none"> <li>○ Assisting with completing applications</li> <li>○ Reviewing Job Search activities</li> <li>○ Guidance on how to target job searches</li> <li>○ Providing leads to open positions using job market data and employer’s needs</li> <li>○ Advocating with employers on behalf of a participant</li> <li>○ Accompanying participants to interview</li> </ul> </li> <li>• Online job applications/tests</li> <li>• Attending job fairs</li> </ul>
<b>Job Search Training</b>	<ul style="list-style-type: none"> <li>• Employability Assessments               <ul style="list-style-type: none"> <li>○ Examines readiness for employment</li> <li>○ Assess crosscutting skills:                   <ul style="list-style-type: none"> <li>▪ Academic Skills</li> <li>▪ Interpersonal skills</li> <li>▪ Critical thinking skills</li> <li>▪ Communication skills</li> </ul> </li> <li>○ Identify Barriers to work</li> <li>○ Review Past work experience</li> </ul> </li> <li>• Career exploration</li> <li>• Occupational assessments</li> <li>• Setting goals</li> <li>• Identifying work skills</li> <li>• Resume and cover letter development</li> <li>• Interview skills (mock Interviews)</li> <li>• Job search/networking skills</li> <li>• Employer follow up</li> <li>• Phone interviews and Job retention skills (soft skills, etc.)</li> <li>• Referral to services to address concerns/issues</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Work Activity</li> </ul>



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	<ul style="list-style-type: none"> <li>○ offers participants the ability to complete training in non-profit or for-profit businesses.</li> <li>● Internship</li> <li>● Apprenticeship/Pre-apprenticeship (<a href="#">Homepage   Apprenticeship.gov</a>)</li> <li>● On-the-job-training</li> <li>● Job Shadows/Tryouts</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>● Training Programs</li> <li>● Basic education and remedial education services</li> <li>● General Education Diploma (GED)</li> <li>● High School Completion Programs</li> <li>● Career/Technical Education Programs or other Vocational Training</li> <li>● English Language Programs</li> <li>● Integrated Education and Training/Bridge Programs               <ul style="list-style-type: none"> <li>○ offer participants the ability to participate in education programs in conjunction with workforce activities and training geared towards specific occupations and skills</li> </ul> </li> <li>● Work Readiness Training               <ul style="list-style-type: none"> <li>○ Foundational cognitive skills (i.e. reading for information, applied mathematics, locating information, problem-solving, and critical thinking)</li> <li>○ Non-cognitive or soft skills, (defined as personal characteristics and behavioral skills that enhance an individual’s interactions, job performance, and career prospects i.e. adaptability, integrity, cooperation, and workplace discipline)</li> </ul> </li> </ul>
<b>Self-Employment Training</b>	<p>Must be referred to a self-employment training program for allowable activities These programs are typically offered by HireAbility Vermont or local community action agencies.</p> <ul style="list-style-type: none"> <li>● Training addressing business practices</li> <li>● Business plan development</li> <li>● Financing</li> <li>● Marketing</li> <li>● Other essentials to running a small business</li> </ul>
<b>Job Retention</b>	<p>Component eligibility is limited to 90 days for participants who were enrolled in another component in the month of or month before starting a new job/having career advancement.</p> <ul style="list-style-type: none"> <li>● case management</li> <li>● employment coaching</li> <li>● continued education</li> </ul>

**Controlled Substances**

ICAN is unable to support employment and training activities including job retention services that are related to a marijuana cultivation business, including general business costs/farm costs, self-employment activities and activities as an employee. These activities would all be related to the distribution of a controlled substance in violation of federal law, although legal under Vermont law.

**Ending ICAN Participation**

Participants must participate in ICAN activities at least once every 90 days to stay active in the program; participants who stop participating for more than 90 days will be required to re-enroll\* in the program.

\*To re-enroll participants can complete [ICAN orientation](#) or they can reach out directly to their employment team.



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Participants can become ineligible for ICAN if they stop receiving 3SVT benefits or begin receiving Reach Up. Participants can also become ineligible for ICAN with specific providers if they receive a provider determination.

### **What is a Provider Determination?**

While participating in ICAN an ICAN provider can determine a participant is not a good fit for their component and/or program. This is called a provider determination. When an individual receives a provider determination it means the provider will no longer be providing ICAN services to the participant. The participant may continue to receive ICAN services from other ICAN providers.

A participant will not be a good fit for participation in a component/program if the participant does not meet the criteria for participation. Other reasons for a provider determination could include but are not limited to:

- Mental, physical or legal limitation to participation,
- Refusal to complete component or individual program requirements,
- Ineligibility for continued participation with a provider or individual program.

ESD will notify participants if they receive a provider determination. This notice will include:

- Information on what a Provider Determination is,
- The reason for the determination,
- Next steps ESD will take, and,
- How to connect to other employment and training programs.

### **What are participant reimbursements?**

Participant reimbursements are payments or reimbursements for allowable costs that are reasonable, necessary, and directly related to ICAN participation.

- A cost is allowable if it is identified in the current spending guidelines.
- A cost is reasonable if it's what someone else would pay in the same situation.
- A cost is necessary and directly related if it's essential to participating in approved ICAN activities.

Participant reimbursements aren't guaranteed; they're temporary and are meant to help with costs related to ICAN participation. Available funds are limited to the current monthly or monetary caps noted in the [spending guidelines](#).

Prior to receiving ICAN participant reimbursements you must review this handbook and sign the participant reimbursement agreement.

### **How do I know what costs are eligible for reimbursement?**

To be eligible for ICAN participant reimbursements, participants must be participating and engaged in [case management](#), allowable [ICAN activities](#) (components) and working with their assigned [ICAN/employment team](#).

Participants who do not meet [engagement requirements](#) outlined below in the different phases of ICAN programming may be ineligible for participant reimbursements.

### **Applying for other programs**

Participants will be required to apply for other programs to be eligible for participant reimbursements. If participants or households are eligible for specific programs, they must access those programs and exhaust available funding before ICAN can assist.



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These programs can include but are not limited to:

- [Reach Up](#)
  - This program is designed to help families with children set and reach short and long-term goals that will enable them to gain financial stability.
- [Unemployment Benefits](#)
  - Participants who recently ended a job should apply for unemployment benefits to determine if they are monetarily eligible. These funds will help stabilize the participants while accessing ICAN services.
- [Fuel Assistance](#)
  - Helps household pay part of their home heating bills.
- [Crisis Fuel](#)
  - Helps household with emergency home heating needs.
- [HireAbility Vermont](#)
  - Employment and career development resource for Vermonters living with a disability.
  - When HireAbility Vermont is identified as a referral by the ICAN employment team a participant will be required to complete HireAbility enrollment.
  - Participants exploring self-employment will be required to enroll with HireAbility Vermont or a microbusiness development program for self-employment training activities.
- [Workforce Innovation and Opportunity Act \(WIOA\)](#)
  - Program designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.
  - When WIOA is identified as a referral by the ICAN employment team a participant will be required to complete WIOA enrollment.
- Microbusiness Development Programs
  - Helps you start and grow a small business.
  - Microbusiness development programs are offered by local community action agencies.
  - Participants exploring self-employment will be required to enroll with HireAbility Vermont or a microbusiness development program for self-employment training activities.
- [Childcare Assistance programs](#)
  - Helps families pay for childcare.

**Phases of ICAN Programing and participant reimbursement eligibility**

Phase of Participation	Time Period	Participant Activities	Participant Reimbursement (PR) Eligibility
<b>Enrollment</b>	1-3 Weeks	<p>Individuals are enrolling in ICAN following ICAN orientation and connection to an ICAN provider.</p> <p>This step is typically completed virtually over email.</p>	<p>Allowable PR is limited to only costs directly related to enrollment activities (phone minutes, internet, electric, etc.)</p> <p>Childcare and limited transportation are allowed if meeting in person for enrollment activities.</p> <p>Rent and car repairs are not allowed in this phase.</p>



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<b>Assessment</b>	Max 3 months	<p>After enrollment an employability assessment is completed. Following the assessment referrals to appropriate providers, programs and services will be completed. The participant must be working toward connecting with referrals, programs, and services to move toward teaming.</p>	<p>Allowable PR is limited to only costs directly related to assessment activities. This could include phone, internet, utilities (electric), transportation costs (gas, bus passes, etc.), ID, personal hygiene.</p> <p>Rent and car repairs are not allowed in this phase.</p> <p>All PR ends after 3 months in the assessment phase even if working on getting to Teaming.</p>
<b>Teaming</b>	Undefined	<p>To meet Teaming a participant must meet the following:</p> <ul style="list-style-type: none"> <li>• Participate in the initial teaming meeting/ongoing teaming meetings.</li> <li>• Be engaged with the team. Engaged with the team means, working with the team, completing the next steps assigned, and participating in allowable activities.</li> <li>• Identify concrete goals and steps to demonstrate forward progression with the team.</li> <li>• Work towards identified goals and are working together.</li> <li>• The participant is working on allowable activities.</li> </ul>	<p>Allowable PR includes all eligible PR types in the <a href="#">spending guidelines</a>, except for rent.</p> <p>Rent is not allowable in this phase.</p>
<b>Job Retention</b>	Max 90 Days	<p>An individual is enrolled in <a href="#">Job retention</a> services.</p> <p>To qualify an individual must have been enrolled in another ICAN component immediately prior to obtaining employment.</p> <p>Individuals who enroll in ICAN with a Job are not eligible for Job retention services for their current employment.</p>	<p>Allowable PR includes all eligible PR types in the <a href="#">spending guidelines</a>,</p> <p>Allowable requests include all categories of eligible participant reimbursement categories, including rent. Rent is only allowed in the job retention phase.</p> <p>Job Retention has additional category caps noted below in the Spending Guidelines section.</p>

### How is PR paid?

PR can be issued onto the household's EBT card, as a check to the participant or as a check to a vendor. Participants can choose how they would like to receive participant reimbursement payments, but ICAN/ESD may require payments be sent to a vendor.



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PR can be pre-paid or a traditional reimbursement. If a PR is pre-paid, the participant may be required to provide verification that the funds were used on the identified cost.

## What else do I need to know about PR?

### Vendor Payments

Vendor Payments may be required due to the following (this list is not all inclusive):

- Item requested or vendor requires vendor payments
- Participant previously misused PR funds.
- ICAN staff determine that vendor payments are appropriate.

### Partial Payments

If ICAN is paying a portion of an item, then the participant must have a plan to pay the other portion (braided funded or participant contributions).

### Misuse of Funds

Participants are required to use prepaid PR funds to pay the identified allowable cost. If it is determined that a participant used funds for other needs or unallowable costs, they may be ineligible for future PR funds and could be disqualified from 3SquaresVT and ICAN as a result of the intentional program violation. More details can be found on the participant reimbursement agreement form.

### Shut off and Eviction

A requested utility payment in disconnect status or a rent payment in eviction status will only be approved if the participant reimbursement payment will bring the account into good standing and the participant has a plan to keep the account in good standing.

### Spouses/Family Units

If spouses or multiple family members living in the same household are participating in ICAN, PR caps apply to the whole household unit, not per individual participant for the program year (even if family members participate at different times during the program year). One exception is with respect to vehicles. Each vehicle would have its own \$1,000 transportation cap.

### Roommates and Shared living expenses

If a participant lives with roommates and shelter costs (rent/utility) are shared, ICAN will only pay the participant's portion. Costs are assumed to be split evenly between household members absent an agreement that specifies otherwise. Caps on costs apply to each participant.

When ICAN participants are roommates or in a shared living situation, each participant can qualify for their own transportation and other costs.

In no event will ICAN pay more than the total household cost.

### Job Search Activities

For job search activities to be eligible for PR, an individual must be enrolled in the supervised job search component and participate in allowable activities. Costs related to job search activities done independently outside of ICAN are not eligible for participant reimbursements with one exception: If a participant is completing independent job search





activities and secures an interview while participating in other allowable ICAN activities, only the costs related to the interview can be supported by participant reimbursements.

**Job Retention**

<p><b>Starting ICAN with a new job you had less than 30 days</b></p>	<p>Participants who enroll in ICAN with a new job that they started within 30 days of enrollment are eligible for PR for employment-related costs for up to 30 days following their ICAN enrollment date.</p> <p>The job retention component does not apply because the employment was gained prior to ICAN enrollment.</p> <p>Participant reimbursements are not available beyond the 30th day from the date of ICAN enrollment for this new job.</p>
<p><b>Starting ICAN with a job you had more than 30 days.</b></p>	<p>Participant Reimbursements are not available for costs related to jobs held more than 30 days before enrolling in ICAN. However, participant reimbursements may be available for career advancement at the current job. Career Advancement could include but is not limited to:</p> <ul style="list-style-type: none"> <li>• A new position (promotion)</li> <li>• More hours or participants when connected to a new skill or credentials obtained through ICAN.</li> </ul>

**What is the role of my ICAN Provider in PR requests?**

ICAN providers work with participants to identify their need for support and participant reimbursement eligibility. Providers work with participants to explain participant reimbursement eligibility, needed verification and assist as needed to gather required verification. ICAN providers will also assist in accessing other funding that may be available for the requested participant reimbursement

ICAN providers will submit a participant reimbursement request to the ESD ICAN team for review and approval.

**Participant Reimbursement Decisions**

ESD reviews all participant reimbursement requests to ensure they are allowable per federal rules and this handbook. If a request is fully or partially denied by ESD, ESD mails the denial notice to the ICAN participant. ESD also informs the ICAN provider via email and includes a copy of the denial notice explaining the reason so that the provider can assist the participant in understanding the basis of the decision and support the participant in future requests.

**What if I don't agree with a PR decision?**

Participants who do not agree with a participant reimbursement denial or decision can request a fair hearing. This can be requested directly with their ICAN provider/case manager, with ESD or the Vermont Human Services Board. Fair hearing information and instructions are included in denial notices.

**PR Spending Guidelines**

**Unallowed PR**

Unallowed Participant Reimbursements include but are not limited to:

- Cable and Streaming Services



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- Car payments
- Drug/Alcohol Counseling, Therapy or Treatment (ICAN can refer individuals to these services but cannot pay for them)
- Fines, fees or legal cost (included but not limited to DMV fees and court cost)
- Food and Groceries
- Maintenance, cleaning or emergency services/repairs to a furnace, home heating unit, electrical, water or other household utilities
- Mortgage (including property taxes and home insurance)
- Refundable Deposits (includes but is not limited to Rent Deposits, Utility Deposits)
- Relocation fees
- Storage Unites for Personal use
- Temporary housing accommodation, such as hotels. Participants who need assistance with temporary housing should apply for the general assistance program
- Tuition for secondary education
- Monthly ongoing payments, except those noted in [Allowable Participant Reimbursements](#)

**Allowable PR**

Item	Notes	Suggested Verification
Automobile Insurance	<p>To be eligible the participant must:</p> <ul style="list-style-type: none"> <li>• have a current transportation need related to ICAN services,               <ul style="list-style-type: none"> <li>○ Participants completing ICAN activities virtually are not eligible for assistance with transportation needs.</li> </ul> </li> <li>• have a valid driver’s license and</li> <li>• the car must be registered in either their name or the name of another family member.</li> </ul> <p>Maximum of two months to make a car legal to drive. One additional month can be given to participants receiving job retention services. (Liability preferred)</p> <p>Non- refundable.</p> <p>Cost not included in \$1000 transportation cap.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Premium Bill</li> <li>• Policy Statement</li> <li>• Vehicle Registration (to confirm ownership)</li> </ul>
Automobile Tires	<p>Cost included in \$1000 transportation cap.</p> <p>Tire purchase must have occurred on or after 10/1/23.</p>	<ul style="list-style-type: none"> <li>• Receipts</li> <li>• Cost estimates from store/website.</li> </ul>
Bicycle/eBike	<p>Includes:</p> <ul style="list-style-type: none"> <li>• helmet</li> <li>• locks</li> <li>• reflectors</li> <li>• other safety items</li> </ul> <p>Costs are included in \$1000 transportation cap.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Cost Estimates from Store/Website</li> </ul>



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Books	<p>Books must be related to a current education or training Program.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• textbooks</li> <li>• training materials</li> </ul>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Statement of need</li> <li>• Cost from provider/webs ite.</li> </ul>
Child Care	<p>Allowable costs for participants are those not eligible for subsidies through the Vermont Child Care Financial Assistance Program - <a href="#">Child Care Financial Assistance</a></p> <p>Child care costs can include costs of:</p> <ul style="list-style-type: none"> <li>• Non-Custodial Parents</li> <li>• One Time Childcare Need</li> </ul> <p>Monthly cap is up to the Vermont childcare subsidy rate. The schedule of childcare must match the employment/training schedule.</p> <p>See <a href="#">CCFAP-Capped-Rates.pdf (vermont.gov)</a> for Subsidy Rates.</p> <p>ICAN can cover family copayments for childcare when the participant qualifies for childcare assistance.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement of cost from provider</li> <li>• Child Care Assistance Program denial or documentation cost do not qualify for assistance required.</li> </ul>
Clothing and Shoes	<p>\$300 limit per program year.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Statement of need</li> <li>• Cost from provider/website.</li> </ul>
Course Registration Fees	<p>Participants may receive ICAN assistance with incurred education related costs necessary for training, education, or employment.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from program</li> </ul>
Dental Services (Emergency)	<p><b>Emergency Dental only:</b> Emergency treatment to relieve pain, bleeding and/or infection.</p> <p>Must apply for Medicaid <a href="#">Home Page   Vermont Health Connect</a> and GA Dental assistance before ICAN can assist. <a href="#">Emergency/General Assistance   Department for Children and Families (vermont.gov)</a></p> <p>Prior to PR approval, participant must exhaust all other resources, including coverage through the Affordable Care Act.</p> <p>Does not include:</p> <ul style="list-style-type: none"> <li>• Dentures</li> <li>• Routine Dental procedures (filling, cleaning, crowns, etc.)</li> <li>• Definitive Root Canal Therapy</li> <li>• Extraction of Non-Infected Teeth</li> <li>• Periodontal Therapy</li> </ul>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from provider</li> <li>• Statement of need</li> </ul>



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<p>Driver's License</p>	<p>\$65.00 Limit per participant per program year. \$175.00 limit for Enhanced License per participant per program year</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Testing Fee and standard license fee</li> <li>• Enhanced license, only if it is required for new employment or specific training or education program</li> </ul> <p>Does not include:</p> <ul style="list-style-type: none"> <li>• penalty</li> <li>• reinstatement fees</li> <li>• debts or fines</li> </ul> <p>Cost not included in \$1000 transportation cap.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• DMV Website Cost</li> </ul>
<p>Drug Testing</p>	<p>Only if required for new employment or specific training or education program.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Confirmation from job/program</li> </ul>
<p>Fingerprinting</p>	<p>Only if required for new employment, specific training or education program.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Confirmation from job/program</li> </ul>
<p>General Medical Services</p>	<p>Only allowed if the service is directly related to new employment or specific training or education programs.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Physicals</li> <li>• Inoculations</li> </ul> <p>Does not include:</p> <ul style="list-style-type: none"> <li>• General or routine medical cost</li> <li>• Rx Copayments</li> <li>• Supplements</li> <li>• Medication</li> <li>• Health Insurance Premiums</li> </ul> <p>Prior to PR approval, participant must exhaust all other resources, including coverage through the Affordable Care Act.</p> <p>Application for Medicaid/VHC required <a href="#">Home Page   Vermont Health Connect</a>.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from provider.</li> <li>• Statement of need</li> </ul>
<p>Housing - Rent</p>	<p><b>Job Retention Only:</b> ICAN can support rent only when someone enters the Job Retention component. Participants must also have ongoing income that will support rental costs going forward (monthly income must be equal or more than monthly rental obligation).</p> <p>Maximum of three months or \$3000 cap per program year, whichever</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Lease Agreement</li> <li>• Statement from provider/landlord</li> </ul>



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	<p>is less.</p> <p>30% of the participant's monthly income must be used to support monthly housing costs.</p> <p>If in arrears for rent, to be eligible to receive rent reimbursement, the payment from ICAN must prevent eviction or be part of the approved payments that will prevent eviction. The plan must be approved with the landlord/court.</p> <p>ICAN cannot pay refundable deposits.</p>	
Internet	<p>Maximum of two months unless receiving job retention services. One additional month can be given to participants in job retention.</p> <p>Internet cost included in a bundle with unallowed cost will have the internet cost determined sperate from the unallowed cost. ICAN can only pay allowable cost. The ICAN payment must prevent shut off and the participant must have a plan to pay the remaining balance to be allowed.</p> <p>Burlington Telecom Customers must apply for the Internet Assistance Program <a href="https://www.burlingtontelecom.com/bt-internet-assistance-program/">https://www.burlingtontelecom.com/bt-internet-assistance-program/</a></p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from provider</li> </ul>
Permits and Fees (union dues, test fees, licensing and bonding fees, background checks, driving abstracts)	<p>Participants may receive ICAN funds to assist with the cost of testing and/or securing permits needed for employment, training or to support job search activities.</p> <p>Bonding only refers to the extra insurance a prospective employer may need to have in order to employ an ex- offender.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Confirmation from job/program</li> </ul>
Personal Hygiene	<p>\$120 cap per program year.</p> <p>Participants may receive assistance with personal hygiene products and services reasonable and necessary to meet the potential training/employer's appearance standards.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Toothpaste</li> <li>• Shampoo</li> <li>• Body soap</li> <li>• Haircuts</li> <li>• Laundry</li> <li>• Toilet Paper</li> </ul>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Cost information from store/website.</li> </ul>



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Reasonable Accommodation	Participants with disabilities may receive ICAN funding to assist with reasonable and necessary purchases of goods or services (including testing) that accommodate the individual’s disability.	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement of need</li> <li>• Cost information from store/website.</li> </ul>
Self- Employment - Business Supplies	<p>Participant must enroll with HireAbility or another local Microbusiness development program for business planning and development. ICAN cannot support business operating costs until a business plan is complete. Cost must be related to a current business plan.</p> <p>Professional licenses required for the self-employment business must be obtained before ICAN can support business supplies or other requests for reimbursement related to operating the business. Licensed Businesses include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Cosmetologist/Barber</li> <li>• Private Investigator</li> </ul> <p>For a complete list of required professional licenses go here <a href="https://sos.vermont.gov/opr/professions/">https://sos.vermont.gov/opr/professions/</a></p>	<ul style="list-style-type: none"> <li>• Receipts</li> <li>• Statement of need</li> <li>• Bill</li> <li>• Cost from provider/website</li> </ul>
Student Activity Fees	Only if required to participate in class.	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from Program</li> </ul>
Technology	<p>\$250 limit per program year.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Laptops</li> <li>• Phones (Smart and Basic) – Qlink application required (see Telephone Minutes)</li> <li>• Tablets</li> <li>• Hotspots</li> </ul>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Statement of need</li> <li>• Cost from provider/webs ite.</li> <li>• <b>Phone Purchases:</b> Confirmation of Lifeline/Qlink ineligibility required.</li> </ul>
Telephone Minutes (see Technology for Telephone Purchase)	<p>Must apply for lifeline and Q-link prior to being eligible for telephone minutes participant reimbursements.</p> <p>Lifeline <a href="https://publicservice.vermont.gov/publications-resources/consumers/lifeline">https://publicservice.vermont.gov/publications-resources/consumers/lifeline</a></p> <p>Q- Link <a href="https://qlinkwireless.com/signup/lifeline-acp/">https://qlinkwireless.com/signup/lifeline-acp/</a></p> <p>ICAN can support 1 line per participant (cell phone or landline)</p> <p>If a participant does not qualify for Lifeline/Q-link they can qualify for telephone assistance through ICAN. Only Data/Minutes/Text are allowable services.</p> <p>*If Qlink services do not meet the participant’s needs then ICAN funding can be requested.</p>	<ul style="list-style-type: none"> <li>• Confirmation of Lifeline/Qlink ineligibility required.</li> <li>• Receipt</li> <li>• Bill</li> <li>• Cost information from Store/Website</li> </ul>



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	<p>Telephone purchase is included in the technology limit.</p> <p>Telephone cost included in a bundle with unallowed cost (multiple lines, Streaming services etc) will have the telephone cost determined sperate from the unallowed cost. ICAN can only pay allowable cost.</p>	
Training Materials	Only if required for new employment, training or educational program.	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from program</li> <li>• Cost information from store/website.</li> </ul>
Transportation Expense	<p>The transportation maximum is \$1,000 per program year.</p> <p>To be eligible the participant must:</p> <ul style="list-style-type: none"> <li>• have a current transportation need related to ICAN services,             <ul style="list-style-type: none"> <li>○ Participants completing ICAN activities virtually are not eligible for assistance with transportation needs.</li> </ul> </li> <li>• have a valid driver’s license and</li> <li>• the car must be registered in either their name or the name of another family member.</li> </ul> <p>Transportation assistance may include:</p> <ul style="list-style-type: none"> <li>• Transit tickets or passes</li> <li>• Necessary vehicle repairs             <ul style="list-style-type: none"> <li>○ Must be completed by a certified mechanic</li> </ul> </li> <li>• Registration (since 10-1-2023)</li> <li>• Inspection (since 10-1-2023)</li> <li>• Vehicle Tires (since 10-1-2023)</li> <li>• Fuel/Gas</li> <li>• Bicycles (see Bicycle/ebikes for more details)</li> </ul> <p>Transportation assistance may <b>not</b> include:</p> <ul style="list-style-type: none"> <li>• Registration and inspection cost if paid prior to 10/1/2023</li> <li>• Cost directly related to legal action:             <ul style="list-style-type: none"> <li>○ Tow fee due to a DUI</li> <li>○ CRASH course fees</li> <li>○ Legal or Court fees</li> </ul> </li> </ul> <p>License and car insurance cost are not included in the transportation max.</p> <p>Kelly Blue Book trade in value will be reviewed compared to the cost of the repair to ensure repair cost are reasonable for the longevity of the vehicle. If the repair is more than the trade in value ICAN cannot support the</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Cost information from provider/website</li> <li>• Cost Estimates</li> <li>• Mileage calculation (Paid at .625 per Mile)</li> <li>• Vehicle Registration (to confirm ownership)</li> </ul>



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	<p>repair.</p>	
<p>Utilities</p>	<p>Maximum of two months per utility unless receiving job retention services. One additional month can be given to participants in job retention.</p> <p>Heating Only: Monthly Heating Cost: Maximum of two months unless receiving job retention services.</p> <p>Bulk Delivery: 1 delivery allowed unless receiving job retention services. One additional delivery can be given to participants in job retention.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Electric</li> <li>• Heating Fuel (ICAN Assistance is limited to the home heating season October 1<sup>st</sup> – April 30<sup>th</sup>)*</li> <li>• Water</li> </ul> <p>*If heating fuel is also used for hot water, cooking or other essential utilities, the request may be approved outside of the home heating season.</p> <p>Before ICAN funds can be used a participant must:</p> <ul style="list-style-type: none"> <li>• Apply for utility assistance through their local community action. (Electric, Heating, Water)</li> <li>• Apply for crisis fuel during the home heating season.</li> <li>• Be receiving fuel assistance or be ineligible for a reason beyond the participants’ control. (Fuel, Electric)</li> <li>• <b>Green Mountain Power participants only:</b> must apply for the utility assistance program <a href="https://www.vermont.gov/department-for-children-and-families/utility-assistance">Green Mountain Power Energy Assistance   Department for Children and Families (vermont.gov)</a> (Electric, Heating)</li> <li>• <b>Vermont Electric Coop and Washington Electric Coop participants only:</b> must apply for the utility assistance program Affordable Community Renewable Energy Program (ACRE) <a href="https://vermontelectric.coop/payment-assistance">https://vermontelectric.coop/payment-assistance</a>, <a href="https://vermontelectric.coop/client_media/files/ACRE_Solar_application.pdf">https://vermontelectric.coop/client_media/files/ACRE_Solar_application.pdf</a></li> <li>• <b>Vermont Gas Participants only:</b> Apply for the Vermont Gas Energy assistance program. <a href="https://www.vermont.gov/department-for-children-and-families/utility-assistance">Vermont Gas Energy Assistance   Department for Children and Families</a> (Heating)</li> <li>• Apply for the <a href="https://www.vermont.gov/department-for-children-and-families/utility-assistance">Household Water Assistance   Department for</a></li> </ul>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from program</li> <li>• Statement from provider</li> </ul>





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	<a href="#">Children and Families (vermont.gov)</a> . (Water)	
Vision Medical Services	<p>\$150 per program year or 1 pair, whichever is less.</p> <p>Only allowed if the service is directly related to new employment or specific training or education programs.</p> <p>Must apply for Medicaid/VHC <a href="#">Home Page</a>   <a href="#">Vermont Health Connect</a> before ICAN can assist.</p> <p>Prior to PR approval, participant must exhaust all other resources, including coverage through the Affordable Care Act.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Eyeglasses</li> <li>• Protective Eyewear</li> </ul> <p>Does not include:</p> <ul style="list-style-type: none"> <li>• General or routine cost</li> </ul>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Bill</li> <li>• Statement from provider</li> <li>• Statement of need</li> </ul>
Work and Training Tools	<p>Must be required for immediate hire/training. Determination of need for these tools on a case-by-case basis.</p>	<ul style="list-style-type: none"> <li>• Receipt</li> <li>• Statement from employer</li> <li>• Bill</li> <li>• Cost from provider/website.</li> </ul>

### Additional Resources

This handbook and additional resources can be found electronically here <https://dcf.vermont.gov/esd/partners/ICAN>

ICAN Webpage - <https://dcf.vermont.gov/benefits/ican>