

Crater Regional Workforce Development Board LWDA-15

Policy Number: 2018-04

Replaces Policy Number: 2016-016

Effective Date: October 19, 2018

Title: WIOA Participant Supportive Services

Background:

Supportive services are necessary to enable an individual to participate in certain activities authorized under WIOA. Supportive services may include, but are not limited to, the following: (1) Linkages to community services; (2) Assistance with transportation; (3) Assistance with child care and dependent care; (4) Assistance with housing; (5) Needs-related payments; (7) Reasonable accommodations for individuals with disabilities; (8) Referrals to health care; (9) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; (10) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (11) Payments and fees for employment and training-related application, tests, and certifications.

Youth participants may also receive assistance with educational testing; reasonable accommodations for youth with disabilities; referrals to medical services; and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear. (20 CFR §681.570 and §688.120) Linkages to community services include, but are not limited to legal aid services, securing government identification, and linkages to organizations that provide you the opportunity to develop their leadership skills through service to their respective communities. (WIOA)

Supportive services for Adults and Dislocated Workers may only be provided when they are necessary to enable individuals to participate in career services or training activities. This includes provision of information relating to the availability of supportive services. For Youth, this is one of the fourteen program elements required by WIOA in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into post-secondary education and/or employment, and career readiness for youth participants.

References:

- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), (20 CFR §681.570 and §688.120, 20 CFR §680.900 – 20 CFR §680.970)

- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) #19-16, Dated March 1, 2017 & #21-16, Dated March 2, 2017

Purpose:

The purpose of this policy is to clarify local procedures for providing supportive services to the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers and Youth Customers. Supportive services may be made available to eligible Workforce Innovation & Opportunity Act (WIOA) participants. Said payments will be administered by WIOA Service Providers and will be based on individual need. In each case, the need will be documented in the participant's file and must be recorded on the Individual Service Strategy/Employability Development Plan Form as the result of a pre-approved objective assessment. The Crater Regional Workforce Development Board (CRWDB) has set a limit of \$2,000.00 per participant for supportive services.

Policy:

The Crater Regional Workforce Development Board (CRWDB) has developed this policy to ensure resource and service coordination in LWDA XV. Supportive services must be necessary to the success of the participant's individual employment plan and beyond the ability of the customer to pay. Supportive services are not entitlements and shall be provided to customers on the basis of a documented financial assessment, Individual circumstances, and/or the absence of other resources and funding limits. Supportive services may be provided in the form of in-kind or cash assistance. They shall be for the actual costs up to the established limits indicated in this policy. All exceptions to the limits established in this policy shall be requested of the CRWDB Executive Director in writing, via the Program Coordinator or the Operations Director.

The service provider must thoroughly assess the participant's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally, the participant and service provider must develop a plan on how the participant will support a part or all of the expense for supportive service issues once the initial assistance has been given to the participant.

The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

Procedures (for all supportive services)

- Supportive services shall be provided only when they are necessary to enable an individual to participate in WIOA activities.
- Supportive services shall be provided to customers who cannot obtain supportive services through other programs or partner agencies who offer similar assistance; record of non-availability of supportive services through other agencies shall be documented in customer's case management record.
- Costs for supportive services must be reasonable, necessary, and allowable under federal and state guidelines.
- Eligible customers may receive supportive services throughout the period the customer is enrolled in WIOA.
- Supportive services must be documented in the customer's file and include justification for supportive services, amount of planned funding, and proof that services were received.
- A Requisition for Payment shall be submitted to the CRWDB Fiscal Director for payment of all supportive services; the Requisition shall be signed by the customer's assigned case manager and the designated WIOA coordinator.

Exception to exceed cost limitations or provide a service not listed: In the instance that a supportive service expenses will need to exceed the policy limits or to provide a supportive service not defined that otherwise meets the intent of this policy. In cases of exceeding cost limitations, the Operations Director may approve actions to exceed no more than 15% of the established limitation with written justification. Anything above 15% must be approved by CRWDB Executive Director. All request for providing a service not listed in the policy must be pre-approved by CRWDB.

All exceptions must include the following:

- Participant name and State ID#
- Identification of the additional supportive services needed and approximate cost and;
- Justification for the request, including documentation of need and the activity it supports, and;
- Current customer activity status, and
- Documentation of previous funds expended.

The CRWDB will evaluate the request on a case-by-case basis and either approve or disapprove the exception request within seven (7) working days.

1. *Travel** - Mileage reimbursement may be paid for travel to and from the training facility or job interviews at a rate of \$0.35 per mile from the participant's home, the need for reimbursement of the participant must be documented in the participant's case file.

MapQuest printouts must be attached showing miles traveled. In all cases, transportation should be explored from other sources prior to being provided by WIOA funds. The maximum per week allowance shall not exceed \$75.00. Program providers who have participants that travel unusually long distances to and from a training facility may request to exceed this limit by submitting the request in writing to the Executive Director or the Operations Director of the CRWDB. Reimbursement will not exceed \$350.00 per week and \$2,000.00 per participant.

2. *Child Care*- Child Care payments are available for participants in WIOA approved training. In order to receive child care payments, the participant must show evidence of need, and the child care provider must be on the Virginia Department of Social Services State Approved Child Care Provider list. The maximum allowance is \$30.00 per day (receipts required).
3. *Clothing/Uniforms* – Training uniforms or appropriate work clothing required may be available for participants. The maximum allowance for clothing/uniforms is \$500.00.
4. *Tools/Safety Equipment* – In order to receive assistance with training/work-related tools, the participant must show evidence of need and the inability to pay for the items themselves. The maximum allowance for tools/safety equipment is \$300.00.
5. *Medical* – Medical supportive services may be provided if they are not available through no cost clinics and social services. The maximum allowance for medical supportive services is \$350.00.
6. *Job Search Allowance* - Funds may be made available to participants to go on out-of-area job interviews. Job search expenses must be approved by the case manager in advance, the need for reimbursement of the participant must be documented in the participant's case file. Said expenses will be reimbursed at a rate not to exceed \$0.35 per mile for private vehicles. Reimbursement for interviews may also include overnight lodging, parking fees, tolls and meals when necessary. Receipts must be submitted with the reimbursement form. A maximum of two (2) interviews with any one employer are allowed. Reimbursement will not exceed \$200.00 per qualified interview.
 - a. *Travel – MapQuest printout is required for all travel. All mileage must be documented for accounting and audit purposes. Other forms of transportation such as public transportation, taxis, etc. can be used; however, receipts will be required for reimbursement.
 - b. **Meals - \$35.00 per day (receipts required) Meals, excluding alcoholic beverages, may be reimbursed. To qualify for reimbursement for breakfast and dinner expenses, the traveler must be staying overnight.
 - c. Lodging - \$75.00 per day (receipts required).

The maximum dollar amounts listed above for clothing/uniforms, tools, safety equipment and medical are for the total single length of WIOA participation for each participant.

Other supportive services that may assist the participant with their training will be provided on an individual case-by-case basis. Each situation will be evaluated as the need arises and determination of whether support is required will be reviewed by the WIOA Service Provider and then submitted to the CRWDB Executive Director or Operations Director in writing.

At a minimum, WIOA Service Providers funded by the CRWDB will:

- Utilize internal controls that result in equitable treatment for all WIOA participants;
- Utilize CRWDB forms for documentation requirements and ensure appropriate documentation is maintained in each participant file;
- Assure coordination with other community resources and ensure this is documented in each participant file for each supportive service request;
- Define how information is maintained regarding the availability of supportive services in the local area, as well as the procedure for referral to those services. This may be through a participant orientation process or providing access to electronic or printed community resource directories and information;
- Establish reasonable limits for supportive service types.
- Utilize CRWDB procedures for approval to exceed limits due to special circumstances. Procedures should be based on individual circumstance and be determined on a case-by-case basis;
- Review the limits periodically to ensure adequacy of the amount and the availability of budget;
- Track all supportive services expenditures and maintain a record of spending in each participant file; and
- Ensure that all supportive services provided to a participant are recorded in VAWC