

Region 4 Workforce Development Board
Supportive Services Policy-Adult and Dislocated Workers

PURPOSE: This policy covers payments to customers for supportive services and other participant payments.

REFERENCES: DWD Memorandum, July 2, 2015, Interim Guidance on the Delivery of WIOA Title I Adult and Dislocated Worker Services and the Impact on Participation and Exit Dates; TEGL 9-16.

CONTENT: This policy sets forth the rationale and procedures for providing and funding payments to customers through the WorkOne System.

I. Supportive Services - Adults and Dislocated Workers

Supportive Services are for participants in Career Services or Training Services and who are unable to obtain such services through other programs. Supportive services include transportation, childcare, dependent care and housing payments.

WIOA allows for the provision of supportive services to enable an individual to participate in career services and training services. Supportive services such as transportation, child care, dependent care, and housing, may be necessary to enable an individual to participate in activities authorized and consistent with the provisions of the WIOA Title I-B.

Note: Follow up career service are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving follow up services may not be receive supportive services.

- Supportive services will be available for: books, transportation assistance, childcare assistance, and car maintenance and repairs, and other training or work related assistance to enable a person to participate in career and/or training services.
 - Supportive services that are attached to training services must be added to the ITA in ICC. All supportive service vouchers supporting training (excluding mileage or childcare) will be entered under the ITA activity.
- If the customer is in need of supportive services, this need must be documented through the inclusion of a case note in ICC AND through the development of a customer budget worksheet (see attachment A) that identifies the specific financial need(s) being addressed. The customer's budget must be reviewed with the team member when the customer is in need of a supportive service. A statement that the budget was reviewed must be included in an ICC case note.
- Supportive services MAY be provided when, in the best judgment of a team member, this service will enable the customer to take full advantage of the training program being provided. This judgment is to be made as a result of the assessment process. During the assessment process with each eligible customer, the specific issues, such as transportation, child care, or other supportive issues should be reviewed to determine if supportive service needs exist.
- The need for supportive services and the strategy for addressing this need are detailed in the customer's case notes attached to the appropriate supportive service.
- With the assistance of the team member, the customer must exhaust all available resources (e.g., Trustees, child care vouchers, etc.) before supportive services can be provided. A statement of the effort to examine such other resources must be reflected in appropriate ICC case notes.
- Assure funding is available to support the provision of such services.
- **Customers must sign receipt for all items received such as: gas cards, books, clothes, boots, vehicle repairs. If there is not a receipt available, customer must sign voucher.**

The maximum amount that may be used to cover the costs of supportive services for an individual customer is \$500 per person, per program year. The combined amount for supportive services and training costs shall not exceed \$5500 per year. **Note: RTW and APG participants MAXIMUM supportive service amount remains at \$1000 per person.**

To provide more than \$500 in WIOA supportive services or for any exception to this policy requires the approval of the Region 4 Workforce Development Board (R4WDB) designee. A request to exceed the specified limit will be forwarded to the R4WDB designee from the Regional Coordinators. The request should be via email and the approval shall be remitted via email.

As a reminder, supportive services are not entitlements and should be provided on the basis of a documented financial assessment, individual circumstances, the absence of other resources, and funding limits.

II. Supportive Services Available in WorkOne West Central for Participants Co-Enrolled in WIOA

A. Transportation Assistance

- Customers will be provided bus tokens/passes, mileage reimbursement or prepaid gas cards to address transportation needs. In communities where public transportation systems exist, bus tokens/passes should be utilized if appropriate. **For circumstances where training/internships are at different locations one or more of the above options may be needed to assist the customer.**
- For all other situations where transportation assistance is required, prepaid gas cards or mileage reimbursement should be used.
- When prepaid gas cards or mileage reimbursement are needed, staff may use up to \$.35 cents per mile of estimated travel to determine the appropriate amount of prepaid gas cards to provide the customer. The calculation used to determine the amount of gas cards provided should be reviewed in the case note
- All staff must maintain a record of distribution of all bus tokens/passes and prepaid gas cards. In the rare event that bus tokens/passes, mileage reimbursement or prepaid gas cards are not appropriate for a customer; cab/uber type fare may be purchased if needed.
- **Customers must sign for receipt of all gas cards, bus tokens/passes.**

B. Automotive Repairs/Maintenance

If necessary, WorkOne West Central will assist customers with the repair of their automobile. When assisting with such a repair, the following guidelines must be followed (any deviation from this policy needs to be approved by the R4WDB designee):

- The repair amount must not exceed \$500.00
- The customer must obtain two written estimates from two vendors regardless of amount.
- If the variance between two estimates is greater than 20%, the customer will need to obtain three estimates regardless of the repair amount.
- If the customer's vehicle is not drivable and must be towed to a service station, only one estimate is required in order to eliminate the need to pay for multiple towing charges to each vendor. However, there must be documentation attached to the estimate indicating that the vehicle was not drivable and required towing.
- Before automotive repairs can be authorized, proof of valid driver's license, car insurance, and registration must be obtained and copies must be placed in the customer's file. Proof of registration must be in the customer's/spouse name (a parent's name may also be on the registration if the customer is a youth being served as an adult under this policy).

- Vehicle repair amount cannot exceed value of vehicle per vendor.
- Customers may only be provided with automotive repair assistance once during the lifetime of their participation. Additional requests must be approved by the R4WDB designee via the Regional Coordinator.
- For automotive repairs, payment will only be made to vendors, selected on the basis of the estimates provided. Payments will not be made directly to the customer.

C. Childcare Assistance

Once other child care options have been exhausted, it may be necessary to provide certain customers with child care assistance. A licensed day care facility or provider must be used. The customer must first investigate a minimum of three child care options and review both the cost and quality of care at each facility. The service provider will reimburse the standard fee charged by the facility to a maximum of \$100/week per child. To arrange for this assistance, the team member must adhere to the following guidelines:

- A completed Child Care Agreement that has been signed by both the customer and the child care provider. This agreement will detail the children to be covered by WorkOne West Central, the hours per week for which day care has been approved, and the amount(s) to be paid to the child care provider.
- For each child to be covered in the Agreement, proof of the relationship of the child to the customer must also be provided. This can be documented through the use of birth certificates, court papers, or other appropriate sources.
- Providers will be responsible for submitting an invoice for payment consistent with the provisions of the child care agreement. As a reminder, the child care provided will also need to complete a W-9 form and return it to fiscal before any payments can be issued.

Childcare assistance may only be issued for up to one-month. Customers can request additional amounts after sufficient proof of attendance and progress is determined by the WorkOne team member. This can be in the form of an attendance sheet, official grades, or progress report.

D. Work Related Clothing & Equipment

As required, WorkOne West Central may assist customers with clothes and/or equipment that are required for interviews and/or work assignments. This could include interview-quality clothing, required work uniforms and shoes, and appropriate tools and safety equipment as required by employers.

- Three quotes must be obtained if \$300 or more in work tools/equipment are being purchased; however, three quotes will not be required for work/training related clothing (including work boots)

When work tools/equipment are provided to a customer, the team member must have the customer sign an agreement to return the purchased tools to WorkOne West Central in the event of job loss or separation.

E. Emergency Aid (with approval of board designee)

Emergency Aid is a one time or rare expense paid to continue participating in WIOA activities such as school, work experience, OJT, etc. If the customer is having extreme difficulty, staff should be assisting him/her with financial information (development of a budget, credit counseling, debt management, etc.) Emergency aid payments must be well documented in Service Notes. **As with all other WIOA funding, all other options should be sought first.**

Examples include:

- Payment of utility bills (electric, water, heating, etc.)
- A car insurance payment

- A rent payment
- Vehicle repairs during the same timeframe as mileage reimbursement (only in cases where it is absolutely necessary to allow participation in WIOA activities.)

Rent can only be provided if the address is used as the primary residence and allows for the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of residency and proof of ownership by the landlord. Any and all documentation must provide proof that the participant lives at the address, proof that the landlord owns the property, and the amount that is past due. The landlord is to be paid directly for the rent, not the participant. Allowable documentation to show proof of residency may include a lease, a phone bill, cable bill, voting registration card, driver's license, etc. Allowable documentation to show proof of ownership by the landlord may include a lease, a property tax receipt, a title, a trash or sewer receipt, etc.

Vehicle repairs can only be provided on the vehicle used as the primary transportation for the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of ownership. Repair costs must be directly linked to an authorized activity. The vendor is to be paid directly for the repair, not the participant.

As with all other WIOA funding, all other options must be sought first. For example, heating and cooling assistance could be pursued through resources such as: Low Income Home Energy Assistance Program through a CAP agency or faith-based organizations. Rent assistance could possibly be obtained through the U.S. Department of Housing and Urban Development (HUD).

III. Needs Related Payments- See Region 4 Needs Related Policy

IV. Administrative Provisions

Allowances, earnings, and payments to customers participating in adult and dislocated worker activities shall not be considered as income for the purposes of determining eligibility. The amount of income transfer and in-kind aid furnished under any federal or federally assisted program based on need other than as provided under the Social Security Act shall not be considered as income for determining eligibility.

Supportive Services **are not** available for incumbent workers. Exceptions may occur for special grants participants.

If a customer is enrolled in a classroom training activity, the customer's progress in completing this activity will be reviewed on a regular basis or at midterm. When supportive services are requested, progress will be reviewed at each time of request or monthly. If a customer displays chronic attendance problems, an authorization to suspend all or part of these supportive services may be issued. The rationale for this decision should be described in the ICC case notes.

Effective Date: July 2018

Attachment A

Region 4 Customer's Household Budget Worksheet

Customer: _____ Last 4 of SSN: _____ Date: _____

Monthly Income		Monthly Fixed Expenses		Monthly Variable Expenses	
	Amount		Amount		Amount
Wages Earned		Rent/House Pymt		Food	
TANF		Car Pymt(s)		Clothing	
SNAP/Food Stamps		Insurance		Transportation	
Social Security		Medical/Dental		Child Care	
Retirement		Prescriptions		Medical/Dental	
WIC		Phone		Electric	
Child Support		Trash		Gas	
Property Income		Internet/Cable		Water	
Work Study		Loan		Other	
Other		Credit Card		Other	
Other		Other		Other	
Other		Other		Other	
Total Income:	\$ -	Total Fixed Expenses	\$ -	Total Variable Expenses	\$ -

By signing below, I agree that the above information is true and accurate. I realize that falsification could lead to suspension of all assistance.

Customer's Signature: _____

Date: _____

Case Manager's Signature: _____

Date: _____