

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

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**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.

**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.

- 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.
- 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 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.
- A pre-requisite for supportive services is for the participant to attend a financial aid or budgeting workshop (preferred) an e-learning session or one-on-one review.
- 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.
- 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, car 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 \$1,000 per person, per program year. The combined amount for supportive services and training costs shall not exceed \$5500 per year.

To provide more than \$1,000 in 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 fare may be purchased if needed.
- **Customers must sign for receipt of all gas cards, bus tokens/passes.**

### B. Automotive Repairs/Maintenance (limited to individuals with Occupational Training)

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 \$1000.00
- 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 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 (limited to individuals with Occupational Training)**

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.

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

**IV. Work Experience and Internships- Adults and Dislocated Worker (see separate policy)**

**V. Customers Participating in Individualized Career Level Services:**

Supportive payments for individuals receiving individualized career services may be provided for work related clothing, work related equipment and gas cards but is limited to \$1,000 per individual per program year.

**A. 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.

**VI. 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.

Adult and Dislocated Worker funds must not be spent on the wages of incumbent employees during their participation in economic development activities provided through a statewide workforce Development system.

**VII. Tracking and Reporting of Participant Obligations in ICC**

An obligation is defined as the financial commitment made by WorkOne West Central staff person to an enrolled customer

- Vouchers must be created for all client training and supportive services activities in ICC.

- Obligations for emergency support services should be entered as soon as the amount is known.

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 2015**

Attachment A

Region IV Workforce Board  
Client Budget Worksheet

Client, SS #: \_\_\_\_\_

Date: \_\_\_\_\_

Monthly Income	Amount
Wages Earned:	
TANF	
Food Stamps	
Social Security	
Retirement	
WIC	
Child Support	
Property Income	
Work Study	
Other	
Other	
Other	
<b>TOTAL INCOME:</b>	\$ -
<b>TOTAL INCOME:</b>	\$ -
<b>TOTAL EXPENSES:</b>	\$ -
<b>BALANCE/DEFICIT:</b>	\$ -

Monthly Fixed Expenses:	Amount
Rent / House Pmt:	
Car Pmt(s)	
Insurance	
Medical/ Dental	
Perscriptions	
Loan 1	
Loan 2	
Loan 3	
Credit Card 1	
Credit Card 2	
Credit Card 3	
Other	
Other	
Other	
Other	
<b>TOTAL FIXED EXPENSES:</b>	\$ -

Monthly Variable Expenses:	Amount
Food	
Clothing	
Transportation	
Child Care	
Entertainment	
Toiletries	
Medical/Dental	
Water	
Gas	
Trash	
Electric	
Telephone	
Other	
Other	
Other	
<b>TOTAL VARIABLE EXPENSES:</b>	\$ -

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

\_\_\_\_\_  
*Client's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Case Manager's Signature*

\_\_\_\_\_  
*Date*