

Supportive Services Policy for West Piedmont

PURPOSE

To provide guidance for the provision of needs-related payments and supportive services for individuals participating in Workforce Innovation and Opportunity Act Title 1-B Adult and Dislocated Worker. All Supportive Services are subject to available WIOA funding.

DEFINITION

Supportive Services – The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payment, that are necessary to enable an individual to participate in activities authorized under WIOA Title 1-B.

Needs-Related Payments – are financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIOA section 134 (e)(3).

Available Funding – the amount of funding that has been approved by the WPWDB for each Program Operator by local and funding stream and not yet allocated to specific individuals.

GENERAL

Limit needs-based payments to \$500, unless extraordinary case can be presented for review by the CEO.

Rationale: Needs-based payments count against the 40% requirement for funding to be spent on training activities.

Day care limit has been reduced to \$200 per week as payments count against the 40% requirement for funding to be spent on training activities.

Stipend is no longer available as it will count against the 40% requirement for funding training activities.

Travel reimbursement for employed participants is limited to 30 days; for individuals who entered employment or in an ITA may receive support with documented need, if funding is available.

ELIGIBILITY RULES

Supportive services are not an entitlement. Supportive services are based on the unique financial and employment/training needs of each participant.

Adult and Dislocated Worker participants may be eligible for supportive services if:

1. They are actively engaged in services designed to achieve their training and employment goals,
2. Have a demonstrated financial need, and
3. Are unable to access the supportive service from other resources in the community.
4. Adults and Dislocated Workers are not eligible for supportive services after program completion (during follow-up).

PAYMENT LEVELS AND DURATION OF PAYMENTS

Supportive Services (non-needs-related) – payments for Supportive Services will not exceed \$500 within the program year during any training program, except as approved by the WPWDB CEO. This type of Supportive Service (non-needs-related) includes transportation (mileage reimbursement), books, uniforms, tools, supplies, etc., resetting July 1 of each year.

Needs-Related Payments – for Adults and Dislocated Workers – the payment must not exceed \$500 during any program year, resetting July 1 of each year and WPWDB approved form must be used for documentation of attendance of training prior to benefit payment.

A separate WIOA Title 1 Need Related Payment Policy can be found here:

https://www.vcwwestpiedmont.com/content/vcwwestpiedmont/uploads/pages_from_policy_manual_-_needs_related_payments.pdf

ADMINISTRATION OF SUPPORTIVE SERVICES

Supportive Services may only be provided to WIOA customers who are participating in WIOA programs and who are unable to obtain supportive services through other programs. No Program Operator may provide Supportive Services funded by a WIOA program until other local area programs (that generally provide the Supportive Service needed by the client) have been contacted and denial of assistance is documented. If a non-WIOA program can provide the Supportive Service needed by the client, a referral will be made by the Program Operator. However, if alternative resource cannot be found, then Supportive Services will be provided using WIOA funds if it is necessary to enable eligible individuals to participate in career services, training, or other program activities under WIOA.

When Supportive Services cannot be secured through means other than WIOA funds, the use of case notes, clearly stating the attempts, will be used as documentation

Non-Training related WIOA Title I funded supportive services shall only be provided in the absence of other available resources within the local workforce area which includes supportive service resources from other one stop and community partners.

All requests must be approved prior to dispersing the benefit. Supportive Service may include such services as:

- ❖ Transportation,
- ❖ Child Care/Dependent Care,
- ❖ Meals – Meal and beverage costs for enrolled program participants should be documented in support of a service activity recorded in the participant's Individual Service Strategy and determined as necessary by the case manager considering the individual circumstances. (i.e. travel for a WEX trip)
- ❖ Assist with the purchase of uniforms for occupational skills training or appropriate work attire for work activities, training/work related tools, and
- ❖ Other reasonable expenses required, to keep a participant in intensive services, training or other program activities, for example auto repairs, test fees, rent, laptops/ipad, eye glasses or housing costs.
- ❖ Needs Related payments
- ❖ Reasonable accommodations for individuals with disabilities
- ❖ Payments and fees for employment and training-related application, test, and certifications

Supportive Services may be provided either in-kind or through cash assistance. In order to obtain payment for any Supportive Service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include at a minimum the following:

- ❖ Justification for the need of Supportive Service (which may include training attendance records, documentation of miles traveled, receipts, etc.);
- ❖ A description of the Supportive Service provided and why Supportive Service could not be obtained through other programs; and
- ❖ An invoice or receipt for Payment Received for the Supportive Service

CATEGORIES

Mileage

Travel Allowance will be paid for travel to and from the training facility. Payment will be based on set rate per mile. The set rate will be per mile rate x the round-trip miles per day and documented by usage of a travel voucher supported by a valid GPS mapping program such as MapQuest, Google Maps, etc. Reimbursable mileage will not exceed 70 miles per day. Program Operators who have participants that travel unusually long distances to and from a training facility may request a waiver from the WDB Executive Director to increase the maximum weekly allowable amount for those participants. The written request must document the need for the increase in the travel allowance. Travel allowance will be paid for actual days participated only, and must be documented by an attendance record, which is signed by the appropriate activity representative at the facility and by the participant. Actual round-trip miles per day must be reported correctly by the participant. A valid mapping program will be used to verify the travel distance between the starting point of travel and the destination, i.e. training facility. A copy of the map's driving directions illustrating the actual mileage to the training facility should be maintained in the participant file. Any changes to the actual mileage should be clearly documented on the training attendance sheet, and a new MapQuest to support the change should be maintained in the participant file.

Child Care/Dependent Care

To receive child care or dependent care payments, the participant must show evidence of need, and such payments can be made only when the participant cannot afford to pay the childcare or dependent care themselves. Childcare/Dependent Care payments will not exceed \$200 per week. Payment will be made only for those days the participant attends training.

Assistance with training, uniforms, work attire, and related tools

To receive assistance with training uniforms or appropriate work attire and training/work related tools the participant must show evidence of need, and such assistance can be made only when the participant cannot afford to pay for the items themselves. Documentation will consist of a completed Supportive Service documentation, an invoice (itemized and dated) for the items purchased and a dated receipt of the items by the participant and the case manager or WIOA representative.

Other

Supportive services required to help the individual stay in training or be able to successfully complete program participation and which the trainee cannot afford, will be provided on an individual case-by-case basis. Each situation will be evaluated as the need arises and determination on whether support is needed is the call of the WIOA Program Operator. Of course, all proper documentation and verification is required.

UNALLOWED SUPPORTIVE SERVICES

- Assistance in paying for expenses refundable to the participant (e.g. deposits)
- Expenses incurred prior to enrollment or after participation in a WIOA program
- Membership fees (exception is for training requirements)
- Court ordered fines

The following restrictions were established for needs related payments:

- A. Referred to agency partners where possible
- B. Client was unable to obtain services through other programs [WIOA Section 134 (e) (2) (A) (B)]
- C. The funds are necessary for the client to participate in Title 1-B activities [WIOA Section 101 (46)]
- D. Payments provided to a third party (signed and dated documentation verifying that the participant acknowledges the benefit paid on their behalf must be provided with reimbursement request).

Post-Employment Placement Transportation Services

As part of its supportive services to ensure employability and job retention for recently employed individuals, WPWDB will provide transportation services to certain individuals who have been placed in employment for up to 30 days. Exceptions to the time period must be requested and approved in advance by the CEO and sufficient documentation must be provided to support an extenuating circumstance.


Eligibility:

- A. Must be employed
- B. Must meet income eligibility guidelines **Benefits:**
- C. Eligible individuals will be paid the Travel Allowance (as described above) for up to 30 days. Exceptions to the time period must be requested and approved in advance by the CEO and sufficient documentation must be provided to support an extenuating circumstance order to give the individual adequate time to establish a network for carpooling or to save sufficient earnings to secure his or her own transportation.

LIMITATIONS AND EXCEPTIONS***For Discretionary Funds***

Procedures for supportive services and/or needs based payments are set by the SOW for each discretionary grant. See the Statement of Work for each grant to see the limitations of that grant.

Waivers may be requested, from the Board's Executive Director, for additional funds or unusual Supportive Services for a participant based on extenuating circumstances. Requests must be in writing and clearly state the situation and need for the requested supportive services to keep the participant in training or as prep for employment.

Approval Signature: 

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