

Northwest Region Supportive Service Policy for WIA Adult / Dislocated Worker and Youth Programs

Effective - July 1, 2012

(In compliance with DWD Issuance 12-2010)

The definition of supportive services is generally any type of payment that is necessary to enable a participant to participate in an authorized activity under Workforce Investment Act (WIA). In all cases, an Individual Employment Plan for WIA Adult and Dislocated Worker and Youth programs and an Individual Services Strategy (ISS) for WIA Youth must contain the need for, and extent of, supportive services, as well as service note documentation of the linkage of payment for the supportive services to an authorized activity. Supportive services should only be provided when the services are not available elsewhere, since WIA is considered funding of last resource, and only under the guidelines and limits that follow:

Supportive Services are designed to assist WIA Adult, Dislocated Worker and Youth program participants in securing and sustaining employment and credential attainment. In addition, supportive services are available to enrolled WIA Adult, Dislocated Worker and Youth participants who are actively participating in WIA approved activities. Temporary suspension of supportive services can be approved at the program director and coordinator discretion based on individual lack of participation.

Supportive services are not entitlements and all supportive services requests must be supported by demonstration of a need. The need will be demonstrated by completing the Assessment section, Financial Needs tab in Toolbox 2.0. The Financial Needs tab must be completed annually, if supportive services are obligated. All supportive services must link back to employment or education goals identified in the Employment Plan, youth must also include those goals on the Individual Services Strategies Goal Planning Worksheet. Supportive service payments must be submitted on the Participant Voucher. In all cases, staff must review Service Notes prior to making any Supportive Service payments to avoid duplicate payments.

All documentation must support the service dates being paid for. All appropriate supportive documentation and vouchers including appropriate signatures must be provided in the customers file. For WIA Adult and Dislocated Worker Toolbox 2.0 service 403 Supportive Services, must be opened on the date the cost was incurred. For WIA Youth Toolbox 2.0 service 507 Supportive Services, must be opened on the date the cost was incurred. Costs incurred prior to program enrollment are not allowable. At the time 403 or 507 Supportive Services is opened in Toolbox 2.0 a service note must be entered stating what has been obligated to the customer including type of service, justification of participant's need for the service, lack of other community resources, total amount offered and date(s) range and if it is a one-time payment or a reoccurring obligation. Once the expense is incurred a detailed service note must indicate type of supportive service, dates and amount paid.

Supportive Services will not exceed \$2,000 per person per program year for childcare, transportation or other. Dual enrollment in multiple WIA programs will not affect the \$2,000 max per person per program year. The NW WIB policy does, however, allow for special funding directives that provide higher caps on supportive services on a case-by-case basis as

funds allow. Functional Leaders or Youth Program Managers may submit a request in writing for the WIB to review the case for additional supportive service funding. It is reviewed by the NW WIB Fiscal Manager and Program Operations Manager.

Supportive Services may include the following:

- Child Care
- Transportation – mileage reimbursement / vehicle repair
- Other - reasonable expenses required to keep an eligible WIA participant in an activity

Child Care

Childcare will be paid based on contracted days and will be supported by a class schedule or timesheet and daycare provider contract or attendance sheet. Each participant must apply for state childcare assistance prior to receiving WIA childcare supportive services. Childcare costs will be paid directly to the participant and the participant is responsible for paying their childcare provider. Childcare may be paid during school breaks to ensure continued availability only if it is documented in the childcare provider's policy.

Maximum Childcare rates will be as follows, if funding is available up to:

\$10 per day for one child, maximum

\$15 total for two or more children, maximum

Transportation

Mileage Reimbursement: will be paid based on the roundtrip mileage from the participant's home directly to the training facility and back. Verification documents must be obtained prior to payment. Mileage can be calculated using MapQuest or Yahoo maps and the lesser will be used for calculations of mileage. WIA funds will be funds of last resort.

Roundtrip Transportation rates will not exceed \$0.32 per mile.

Bus Passes: will be provided based on contracted days and will be supported by a class schedule or work schedule. Passes may be obligated for the duration of the training, not to exceed a semester. Passes may be distributed no more than 30 days at a time.

Vehicle repairs: costs must be directly linked to an allowable activity. Required documentation: 1.) copy of title or registration showing that the client or their parent/guardian legally owns the vehicle; 2.) proof of car insurance; 3.) if someone other than the participant owns the vehicle an Applicant Statement explaining that the owner allows the participant to use the vehicle as their primary means of transportation. The owner must sign the Applicant Statement as the witness. Only one vehicle repair will be allowed per program year.

Transportation and vehicle repairs may be not paid for the same timeframe. Mileage reimbursement supportive services are to be paid one week at a time. The participant cannot receive mileage reimbursement and vehicle repairs during the same week. If vehicle repairs are paid, no transportation will be paid during the same week. The proportionate share of the vehicle

repairs will be deducted from the total amount of supportive services obligated to the participant and must not exceed the maximum amount allowed per person per program year.

Other Supportive Services

All other supportive services must be necessary to enable an individual to participate in services authorized under and consistent with Title I of WIA. The support must be necessary for the participant to continue their education, obtain employment or retain employment. The following is a list of other supportive services that are allowed: background check, application fees, uniforms, tools, one time rent or one time utility assistance and car insurance. Any other supportive service requests must have prior approval by the WIB.

To qualify for background check: it must be directly work or education related in order for the participant to obtain employment or for admission in post secondary education; documentation must include a statement from the employer or education institution stating the requirement.

To qualify for application fees: the post secondary education facility must require an application fee for application; documentation from the education institution stating required application fee must be provided.

To qualify for clothing assistance: the clothing items must be directly related to their occupational goal; clothing that is allowed to be purchased includes uniforms and footwear required as part of the uniform for employment or job interview clothing. No undergarments, makeup, hair accessories or personal hygiene items are allowed. If a uniform for a job is purchased and the participant is fired or quits that job, no additional supportive services may be used for other uniforms during the same program year. Clothing is limited to \$150 per program year. Documentation must include an applicant statement requesting the items to be purchased.

To qualify for tools or equipment: the items must be a directly work related expense and a required purchase by the employer. The items purchased will remain property of the participant and not the employer; documentation proof that the employer requires items to be purchased by the employee in order perform their job duties must be provided.

To qualify for rent assistance: the participant must indicate a need and sign an applicant statement requesting the assistance. Rent assistance is limited to one time per program year in the form of the first month's rent. Deposits are not allowable because the amount may be reimbursed to a participant at a later date. Payment of late fees or interest charges are not allowable. Required documentation: copy of a signed lease with participant's signature.

To qualify for gas or electric utilities assistance: the participant must indicate a need and sign an applicant statement requesting the assistance. Gas or electric utilities assistance is limited to one time per program year. Deposits or start up costs are not acceptable. Required documentation: shut off notice and a service note documenting that the participant attempted to receive this assistance elsewhere, but was determined ineligible (by local Community Action Agency or FSD energy assistance program).

To qualify for car insurance assistance: documentation of linkage to authorized activity must be in service note; the participant must complete an applicant statement and indicate a need. Car insurance assistance is limited to one time per program year and only for start-up cost and one month premium. No pre-payment of premiums are allowable. Required documentation: copy of title or registration showing that client or their parent/guardian legally owns the vehicle and invoice from insurance provider.

Payments of luxury items are not allowed. These items include: telephone services, cable service or air conditioning for home or vehicle.

Guidelines for Supportive Services

The Workforce Investment Act is not an entitlement program.

Once you have enrolled in the program you will continue to be enrolled until you complete school and/or have been employed for a few months.

In order for us to monitor our funding, it is important for us to pay expenses within the timeframe in which they are incurred, within 45 days. It is also necessary to monitor each semester so we can plan accordingly.

We are not able to obligate tuition and support services for more than one semester. Within 3-4 weeks prior to the beginning of each semester call to arrange an appointment to complete the required documents.

Funding will be strictly on a first come-first served basis. Supportive services such as childcare and transportation reimbursements are also permissible pending the availability of funding.

The reimbursement policies will be effective from July 1, 2012 to June 30, 2013 and will apply to each participant. Your cooperation will ensure your reimbursement. If you have any questions, please contact us. All assistance is contingent upon available funding.

Participant Signature / Date

Parent/Guardian (if applicable) / Date

Team Member Signature / Date