

March 19, 2003
Northeast Region Issuance #03-02, Change #1

To: All Program Operators

Subject: Supportive Services Policy for WIA Adult, Dislocated Worker and Youth Programs in the Northeast Region

1. Purpose: To revise the guidance on the appropriate usage of supportive services for adult, dislocated worker and youth customers enrolled in the Workforce Investment Act. This revision deletes “meal allowance” from Other Supportive Services, includes the requirement of prior approval from WIB to provide support services to customers only enrolled in staff assisted core level services, and also revises the Support Service Certificate and Worksheet.

2. Substance: **Supportive Services for Adult and Dislocated Worker Programs**

Supportive services may only be provided when they are necessary to enable individuals to participant in Title I activities. Care should be taken to ensure that assistance provided is coordinated with all other sources, such as but not limited to the following:

- DFS
- Voc-Rehab
- Pell Grant
- Community Action Agencies, and
- Any other community or service organization within the subcontractor’s local area

While the Workforce Investment Act allows supportive services to be provided to individuals enrolled into staff assisted core services, they should only be provided when the individual is unable to obtain them through other programs that provide such services and when is it necessary to enable them to participate in Title I activities. The completed Supportive Service Eligibility Certificate must be submitted to the WIB and prior approval granted before a supportive service may be provided to a customer who is only enrolled in Staff Assisted Core level services.

Allowable supportive services available under Staff Assisted Core services are:

- Child care
- Dependent care
- Work related clothing, tools and equipment
- Transportation costs (does not include vehicle repair)

Allowable supportive services available under Intensive and Training services are:

- Child care
- Dependent care
- Housing assistance
- Work related clothing, tools and equipment
- Transportation assistance (including vehicle repair)
- Other costs deemed appropriate and necessary (must be approved by the WIB)

Child and dependent care will be available to all enrolled participants but only when it is unavailable through other sources/programs that provide such services. Participants will be reimbursed for the actual cost, not to exceed a ¹reasonable amount based on average child care/dependent costs within the participant's area of residence. Program operator staff shall assist the customer in securing adequate child care or dependent care providers, by making available a current list of providers for the customer to consider, and to discuss other options, such as enlisting a friend or neighbor to provide child care. Also, staff will assist the customer in making sure that all needed paperwork, child care provider registration, etc. is provided to the local DFS office as needed.

Travel reimbursement for costs incurred will be available to all participants, but only when it is unavailable through other sources/programs that provide such services. Payments may be made to assist with the cost of attending job club, work activities, training activities, AEL classes, job interviews, and for travel back and forth to work until the first paycheck is received. The payment may be made on a ²per mile basis, or if carpooling or ride-sharing, actual costs not to exceed a reasonable amount based on current costs in the customers area of residence.

In cases where the participant has no transportation, or unreliable transportation, Program Operator staff should assist the participant by encouraging ride share, or enlisting the services of OATS, other transportation providers or volunteers for assistance. All such assistance should be viewed as temporary, while the customer continues to seek a permanent solution to transportation problems.

Funds may also be used to pay, or partially pay, a reasonable amount for the costs of repairs, tires, insurance premiums, etc. on an as needed basis. **Administrative Entity approval is required for any single payment in excess of \$250.00.**

Payments may be made, on an as-needed basis, to assist the customer with employment related needs such as appropriate clothing, tools and equipment. As with other supportive services, these services may be provided only when it is unavailable through other sources/programs that provide such services.

Other supportive services such as rental/housing assistance and temporary shelter may be offered on an as-needed basis in emergency situations but only when it is unavailable through other sources/programs that provide such services.

All supportive services described herein require that the subcontractor maintain adequate documentation of need for and delivery of such services with the completion of the attached Supportive Service Eligibility Certificate and Supportive Service Determination Worksheet. A copy shall be maintained in the participants file. Program Operators must include a case note in the Toolbox system indicating they type of supportive services being provided to the customer. This will allow other partner agencies an opportunity to integrate and prevent duplication of services already being provided by Title I. Any time a change occurs in the supportive service payment, the support service document must be updated and initialed by staff making the change, and a case note placed in Toolbox indicating what change occurred and why.

¹ In general, reasonable cost is defined as not in excess of the maximum amount allowed in the supportive service determination worksheet. Program operators may exceed this amount if documentation is obtained (through phone verification or written documentation and case note in the file) that justify a higher cost for the individual's needs.

² The cost per mile has been established in the supportive service determination worksheet. While the per mile limit has been set as a guideline, Program operators may exceed this amount if justification can be provided indicating that a higher per mile limit is necessary in order for the individual to participate in the Title I activity.

Supportive Services for Youth Programs

Again, supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities. Care should be taken to ensure that assistance provided is coordinated with all other sources, such as but not limited to the following:

- DFS
- Voc-Rehab
- Pell Grant
- Community Action Agencies, and
- Any other community or service organization within the subcontractor's local area

Allowable supportive services available under the youth program are:

- Child care
- Dependent care
- Housing assistance
- Work related clothing, tools and equipment
- Transportation assistance (including vehicle repair)
- Referral to medical services
- Other costs deemed appropriate and necessary (must be approved by the WIB)

In addition to the definitions listed above, referral to medical services shall be made available to all youth participants. Individuals will be referred to DFS to have their eligibility for Medicaid determined. In those instances when the individual is in need of medical services and is not eligible under the Medicaid program or do not have medical insurance through their employment or other sources, medical services may be provided. Program operators must document that the medical assistance was unavailable to the individual through other sources/program that provide such services. A case note in Toolbox indicating the type of supportive services being provided as well as the Supportive Service Eligibility Certificate and Determination Worksheet must be completed and placed in the participants file.

3. Action: This issuance is effective upon receipt.
4. Contact: If you have any questions regarding this issuance, please contact me or Linda Studer at (660) 327-5125.
5. Reference: Interim Final WIA Regulations; 20 CFR 664, WIA Section 101 (46)

Sharon Hays, Executive Director