

Scope of Work Relocation Assistance

NEMO Workforce Investment Board

Relocation Assistance is available to Adults and Dislocated Workers who are unable to find satisfactory employment within the commuting area and must move to another area to accept employment. **A customer may be reimbursement 90% (not to exceed \$800) of their reasonable and necessary expenses incurred in moving to another locality to accept employment may be provided.** However, it must be certified that the customer was unable to find satisfactory employment within the commuting area. Relocation assistance is an intensive level service.

I) Program Standards

- A) Intensive Services for Adults and Dislocated Workers - WIA eligibility must be determined.
 - 1) At a minimum, an individual must have received an individualized Initial Assessment as a Core Service before receiving other Core Services or moving into Intensive level Services.
 - 2) Intensive Services are provided when a determination is made and documented that the individual is unable to obtain employment through receiving Core Services. Justification of advancement through Core, Intensive and training levels is required. Justifying the need for Intensive Level Services by providing a brief description of the need must be entered into the Toolbox service notes.
- B) Required Intensive Services (at a minimum):
 - 1) At a minimum, a full Individual Employment Plan (IEP) must be developed to identify the individual's employment goals including such things as educational attainment, employment history, interests and aptitudes, family and financial situation, attitudes towards work, motivation, and supportive service needs.
 - 2) Case management shall be provided throughout the individual's participation in WIA programs.
- C) The Individual Employment Plan should be updated to include the participant's achievements and identify problems that occur. A signed copy of the Individual Employment Plan must be maintained in the participant's file. Customers receiving Intensive level services shall receive Labor Market information on their chosen career or occupational goals to provide them with the necessary tools to make informed choices about their occupational decisions which will provide for self sufficiency. Labor Market information should be a guiding principal when determining a participant's career goals and making decisions about their occupational goals. Information about high growth and high demand occupations can be obtained through several Labor Market resources such as: MERIC, CHOICES or employer identified job opportunities.

- D) All Adults and Dislocated Workers who are placed in unsubsidized employment (except those who are involved exclusively in self-service or informational activities) should be offered some form of follow-up services for a minimum of 12 months following the first day of employment. Follow up services should be provided if needed.
- E) Care should be taken to ensure that the assistance provided is coordinated with all other sources. Participants enrolled in Relocation Assistance should only be provided this service when they are unable to obtain this service through other programs that provide such services. Documentation should be maintained in the Toolbox service notes identifying the coordination efforts that were made.
- F) Relocation assistance can only be used as a stand-alone activity, or subsequent to other training activities. Relocation Assistance may not be offered concurrently with Out-of-Area Job Search. However, when a participant successfully completes a job search and has obtained bona fide employment as a result of his/her job search, the participant may apply for relocation assistance providing all eligibility requirements are met.
- G) A customer may be reimbursed for 90% of their reasonable relocation expenses. Maximum reimbursement for relocation expense must not exceed \$800.
- H) All Relocation Assistance Reimbursements described herein require the staff to maintain adequate documentation of the need for and delivery of such services with the completion of the attached Out of Area Job Search/Relocation Assistance Request Form. A copy shall be maintained in the participant's file. Staff must include a case note in the Toolbox System indicating the type of Relocation Assistance being provided to the customer. This will allow other partner agencies the opportunity to integrate and prevent duplication of services already being provided by Title I WIA.
- I) All payments require the approval of the Functional Leader prior to submitting to the Fiscal office for payment.

II) Participant Services

- A) Eligible Adult and Dislocated Workers may receive payment to help defray the reasonable and necessary expenses incurred in transporting the participant, the participant's family, if any, and household effects to a location within the United States where the participant has obtained bona fide, permanent employment. Documentation must be maintained in the participant's file. Reasonable costs for travel and transfer expenses shall be by the least expensive, most reasonable form of transportation. In no case may the reimbursement exceed 90% of the actual cost or a maximum of \$800.
- B) Advance Payment - A participant may receive an advancement payment up to a maximum of \$800. Such payment will serve the purpose of helping to defray relocation expenses such as first month's rent and damage deposit, utility hook-ups, phone installation etc. An estimate of these types of expenses shall be documented and

maintained in the participants. File documentation must indicate: the estimated amount of each item, what items the payment is intended for, and the advance amount. In no case may the reimbursement exceed 90% of the actual cost.

- C) Transportation of Household Goods - Upon completion of the transportation of household goods, the participant must promptly submit the required receipts and documentation to the Missouri Career Center staff. Advances for up to 75% of the estimated costs are allowed at the designated WIA approver's discretion, providing a written estimate is obtained from the vendor prior to travel, and the payments is made directly to the vendor(s). The remaining reimbursement due the participant shall be made upon receipt of the following required documentation:
- 1) If by commercial carrier, the original or a copy of the original bill of lading prepared by the carrier, including a receipt evidencing payment of the transportation cost, and a check covering the amount, if any, of excess payment made through an advance payment.
 - 2) If by trailer hauled by commercial carrier, a receipt from the carrier evidencing payment of the actual hauling charges and a check covering the amount, if any, of excess payment made through an advance payment.
 - 3) If by a rented trailer, a receipt itemizing and evidencing payment of the actual rental charges for the trailer, and a check covering the amount, if any, of excess payment made through an advance payment.
 - 4) If by rented truck, a receipt itemizing and evidencing payment of the actual rental charges for the truck and total cost of fuel used by truck. In addition, a check covering the amount, if any, of excess payment made through an advance payment.
 - 5) If by house trailer, an itemized receipt evidencing payment to the commercial carrier of the actual charges for moving the house trailer or mobile home, unblocking, re-blocking, ferry charges, bridge, road, tunnel tolls, taxes and fees as fixed by a State or local authority. Cost of insuring the house trailer or mobile home and the personal effects of the individual and family against loss or damage in transit.
- D) Lodging and Meals - Reimbursement of the actual cost of lodging and meals while engaged in relocation, for a participant or a member or a participant's family, shall not exceed \$75 per day total. Receipts for lodging must accompany any reimbursement request. Payments are to be made only after travel has been completed and all necessary documentation (receipts) obtained.
- E) Mileage shall be reimbursed in accordance with the NEMO Workforce Investment Board's most recent Support Service policy. Payments are to be made only after travel has been completed and all necessary documentation obtained.