



NEMO WIB Issuance #03-02, Change 5

Issued: March 26, 2013
Effective: March 26, 2013

To: All Program Operators
From: Mark Fuqua, Executive Director
Subject: **Revised Support Service Policy for WIA Adult, Dislocated and Youth in the Northeast Region**

Purpose: To provide policy and guidance regarding allowable Support Service to WIA Adults, Dislocated Workers and Youth as defined in WIA Section 134 (e)(3)(A). In an effort to streamline these processes, changes have been made to the support service limits requiring a minimum of 3 bids have been removed and new funding allowances for transportation and child care reimbursements have been added.

Substance: **Supportive Services for WIA Adult, Dislocated Worker and Youth Programs**

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

Support Services will be available to WIA Adult and Dislocated Workers who meet WIA eligibility requirements for Intensive or Training Level Services and should only be provided when the individual is unable to obtain such services through other programs, and when it is necessary to enable the individual to participate in Title I activities. Support Services are not an entitlement and are based upon need and availability of funding. Providing supportive services to core level individuals are allowed in regulations, but the Northeast Region does not provide supportive services at the core level. Due to our funding limitations and our priority level of service, the Northeast Region cannot provide core level supportive services.

Allowable Supportive Services available under Intensive and Training Services are:

- Child care
- Dependent care

- Transportation assistance (including vehicle repair & insurance for a limited time)
- Work related clothing, tools and equipment (required)

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 by discussing 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 with financial hardship but only when it is unavailable through other sources/programs that provide such services. Transportation reimbursement will be based upon per mileage rate and covers the cost of fuel only. Other car repairs such as tires and minor mechanical repairs should be listed under other expenses and are not included in the travel reimbursement based upon a per mile basis.

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 customer's area of residence. Support Services is not an entitlement program and should only be made available to enable customers to participate in Title I activities that would otherwise not be able to financially.

In cases where the participant has no transportation or unreliable transportation, 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 and driver license fees on an as needed basis. As stated above, Support Services should only be made available to enable customers to participate in Title I WIA activities that would otherwise not be able to financially. A

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 a service note is placed 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.

review of the customer's budget should be completed to determine need. Details of the budget will be entered into the Toolbox System. Due to resources, care should be given to ensure Support Services are provided to meet limited needs. Staff should strive to reduce the customer's barriers to meet minimum requirements. In the event Support Services is needed for car insurance, a maximum of three months should be paid. The customer must own the car and a plan developed on how they will pay for the insurance once they have exhausted the three months.

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 they are unavailable through other sources/programs that provide such services. A maximum of \$500 for the duration of a customer's enrollment into Title I Programs can be spent on expenses other than child care or travel reimbursement expenses such as; work related clothing, tools and equipment, car repairs, and tires. The amount spent on "other" Support Services should be tracked and maintained in the customer's file. No support services will be allowed that exceed the maximum amount. Support services paid from another region will not impact support services to individuals enrolled into intensive or training services in the Northeast Region.

All Supportive Services described herein require that the Career Center staff to maintain adequate documentation of need for and delivery of such services with the completion of the Supportive Service Eligibility Certificate. An estimate of the customers Support Service needs in the current program year should be determined and entered on the form. Staff should take into account Support Service needs, weeks needed, adjustments for receipts of grants such as Pell Grant etc. The estimated need for Support Services should be calculated per program year and a reassessment conducted regularly to determine continued need. The need for Support Services should be conducted each semester for customers attending training. For individuals attending a training activity, Support Services can be used for Title I approved training services only.

A copy of the Support Service Worksheet shall be maintained in the participant's file. Toolbox data entry will also include an update to the "Initial Interview" identifying the barrier and the plan to address this need. This will allow other Team members and partner agencies an opportunity to integrate and prevent duplication of services already being provided by Title I WIA Programs. Anytime a change occurs in the Supportive Service payment, the Support Service Document must be updated and initialed by staff making the change and signed by the customer. An assessment identifying their needs should be conducted and entered into the "Initial Interview". The "Initial Interview" should indicate what change occurred and reasons for the change along with a plan to address this need.

Approval:

For Support Services funded through the Title I WIA Adult and Dislocated Worker Programs the requests for Support Services must be completed on the Support Service

Eligibility Certificate. A WIA Supervisor in each center will be responsible for reviewing the request for WIA Adults and Dislocated Workers to ensure all WIA requirements have been met and the request is appropriate. The Functional Leader will then review the total cost requested to ensure sufficient funds are available. Timesheets will be submitted to the appropriate Career Center and approved for payment by designated Career Center staff before forwarding to fiscal agent for payment. Once the Functional Leader authorizes the Support Service a copy of the Support Service Eligibility Certificate will be submitted to the Fiscal Agent so they can generate payments. The fiscal agent will recheck the invoice to ensure calculations are correct and generate payments.

Supportive Services for Youth Programs

Supportive Services may only be provided when they are necessary to enable individuals to participate in Title I WIA 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

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 does not have medical insurance through their employment or other sources, support for 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.

In general, travel reimbursements should not occur after the first paycheck is received, however, if justifiable this can be extended for a maximum of 3 months. Justification should be provided in the form of a case note or service entry in TB. Justifiable reasons for extension include: earning a low wage (earning up to 50 cents above minimum wage) or traveling in excess of 40 miles and enrolled and participating in a work

experience/internship program designed for WIA enrolled youth or any other special youth programs funded through the Workforce Investment Board.

A service 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 participant's file.

Action: This issuance is effective upon receipt.

Reference: Interim Final WIA Regulations; 20 CFR 664, WIA Section 101 (46)

Contact: If you have any questions or comments please contact Mark Fuqua or Linda Studer, NEMO Workforce Investment Board, at 660-327-5125.

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