

TRIDENT

Trident Workforce Investment Board Workforce Investment Act

SUPPORTIVE SERVICES POLICY

TO: SC Works Trident Operators and Youth Contractors

ISSUANCE DATE: August 12, 2014

EFFECTIVE DATE: July 1, 2014

SUPERSEDES: February 18, 2014, November 12, 2013, March 18, 2013, May 15, 2012, February 14, 2012, November 7, 2011, July 1, 2011, March 31, 2009, November 6, 2008, June 30, 2008 and September 13, 2006

SUBJECT: Supportive Services Policy

PURPOSE:

The purpose of this policy is to establish guidelines for the provision of supportive services to WIA eligible customers as authorized under WIA section 134(e)(2) and accompanying Final Regulations Part 663 Subpart H for the Trident Workforce Investment Area customers.

POLICY:

In accordance with the Workforce Investment Act (WIA) of 1998, the Trident Workforce Investment Board will provide supportive services to WIA eligible customers to enable their entry and retention in training and the workforce. Supportive services may only be provided to WIA customers who are 1) Participating in Youth Services or Adult/Dislocated Worker Intensive or Training Services and 2) Unable to obtain Supportive Service through other programs providing such services. Youth, Adult/Dislocated Workers may also be provided Supportive services during their follow-up period.

A SCWOS (formerly VOS) case note should be entered documenting that the supportive services are necessary for the customer to participate successfully and the required supportive services are not available elsewhere and/or any referrals to other programs providing such services.

The Trident Workforce Investment Board has determined that supportive service for transportation, child care, rent, mortgage, insurance, phone bill, cellular bill, vehicle repair or any monthly maintenance charges, i.e. electricity, water, etc. will no longer be available to participants in the WIA Adult program. The following items will be included in the Individual Training Account (ITA) budget for the WIA Adult participants, which have a maximum training amount of six thousand dollars (\$6,000) for a life-time of the WIA program:

Tools
Uniforms
Books
Exam fees
Drug screens required by the provider
Background checks
Exams fees not attached to a funded WIA training

Supportive Service may be provided to Dislocated Workers and Youth. Eligible Youth, may receive supportive service in an amount not to exceed \$3,000 per enrollment. Dislocated Workers may receive supportive service in an amount not to exceed \$1,500 per enrollment. Funds from other resources will apply to the WIA supportive service maximum amount per enrollment for both the dislocated workers and the youth.

Needs-Related Payments:

Needs –Currently not offered; however, in the event this service is offered, the following process will be followed.

Eligible adults and dislocated workers may be certified to receive a needs-related payment (NRP) in the amount of \$100 per week for active participation in full-time training services. The length of Needs Related Payments will be determined based on the participants training plan.

Time and attendance sheets are to be used to ensure adequate participation in training services and are to be submitted along with each needs-related payment request. **On-line provider must provide proof of log-in time for students receiving NRP.**

Please note adults and dislocated workers who were receiving UI payments or TRA at the point of registration in WIA but exhaust such assistance may be certified eligible to receive *Needs-Related Payment*.

Certain income requirements and other stipulations apply in order to qualify for the receipt of WIA needs-related payments. The WIA Workforce Specialist is responsible for certifying individuals to receive any form of a needs-related payment.

NOTE: In order to qualify needs-related payment, the WIA customer is expected to attend training each week and the eligible training provider program minimum online required log-in time hours per week; however, excused absences as defined by the provider will be accepted by the WIA program.

Needs-related payments are not wages but training payments used to assist participants with related costs for participating in training services. Needs-related payments are not subject to tax withholdings.

Eligibility

To be eligible for NRP's, a customer must,

- **Be unemployed;**
- **Not qualify for, or have ceased to qualify for, unemployment benefits; and**
- **Be enrolled full-time in a WIA approved training program.**

In addition to the above requirements, in order for a dislocated worker to qualify for Needs-related payments, training needs to begin on or before the Saturday of the 13th week after dislocation.

In accordance with WIA regulations, these services will be provided **ONLY** when customers are unable to obtain assistance through other programs providing such services and are required for the customer to participate in WIA. Documentation must be maintained on what steps were taken to secure services from other sources and how this service is allowing the customer to participate in WIA.

PROCEDURES FOR SUPPORTIVE SERVICES:

Customers should be in need of supportive service to obtain or retain a job as documented in their case notes in order to receive any supportive service. ALL supportive services payments must be substantiated by documentation and appropriate approval. Documentation must be maintained in the customer's hard file and case notes. Case notes should be created with relevant information to support the need for supportive service. In general, payment for supportive service with WIA funds is approved only when the service is needed to remove a barrier to participation in WIA or partner activities and/or employment. Supportive service funded by WIA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted. Supportive service using WIA funds may be provided only when necessary to enable the individual to participate in Title I activities. Therefore, supportive service are not stand-alone services.

Dislocated Workers Only

- I. **Transportation:** In order to receive transportation payments sufficient documentation must be maintained to demonstrate participation. Customers may receive CARTA or Tri-county Link bus passes if feasible. Information on how to obtain discount bus passes for use on the CARTA bus lines should be provided to all eligible customers. If the bus is not a reasonable choice for the customer then a check for transportation assistance will be provided. **In order to provide transportation assistance the case notes must show all other sources have been exhausted and a clear need is demonstrated.** All customers who wish to receive transportation assistance must complete a WIA Transportation Assistance request form.
 - a) For a Dislocated Worker, transportation assistance of \$10.00 per day may be paid for active WIA customers in training. **Job Access Reverse Commute (JARC) Grant recipients:** The JARC Grant offers additional transportation assistance to WIA customers living in rural areas as determined by 2010 US Census Data. JARC funds will be available until the end of the JARC Grant period or until funds are depleted whichever comes first. Dislocated Workers eligible Rural JARC recipients will receive funds as follows: Dislocated Worker will receive \$20.00 per day for active WIA customers in training instead of \$10.
 - b) **Travel for DW traveling locally:** When it is deemed necessary and appropriate for customers to travel within the region for testing or any other valid request such as ESL, short-term pre-vocational services, Adult Literacy or Basic Skills, amounts will be approved as stipulated in the amount outlined for training. Approval must be obtained from the WS supervisor.
 - c) **Job Searches:** Transportation assistance of \$25.00 per week may be paid for customers who are conducting verifiable job searches for a minimum of three (3) days per week. This assistance can be provided for up to four (4) weeks only. Sufficient

documentation will be the Job Search Sheet with signature and contact information of each job applied for. **JARC:** Transportation assistance of \$25.00 per week may be paid for active WIA Dislocated Worker Customers who are conducting verifiable job searches for a minimum of three (3) days per week. This assistance can be provided for up to eight (8) weeks solely for JARC eligible customers.

- d) **OJT Transportation Assistance:** Transportation assistance may be provided to customers in OJT contracts for the first two weeks of the contract. The amount paid will be as stipulated in "a".
- e) **Emergency Transportation Assistance:** In the event of an emergency situation and that other means of transportation have been exhausted, cab fare will be an allowable cost not to exceed \$10.00 per day. Documentation that notes the circumstance and includes cost analysis and duration should be reflected in the case file. Approval from Workforce Specialist Supervisor or Center Manager is required.

Dislocated Workers Only: Penalty for turning in attendance forms late

Attendance forms must be turned in at a minimum bi-weekly and are expected no later than **ten business days** from the last date on the attendance form. If the attendance form is received after ten business days from the last date on the form, it is late. For example, if the last date on the attendance form is Wednesday August 31, 2011, the attendance form must be in no later than Wednesday, September 14, 2011. Any time after this, the form is late.

The penalty for turning in attendance forms late is as follow:

- First time, customer receives a warning re-iterating that forms are due within **ten business days** from the last date on the attendance form. The penalty for not turning in forms on time is two warnings and the third offense services will be suspended for two weeks; meaning customer will lose two weeks of transportation assistance.
- Second time, customer receives second warning reiterating again that forms are due within **ten business days** from last date on attendance form. Inform customer that this is the second and last warning they will receive. If form is received late again, the penalty is services will be suspended for two weeks; meaning customer will lose two weeks of transportation assistance.
- Third time, services will be suspended for two weeks; meaning customer will lose two weeks of transportation assistance. Remind customer of two previous warnings. Inform customer that any time from now until their case closes, if forms are late, services will be suspended for two weeks; meaning customer will lose two weeks of transportation assistance.

- II. **Travel for DW:** When it is deemed necessary and appropriate for customers to travel outside of the region for training, testing or any other valid reason, amounts will be governed by The Berkeley Charleston Dorchester Council of Governments (BCDCOG) travel regulations. Approval for travel outside of the area must be obtained from the WS supervisor.

Note: Evidence that the hotel and per diem rates are within the GSA rates for the area of travel must accompany the request for payment. This information can be found at GSA.gov.

- III. **Child Care:** In order to receive childcare payments sufficient documentation must be maintained to demonstrate participation. The attached Childcare vendor agreement must be in place prior to any payments. Payment must be made directly to the childcare provider. **No reimbursements are provided.** All supporting documentation must be maintained in the file. Attempts to secure other funding for childcare must be documented prior to committing WIA funds for daycare services.

1. Child care payments will be made in a reasonable amount based on the prevailing rates in the area.
2. Family members or anyone other than a licensed daycare provider will only be paid a maximum of \$50.00 per week per child and are required to submit a childcare agreement.
3. Daycare registration fees will be paid one time. If a customer changes child care providers, the new registration fees will be the responsibility of the client. A new agreement must be completed in order for the new provider to be paid.
4. For Dislocated Worker Customers, a maximum of One Thousand dollars (\$1,000) total to include all children will be paid to any provider including family members.

IV. **Medical Expenses:** Supportive services may be used to pay for certain medical expenses if they are needed to allow the customer to go into training or obtain or retain a job. Sufficient documentation must be maintained to demonstrate that other sources do not exist or have been exhausted. Examples of medical expenses that can be paid are prescription glasses and eye exams, dentures, and hearing aids. A reasonable cost for these items must be established by getting quotes from at least three sources. Quotes can be maintained for listed items but must be updated at least quarterly and be received from the area in which the purchase will be made.

V. **Criminal Record Expungements:** Supportive services may not be used to pay for record Expungements.

1. **Other Services:** All items below shall be approved by supervisor Tools required to attend training will be recorded on the training ledger in the hard file and under the training budget in TrackSource. Tools required for employment will be recorded on the supportive service ledger in the hard file and the supportive service voucher should be created in TrackSource. A reasonable cost determination is required for the purchase of tools and must be established by getting quotes from at least three sources.
2. Uniforms required for training will be recorded on the training ledger in the hard file and the training budget in TrackSource. Uniforms & work attire, appropriate to type of industry, required to obtain or retain employment will be recorded on the supportive services ledger in the hard file and the supportive service voucher should be created in TrackSource.
3. Books and other expenses related to training will be recorded on the training service ledger in the hard file and under the training budget in TrackSource. Books and other expenses related to training may be paid from supportive service funds if training funds have been exhausted. The funds will need to be transferred from supportive services budget to the training budget ledger in the hard file and corresponding training budget and/or voucher should be created in Tracksource.
4. For customers that WIA is covering the exam fee only (customer received no training), the exam fee will be recorded on the training ledger in the hard file and under the training budget in Tracksource not supportive services.

While payments can be made for any supportive service needed to allow participation in a WIA activity, the following restrictions apply for specific supportive services. Sufficient justification must be presented in a case note. All items below shall be approved by supervisor and a reasonable cost for these items must be established by getting quotes from at least three sources.

Maximum of fifty percent (50%) of the supportive services maximum amount

established by the TWIB can be used towards the following items and must be approved by the Center Manager:

5. Rent, mortgage, insurance, phone bill, cellular bill, vehicle repair or any monthly maintenance charges, i.e. electricity, water, will not be paid for more than one month of service. This month must fall within the WIA enrollment period.

Youth Only:

- VI. **Transportation:** In order to receive transportation payments sufficient documentation must be maintained to demonstrate participation. Customers may receive CARTA or Tri-county Link bus passes if feasible. Information on how to obtain discount bus passes for use on the CARTA bus lines should be provided to all eligible customers. If the bus is not a reasonable choice for the customer then a check for transportation assistance will be provided. **In order to provide transportation assistance the case notes must show all other sources have been exhausted and a clear need is demonstrated.**
- a) **Transportation for Training:** For Youth, transportation assistance of \$5.00 per day may be paid for active WIA customers traveling 25 miles or less round-trip for training and \$10.00 per day for WIA customers traveling 26 miles or more round-trip for training. **1 Job Access Reverse Commute Grant recipients (JARC):** The JARC Grant offers additional transportation assistance to WIA customers living in rural and urban areas as determined by 2010 US Census Data. JARC funds will be available until the end of the JARC Grant period or until funds are depleted whichever comes first.
- Youth eligible Rural JARC recipients will receive funds as follows:
- Youth ages 18 or older = \$10.00 per day for 25 miles or less round-trip; or
 - Youth ages 18 or older = \$20.00 per day for 26 miles or more round-trip
- b) **Travel for Youth traveling locally:** When it is deemed necessary and appropriate for customers to travel within the region for testing or any other valid request such as GED preparation or exam, ESL, short-term pre-vocational Services, Adult Literacy or Basic Skills, amounts will be approved based on the rates above. Youth case managers must see designated supervisor for approval.
- c) **Job Searches:** Transportation assistance of \$25.00 per week may be paid for customers who are conducting verifiable job search for a minimum of three (3) days per week. This assistance can be provided for up to four (4) weeks only. Sufficient documentation will be the Job Search Sheet with signature and contact information of each job applied for.
- d) Transportation assistance may be provided to customers in OJT contracts for the first two weeks of the contract. The amount paid will be as stipulated in "Aa".
- e) In the event of an emergency situation and that other means of transportation have been exhausted, cab fare will be an allowable cost not to exceed \$10.00 per day or 20\$ per day for eligible JARC customers. Documentation that notes the circumstance and includes cost analysis and duration should be reflected in the case file. Youth case managers must see designated supervisor for approval.
- f) **Travel for Youth:** When it is deemed necessary and appropriate for customers to travel outside of the region for training, testing or any other valid reason, amounts will be

governed by Henkels & McCoy d.b.a. Palmetto Youth Connections travel regulations. Approval for travel outside of the area must be obtained from the Program Manager.

Note: Evidence that the hotel and per diem rates are within the GSA rates for the area of travel must accompany the request for payment. This information can be found at GSA.gov.

VII. **Child Care:** In order to receive childcare payments sufficient documentation must be maintained to demonstrate participation. The Childcare Vendor Agreement must be in place prior to any payments. Payment must be made directly to the childcare provider. **No reimbursements are provided.** All supporting documentation must be maintained in the file. Attempts to secure other funding for childcare must be documented prior to committing WIA funds for daycare services.

1. Child care payments will be made in a reasonable amount based on the prevailing rates in the area.
2. Family members or anyone other than a licensed daycare provider will only be paid a maximum of \$50.00 per week per child and are required to submit a childcare agreement.
3. Daycare registration fees will be paid one time. If a customer changes child care providers, the new registration fees will be the responsibility of the client. A new agreement must be completed in order for the new provider to be paid.

Youth may provide the following Supportive Services utilizing the appropriate activity code to document the service:

There are 6 different Supportive Service Codes.

In general, payment for supportive services with WIA funds is approved only when the service is needed to remove a barrier to participation in WIA or partner activities and/or employment. Supportive services funded by WIA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted.

480, Supportive Service – Child/Dependent Care

481, Supportive Service – Transportation

482, Supportive Service – Medical

483, Supportive Service – Temporary Shelter

484, Supportive Service – Incentive/Bonuses

485, Supportive Service – Other for training related supportive services

The amounts provided in this policy are maximums and are not entitlements.

Supportive Services for Follow-Up (Youth & DWs): In general, payment for follow-up supportive services with WIA funds is approved only when the service is needed to remove a barrier to participation in education or employment after exit. Amounts and method of payments during follow-up will be made following the aforementioned procedures.

NOTE: Any caps in place during active participation remain in effect, limits do not start over.

Services that may be provided and funded during follow-up are:

- SS-Transportation –At same level offered while in open status
- SS- Purchase Work uniforms/Attire-- At same level offered while in open status
- SS- Purchase Work-Related Tools-- At same level offered while in open status
- SS – Housing Assistance At same level offered while in open status
- SS - Utilities At same level offered while in open status
- SS - Dependent Care-- At same level offered while in open status
- SS - Medical -- At same level offered while in open status
- Incentive/Bonus (Youth Only)
 - **Follow-up services funded by WIA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted.**
 - **Follow-up Services may be provided up to one year after exit.**
 - **Access to Follow-up Service records is available after case closure has been entered into SCWOS.**



Ronald Mitchum, Executive Director
BCDCOG

August 12, 2014
Date