

Supportive Services for Adults and Dislocated Workers **Policy**

PURPOSE

To provide guidance for the provision of needs-related payments and supportive services for individuals participating in Workforce Innovation and Opportunity Act Title 1-B Adult and Dislocated Workers Programs. All Supportive Services are subject to available WIOA funding.

DEFINITION

Supportive Services – The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payment, that are necessary to enable an individual to participate in activities authorized under WIOA Title 1-B.

Needs-Related Payments – are financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIOA section 134 (e)(3).

Available Funding – the amount of funding that has been approved by the WPWDB for each Program Operator by local and funding stream and not yet allocated to specific individuals.

GENERAL

Limit needs-based payments to \$500, unless extraordinary case can be presented for review by the CEO.

Rationale: Needs-based payments count against the 40% requirement for funding to be spent on training activities.

Day care limit has been reduced to \$200 per week as payments count against the 40% requirement for funding to be spent on training activities.

Stipend is no longer available as it will count against the 40% requirement for funding training activities.

Travel reimbursement for employed participants is limited to 30 days; participants is an ITA may receive support with documented need during the ITA if funding is available.

ELIGIBILITY RULES

A full plan of action for the participant beyond the short-term assistance to move the participant towards self-sufficiency is required along with a self-sufficiency analysis.

Needs Related Payments –

To receive these payments an **ADULT**, must:

1. Be unemployed,
2. Not qualified for, or have ceased to qualify for, unemployment compensation; and
3. Be enrolled in a program of training services under WIOA Title 1-B. This would include training funded under the JD NEG-funded program.

To receive these payments a **DISLOCATED WORKER**, must:

1. Be unemployed,
2. Not qualify for, or have ceased to qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA; and
3. Be enrolled in a program of training under WIOA section 134 (d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

**This would also include training under the Job Driven National Grant and Working Family Success Grant or other co-enrolled programs with WIOA.*

Emergency Grant.

Supportive Services – may also be provided to individual who are:

- Participating in core, intensive or approved training services; and
- Are unable to obtain supportive services through other programs providing such services.

**Supportive services may only be provided when they are necessary to enable an individual to participate in WIOA Title 1-B activities.*

PAYMENT LEVELS AND DURATION OF PAYMENTS

Supportive Services (non needs-related) – payments for Supportive Services will not exceed \$500 within a 12-month period during any training program, except as approved by the WPWDB CEO. This type of Supportive Service (non needs-related) includes transportation (mileage reimbursement), books, uniforms, tools, supplies, etc.

Needs-Related Payments – for Adults and Dislocated Workers – the payment must not exceed \$500 during any program year, resetting July 1 of each year and WPWDB approved form must be used for documentation of attendance of training prior to benefit payment.

ADMINISTRATION OF SUPPORTIVE SERVICES

Supportive Services may only be provided to WIOA customers who are participating in WIOA programs and who are unable to obtain supportive services through other programs. No Program Operator may provide Supportive Services funded by a WIOA program until other local area programs (that generally

provide the Supportive Service needed by the client) have been contacted and detailed denial of assistance is documented. If a non-WIOA program is capable of providing the Supportive Service needed by the client, a referral will be made by the Program Operator. However, if an alternative resource cannot be found, then Supportive Services will be provided using WIOA funds, if it is necessary to enable eligible individuals to participate in WIOA Title 1-B program activities under WIOA.

A financial award analysis sheet must be completed on all participants receiving support services through WIOA funds. All Supportive Services requests require the case manager to develop a written plan of action to meet the financial needs of each participant seeking assistance prior to the benefit being submitted to a manager of the Program Operator for approval. All requests must be approved prior to dispersing the benefit. Supportive Service may include such services as:

- Transportation,
- Child Care/Dependent Care,
- Meals,
- Assist with the purchase of uniforms for occupational skills training or appropriate work attire for work activities, training/work related tools, and
- Other reasonable expenses required, to keep a participant in intensive services, training or other program activities, for example auto repairs, test fees, rent, or housing costs.

Supportive Services may be provided either in-kind or through cash assistance. In order to obtain payment for any Supportive Service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include at a minimum the following:

- Justification for the need of Supportive Service (which may include training attendance records, documentation of miles traveled, receipts, etc.);
- A description of the Supportive Service provided and why Supportive Service could not be obtained through other programs; and
- An invoice or Receipt for Payment Received (itemized and dated) for the Supportive Service.

CATEGORIES

Mileage

Travel Allowance will be paid for travel to and from the training facility or Workforce Center. Payment will be based on a set rate per mile. The rate per mile will be set by the CEO multiplied by the round trip miles per day. Reimbursable mileage will not exceed 70 miles per day

Child Care/Dependent Care

To receive child care or dependent care payments, the participant must show evidence of need, and such payments can be made only when the participant cannot afford to pay the childcare or dependent care themselves. Childcare/Dependent Care payments will not exceed \$200 per week. Payment will be made only for those days the participant attends training.

Assistance with training, uniforms, work attire, and related tools

To receive assistance with training uniforms or appropriate work attire and training/work related tools, the participant must show evidence of need, and such assistance can be made only when the participant cannot afford to pay for the items themselves. Documentation will consist of a completed Supportive Service documentation, an invoice (itemized and dated) for the items purchased and a signed and dated receipt of the items by the participant and the case manager or WIOA representative.

Emergency Cost Allowance: (Needs-Related Payments)

The following restrictions were established for needs related payments:

- A. Referred to agency partners where possible
- B. Client was unable to obtain services through other programs [WIOA Section 134 (e) (2) (A) (B)]
- C. The funds are necessary for the client to participate in Title 1-B activities [WIOA Section 101 (46)]
- D. Payments provided to a third party (signed and dated documentation verifying that the participant acknowledges the benefit paid on their behalf must be provided with reimbursement request).

Post-Employment Placement Transportation Services

As part of its follow-up services to ensure employability and job retention for recently employed individuals, WPWDB will provide transportation services to certain individuals who have been placed in employment for up to 30 days. Exceptions to the time period must be requested and approved in advance by the CEO and sufficient documentation must be provided to support an extenuating circumstance.

Eligibility:

- A. Must be employed
- B. Must meet income eligibility guidelines

Benefits:

- C. Eligible individuals will be paid the Travel Allowance (as described above) for up to 30 days. Exceptions to the time period must be requested and approved in advance by the CEO and sufficient documentation must be provided to support an extenuating circumstance order to give the individual adequate time to establish a network for carpooling or to save sufficient earnings to secure his or her own transportation.

LIMITATIONS AND EXCEPTIONS

If a Supportive Service need is determined by the case manager, it can only be provided per semester/training session or per unsubsidized employment position. At the end of each training semester/session, the customer must be brought back in and need must be re-determined and amount must be re-evaluated. Participants are not guaranteed support service for the entire duration of training or unsubsidized employment. Support services are based on the availability of funding. The CEO of the WPWDB can approve a deviation from these regulations in exceptional circumstances, with appropriate documentation.

Participants may appeal requests that fall outside of the general guidelines of the policy which are not approved by the WPWDB CEO. Appeals must be reviewed by the Executive Committee.

Approval Signature:

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