



NEMO WORKFORCE DEVELOPMENT BOARD

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NEMO WIB Issuance 02-2015

Issued: September 12, 2016

Effective: September 12, 2016

To: All Program Operators

From: Brandi Glover, Executive Director

Subject: **Revised Supportive Services Policy for WIOA Adult, Dislocated and Youth in the Northeast Region; Dislocated Worker Grant; Summer Jobs; SPYC; additional programs authorized under WIOA as allowable.**

Purpose: To provide policy and guidance regarding allowable Supportive Services to WIOA Adults, Dislocated Workers and Youth; Dislocated Work Grants (DWGs), Summer Jobs programs, SPYC, or other programs authorized under WIOA as allowable.

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

Supportive Services will be available to WIOA Adult, Dislocated Workers and Youth who meet WIOA eligibility requirements for Individualized Career or Training Services and should only be provided when the individual is unable to obtain such services through other programs, and when is it necessary to enable the individual to participate in Title I activities. Supportive Services are not an entitlement and are based upon need and availability of funding. Supportive Services are only provided to customers unable to obtain Supportive Services themselves or via their support network; unable to obtain Supportive Services through other programs including community agencies that provide these services; and demonstrate a need for assistance to enable him/her to participate in Title I activities. For participants enrolled in Trade Act, this funding source must be utilized prior to WIOA funding. If participant needs resources not covered by Trade Act, this policy should be followed to provide wrap-around services and mix of funds if needed to enable participation in WIOA activities. Providing supportive services to Basic Career level individuals are allowed in regulations, but the Northeast Region does not provide supportive services at the Basic Career level. Due to our funding limitations and our priority level of service, the Northeast Region cannot provide Basic Career level supportive services.

A review of the customer's budget should be completed to determine need. Details of the budget will be entered into the Toolbox System under the Financial Needs tab. (Note: This tab will only help determine customer need, but all other resources must still be considered.) Because WIOA programs are not an entitlement, Supportive Service

payments are made on a case-by-case basis only when determined necessary and reasonable. Payments should not be made for items that are not necessary for participation in the WIOA activity. The Supportive Service(s) must be necessary for the customer to achieve the goals outlined in their Employment Plan (EP). Therefore, it is imperative the goals listed on the EP are consistent with what the customer intends to achieve. A statement that a customer “needs” a Supportive Service will not justify the payment of these expenses. The service provider’s determination and justification of financial need must be documented through Toolbox Service Notes. Due to funding limitations, WIOA Supportive Services are the last resort. All other sources of funding must be sought first. All attempts to find other Supportive Service funding and the reasons for needing WIOA funding must be documented in Toolbox Service Notes. All Supportive Services must be documented in Toolbox and include at a minimum all of the following: type of Supportive Service paid (e.g., transportation, childcare, etc.); amount of Supportive Service paid; timeframe the Supportive Service was paid for; justification of need for the Supportive Service; and lack of other community resources. In all cases, staff must review Service Notes prior to making any Supportive Service payments to avoid duplicate payments. Staff should strive to reduce the customer’s barriers to meet minimum requirements. An up-to-date listing of resources to make referrals to should be maintained; these sources of funding should be sought first. Care should be taken to ensure that assistance provided is coordinated with all other sources such as, but not limited to, the following:

- FSD and other government assistance such as local health departments, WIC, etc
- Voc-Rehab
- Pell Grant
- Community Action Agencies
- Faith-based organizations
- Non-profit organizations
- Statewide and nationwide organizations, such as United Way, Goodwill etc
- Local transportation programs, and
- Any other community or service organization within the subcontractor’s local area

It is the responsibility of staff to provide accurate information to the customer including: if supportive services are requested or determined necessary, if he/she is eligible; if he/she is no longer eligible to receive the supportive service for any reason (i.e. cap met, no longer has a need, etc.); and the requirements (e.g., paperwork, attending classes, etc.) to receive the Supportive Services.

Allowable Supportive Services available under Individualized Career 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 FSD office as needed. Customer must provide documentation of childcare rates and documentation should be placed in file.

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. Documentation of miles traveled is required and should be placed in file.

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. Supportive 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, Supportive Services should only be made available to enable customers to participate in Title I WIOA activities that would otherwise not be able to financially. In

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. Additionally, a higher per mile rate and longer timeframe is allowable under programs (such as SPYC, Summer Jobs, DRJP, etc) when indicated in the program scope of work.

the event Supportive 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, equipment, testing fees, and emergency aid such as utility bill payment, or other one time or rare expense to allow a customer to continue participating in WIOA activities. 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 a Title I Program can be spent on expenses other than child care, dependent care, or travel reimbursement expenses such as work related clothing, tools and equipment, car repairs, tires, testing fees, and emergency aid. The amount spent on "other" Supportive Services should be tracked and maintained in the customer's file. Documentation should be obtained by customer indicating amount requested (quotes, bids, fee summary, etc). Documentation (receipts, quotes, etc) should be placed in file to justify amount paid.

In the event that any supportive service not previously outlined in this policy requires more than the allowable maximum amount or cap as stated in policy or on Supportive Service Determination Worksheet, a waiver may be submitted to the NEMO WDB and authorization to exceed the maximum will be awarded on a case-by-case basis. Proper justification must be outlined on the waiver. Written justification from the customer is required prior to making the payment. Supportive services paid from another region will not impact supportive services to individuals enrolled into individualized career or training services in the Northeast Region.

All Supportive Services described herein require that the Job Center staff 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 Supportive Service needs in the current program year should be determined and entered on the form. Staff should take into account Supportive Service needs, weeks needed, adjustments for receipts of grants such as Pell Grant etc. The estimated need for Supportive Services should be calculated per program year and a reassessment conducted regularly to determine continued need. The need for Supportive Services should be conducted each semester for customers attending training. The cap for all Supportive Services per participant per program year is \$12,000.

A copy of the Supportive Service Certificate shall be maintained in the participant's file. Toolbox data entry will also include service note entry 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 WIOA Programs. Anytime a change occurs in the Supportive Service payment, the Supportive Service Document must be updated and initialed by staff making the change. An assessment identifying needs should be conducted and entered into the

service notes. The service note should indicate what change occurred and reasons for the change along with a plan to address this need.

Approval

For Supportive Services funded through the Title I WIOA Adult, Dislocated Worker and Youth Programs the requests for Supportive Services must be completed on the Supportive Service Eligibility Certificate. A WIOA Supervisor in each center will be responsible for reviewing and approving the request for WIOA Adults, Dislocated Workers, and Youth to ensure all WIOA 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 Job Center and approved for payment by designated Job Center staff before forwarding to fiscal agent for payment. Once the Functional Leader authorizes the Supportive Service a copy of the Supportive 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. Documentation (date paid, check number, amount) and approval of payments must be maintained and placed in file.

Supportive Services for Youth Programs

Supportive Services eligibility, criteria, and processes outlined above must be followed as indicated previously in this policy for Youth.

Allowable Supportive Services available under the Youth Program are:

- Child care
- Dependent care
- Work related clothing, tools and equipment
- Transportation assistance (including vehicle repair and insurance for a limited time)
- Referral to medical services
- Housing assistance

In addition to the allowable supportive services listed previously in this issuance, referral to medical services shall be made available to all Youth participants. Individuals will be referred to Family Support Division 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. Documentation must be provided outlining costs for payment. Program operators must document that the medical assistance was unavailable to the individual through other sources/program that provide such services.

Another addition to the allowable supportive services listed previously in this issuance is the provision to provide housing assistance to Youth participants. Individuals enrolled into the Youth program that display housing issue barriers (homeless, in jeopardy of being evicted, etc) can be assisted with housing. Allowable payments include rent

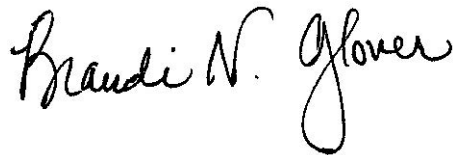
payment, deposit to obtain housing, fees to avoid eviction, and other necessary payments required to obtain or maintain housing. Documentation must be provided outlining costs for payment. Program operators must document that the housing assistance was unavailable to the individual through other sources/program 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 WIOA enrolled youth or any other special youth programs (such as SPYC, Summer Jobs) funded through the Workforce Development Board.

Action: This issuance is effective upon receipt.

Reference: WIOA Section 129 and 134, DWD Issuance 12-2010

Contact: If you have any questions or comments please contact Brandi Glover, NEMO Workforce Development Board, at 660-327-5125.



Brandi Glover, Executive Director

**NEMO Workforce Development Board, Inc.
SUPPORTIVE SERVICE ELIGIBILITY CERTIFICATE**

Participant Name:	App ID#:
Job Center:	Fund Type / Activity:

Justification for the Supportive service

Support services may only be provided to enable an individual to participate in WIOA services. Indicate below all other agencies contacted that provide the requested service(s) and include the name of the individual who was contacted. The information should contain the results of the referral.

Identify below each supportive service to be provided, the amount to be paid, and the beginning and end dates of such payment(s)

TRANSPORTATION

Describe all trips approved by this Supportive Service Eligibility Certificate		Minimum of 10 miles required for payment	Not to exceed \$15.00 per day		Not to exceed \$75.00/week				Not to exceed \$3,900 per program year
From	To	Total Miles R/T	X \$0.15	# of Trips	Weekly Cost	Start Week	End Week	# of Weeks	Total Obligation
			\$						
			\$						
			\$						
			\$						

CHILD CARE

Payment Frequency		Rate/child (Max of \$15/child/day)			Not to exceed \$75.00/week/child				Not to exceed \$3,900 per program year/child
Daily	Weekly	Daily	Weekly	Number of Qualifying Dependents	Weekly Cost	Start Week	End Week	# of Weeks	Total Obligation

ONE TIME SUPPORTIVE SERVICE

Payment Frequency	Supportive Service	Start Date	End Date	Not to exceed \$500 per program year	Total Obligation
				Description or Additional Info	

Participant Signature / Date	Career Center Staff Signature / Date
WIA Supervisor Approval / Date	Functional Leader Approval of Funds / Date

Documentation of payment is to be included in the participant file. Such documentation should include receipts, time sheets, etc., showing the date paid, amount paid, and check number. WIOA Supervisor is ensuring the customer is eligible for WIOA individualized career and/or training level services and that the required documentation for eligibility has been obtained. The Signature of the WIA supervisor also ensures the request for support services is appropriate and allowable. Support services cannot begin prior to approval.