



Local Instruction 20-05

TO: Catawba Workforce Development Area

SUBJECT: Updated Supportive Services Policy

ISSUANCE DATE: November 29, 2021

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

Purpose: The purpose of this instruction is to issue guidelines for providing supportive services for Workforce Innovation and Opportunity Act customers.

Background: The Workforce Innovation and Opportunity Act allows for payments of supportive services for WIOA registered customers participating in core, intensive and training activities. Supportive services may include transportation, child-care, purchasing or leasing of computers, internet service, emergency assistance, medical assistance and legal aid services that are necessary to enable the customers to participate in activities authorized under WIOA and obtain employment. The WIOA stipulates that supportive services be provided only to those customers who are unable to obtain such services through other programs.

Determination of need for Supportive Services: The WIOA requires that supportive services be provided only to those customers unable to obtain such services through other programs and such services must be necessary for the customer to achieve the goals outlined in the Individual Service Plan. Therefore, the Case Managers when developing the Individual Service Plan must determine the customer's supportive service needs and document efforts to secure appropriate resources from other community agencies. Only if a customer is unsuccessful in obtaining services from other community agencies should such services be provided or procured by the WIOA system. Case Managers must document all efforts to secure services through non-WIOA sources, including a determination for what services the customer can access through his/her support network.

Allowable services for Adults, Dislocated Workers and eligible Youth who are registered in WIOA activities:

Transportation

When it has been determined that a customer is unable to attend a WIOA activity or training due to the lack of transportation, the Intensive Services Case Manager can provide or procure transportation. The Case Manager should attempt to arrange transportation through other community agencies or a private provider. Public transportation should also be utilized when available. The Case Manager also may choose to pay an individual selected by the customer to provide transportation. Prior to any agreement, the customer should verify and provide evidence

to the Case Manager that the private individual has a valid driver's license and insurance. The Intensive Services Provider should have an agreement with the transportation provider specifying the cost and reimbursement arrangements. Transportation services should be provided on a temporary basis while the customers and the Case Manager develop plans for the customer to provide their own transportation.

Customers who own a vehicle or have access to a vehicle may receive assistance to help with the out-of-pocket expenses associated with participation in activities or training. The Case Manager must verify that the customers are driving and determine the actual number of miles traveled each day. The Intensive Services provider is required to maintain adequate source documents to support transportation costs. The Intensive Services provider must also ensure that the travel costs are expended only for the actual days the customer travels to the activities/training.

Transportation Reimbursement:

* Transportation allowance is provided for miles traveled to and from the training site from the participant's residence, in accordance with the participant's semester schedule.

<u>Miles Traveled</u>	<u>Daily Allowances</u>
Up to 30 miles	\$5.00
Over 30 miles	\$10.00

If a customer who is driving to the activities/training agrees to transport another WIOA customer, the driver may be reimbursed 50% of the daily allowance for each additional customer. The Intensive Services provider must verify that the driver is actually transporting the customer(s). The verification may be as simple as a statement such as "I certify that I provide transportation for _____", and list the customer(s) name, SS#, and the total miles transported per trip. The customer who is driving and the customer(s) who are being transported should sign the statement. Transportation allowance will be provided only 3 times during an on-line course. The participant would be eligible for allowance at the beginning, at the mid-point and at the conclusion of the on-line course(s).

Child Care Cost

Due to the limited amount of WIOA funds it is important that the Case Manager exhaust every possible means to provide child care through other community resources. If it is determined that there are no other means of providing the child care and that child care is necessary for the customer to participate in the activities/training, then child care assistance may be provided.

Child care payments will be made directly to the service provider. Documentation and/or invoices must be secure and maintained by the Intensive Services provider. To pay child care costs, the Intensive Services Provider must secure from the provider an itemized invoice showing the name(s) of the child or children; the name of the parents; time and dates covered; and total charges. Payment of child care costs must be linked to the customer's attendance. If the customer is absent from the activities/training, the payment will not be made for that particular day. Child care assistance can be provided for a child up to the age of 14 years old. It may be permissible for a participant to use a family member to provide the child care. However, when utilizing a family member, the participant must sign a statement indicating that they have explored all other options for child care and the only available option is the family member, i.e., grandmother. The family member providing the child care must be no less than 16 years of age.

If WIOA funding becomes limited the case manager will work with the customer to develop a transition plan.

Payments for child-care shall not exceed \$20 per day per child for a full day schedule and \$10 per day per child for a part-time schedule, and shall not exceed \$30 per day for two or more for a full day schedule and \$15 per day for two or more children for a part-time schedule. Child care assistance is paid only for training attendance in accordance with the participant's semester schedule.

Emergency Assistance

Emergency Supportive Services are defined as necessary services provided to eligible WIOA participants enrolled in intensive or training activities, who cannot afford to pay for those services and without them, would make it impossible for the participant to attend WIOA activities.

The maximum lifetime allowable amount approved for Emergency Assistance is \$400.00 per qualifying participant. Assistance may be provided for emergencies such as housing, utilities, eye care, auto care or other needs that will enable the participant to attend or remain in training, or other allowable activities, as determined by the Talent Development Specialist. The participant must present documentation such as a bill, invoice, service statement, three quotes, etc. indicating need to the Talent Development Specialist. The participant must also provide documentation stating that these services are not available through other agencies or sources. The services must not be available free of charge from another entity in the area in order for WIOA funds to be used. Payment must be made directly to the providing company/entity, NOT to the participant. All expenses must be approved in advance by the Talent Development Manager, SC Works Catawba Project Director, and Catawba WIOA Administrator.

Medical Assistance

The medical assistance covered by the Workforce Innovation and Opportunity Act will be limited to pre-employment physicals, and any immunizations that are required for training or employment. Payments for such services should be made to the provider. The maximum amount that can be paid per customer is \$150.

Computer/Internet Assistance

WIOA will provide up to \$50 per month reimbursement for internet cost if the participant is in an approved online training course for the duration of the course. The participant must provide a copy of the internet bill to their TDS. In addition, you may request to lease a computer, if the need arises, as long as you are in an approved online training course. Should a client be enrolled in online training prior to the approval of this policy, they may submit justification to their TDS for a computer. Online supportive services must not exceed \$2,000. Participant must sign the WIOA Laptop Agreement (attached to this instruction).

INQUIRES: If you have any questions regarding this instruction, please contact me or Ashley Hamilton at 327-9041.



Nicole Lawing, WIOA Administrator

WIOA Laptop Agreement

As service provider for Adult, Dislocated Worker, and Out of School Youth (Young Adult Works (YAW) on behalf of the Catawba Workforce Region in the facilitation of the Workforce Innovation and Opportunity Act (WIOA) Program, has issued a laptop computer for use in completing one of the following WIOA approved and funded activities:

Approved Training

- WIOA Participant Name: _____
- SCWOS State ID: _____
- Training Provider: _____
- Curriculum of Study: _____
- Training Dates: _____

Work Experience (WEX) Opportunity

- WIOA Participant Name: _____
- SCWOS State ID: _____
- Assigned Worksite: _____
- Placement Position: _____
- WEX Agreement Dates: _____

Transitional Employment Opportunity

- WIOA Participant Name: _____
- SCWOS State ID: _____
- Assigned Worksite: _____
- Placement Position: _____
- TE Agreement Dates: _____

Use of this laptop computer is permitted **ONLY** for the purposes of completing the designated WIOA activities as described above, for work search, and WIOA program participation activities. **Inappropriate use of this device is strictly prohibited.** Examples of inappropriate use include, but are not limited to the following:

- Using the computer in violation of any federal or state law or to facilitate the violation of any federal or state law;
- Downloading, copying or importing any software not specifically authorized by WIOA;
- Using the laptop for any personal reasons including but not limited to accessing social media platforms.

These laptop computers are leased from a local vendor who restores them to original condition after each use. The local workforce service provider, Catawba Workforce Development Board, and Catawba Regional COG are not responsible or liable for any unintended consequences resulting from personal data left on the computer by the user when it is returned to WIOA Staff. Students should save their work on a USB pen/flash drive Use of this laptop has been granted for the dates and required WIOA activities above listed. Upon completion or termination of training, the student must return all items listed in the EQUIPMENT INVENTORY within 3 business days unless otherwise specified in writing by WIOA staff.

By signing below, I acknowledge receipt of the equipment listed and acknowledge that I understand and agree to the terms and conditions outlined in this document. I also understand that I am responsible for maintaining these items in good working condition and that I must promptly return each listed item at the time I complete or terminate training.

WIOA Participant Signature

Date

EQUIPMENT INVENTORY

Computer Model and Serial Number

Other Accessories Provided