LOWER SAVANNAH WIOA INSTRUCTION NUMBER: PY'16-002, Revision #5

TO: See Distribution List

ORIGINAL DATE: **October 5, 2016**

EFFECTIVE DATE: **Immediately**

REVIEW DATE:

REVISION DATE: **April 6, 2021**

EXPIRATION DATE:

SUBJECT: **POLICY and PROCEDURES GOVERNING SUPPORTIVE SERVICES ASSISTANCE ON BEHALF OF WIOA PARTICIPANTS**

PURPOSE: The purpose of this Instruction is to provide information and guidance to Lower Savannah Workforce Development Area (LSWDA) sub-recipient organizations regarding the region's Policy and Procedures Governing Supportive Services Assistance on behalf of Workforce Innovation and Opportunity Act (WIOA) Participants. Replaces PY'01-009 and all subsequent revisions.

BACKGROUND: The LSWDA routinely issues Instructions to its sub-recipient organizations regarding Policies and Procedures for handling various situations relating to Workforce Development within the Region. The Region's current policy and procedures for implementing Needs-Based Supportive Services under provisions of the Workforce Investment Act of 1998 are outdated. As such, this Instruction supersedes all previous Instructions relating to the Region's Policy and Procedures Governing Supportive Services Assistance on behalf of WIOA Participants and adds guidance for the issuance of Needs Related Payments.

POLICY: Under provisions of the Workforce Innovation and Opportunity Act, needs-based or supportive services payments may be issued on behalf of adults, dislocated workers, and youth. Guidelines and some additional requirements are listed below. ***The ability to make supportive services payments on behalf of any WIOA participant is based on the availability of WIOA funds.***

Determination of need for Supportive Services: Supportive Services will only be available for those WIOA participants (Adults, DWs & Youth) enrolled and actively participating in a training program, unless otherwise noted. Youth participants are eligible to receive supportive services during follow-up. Supportive services other than those required by the employer to complete the training, will not be approved for On-the-Job (OJT) participants. Participants are eligible for Supportive Services only if the customer is unsuccessful in obtaining services from other community agencies. 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 funded activities:

Note: All participants in receipt of WIOA Supportive Services payments must have a properly updated and current (signatures of participant and case manager) Supportive Service Assistance Payment Log in the participant's hard file/folder.

TRANSPORTATION (Participant must be in Training with the noted exception below)

When it has been determined that a customer is unable to attend a WIOA training activity due to lack of transportation, the Career 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 Career 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 customer and the Case Manager develop plans for the customer to provide his/her 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 training. The Case Manager must verify that the customers are driving and determine the actual number of miles traveled each day. The Career Services Provider is required to maintain adequate source documents to support transportation costs. The Career Services Provider must also ensure that the travel costs are expended only for the actual days the customer participates in an actual training activity.

NOTE: Youth are eligible for transportation reimbursement when travelling to and from a TABE or WIN assessment site.

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.

Miles Traveled	Daily Allowances
5 – 15 miles	**$5.00**
16 – 30 miles	**$10.00**
31 – 45 miles	**$15.00**
46 + miles	**$20.00**

If a customer who is driving to the training site agrees to transport another WIOA customer, the driver may be reimbursed 50% of the daily allowance for each additional customer. The Career 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, last four of the SS#, and the total miles transported per trip, documented by MapQuest or Google Maps. The customer who is driving and the customer(s) who are being transported should sign the statement. On-the-Job Training (OJT) participants are not eligible for transportation reimbursements.

Transportation supportive payments may be done using the following 2 methods:

By Check	Stipulations: A signed copy* of all check stubs must be included in the participant's file - Include training dates covered by payment on check stub - Include participant's WIOA State ID# on check stub - Include participant's printed name (if not already included on check stub) - Include monetary value of check (if not already included on check stub)
By Card (gas)	Stipulations: A signed copy* of all gas cards must be included in the participant's file - Include training dates covered by payment on copy of gas card - Include dollar value of card on copy of gas card - Include participant's WIOA State ID# on copy of gas card - Include participant's printed name on copy of gas card

*Both Case Manager and Participant Signatures

Note: Gas cards on hand at given time cannot exceed $2,000.

CHILD CARE

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

Childcare payments will be made directly to the service provider. Documentation and/or invoices must be secured and maintained by the Career Services Provider. To pay childcare costs, the Career 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 childcare costs must be linked to the customer's attendance. ***Late fees cannot be paid with WIOA funds.***

Childcare 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 childcare. However, when utilizing a family member, the participant must sign a statement indicating that they have explored all other options for childcare and the only available option is the family member, i.e., grandmother. A statement shall be signed by the family member that reads "I certify that I provide

childcare for _____", and list the customer name and last four of the SS#. The family member providing the childcare must be no less than 18 years of age as proven by the inspection and filed photocopy of a state or federally issued photo identification card. 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 and shall not exceed **$30** per day for two or more children. Childcare assistance is paid only for training attendance in accordance with the participant's semester schedule.

DEPENDENT CARE (Participant must be in training)

Due to a limited amount of WIOA funds, case managers, in conjunction with the participant, need to exhaust all community resources first. If a participant is the primary caregiver for a family member, the caregiver can receive respite funds to attend training.

Payments for dependent care shall not exceed **$20** per day. Dependent care assistance is paid only for training attendance in accordance with the participant's semester schedule. Dependent care services will be paid to the respite provider.

NOTE (pertaining to Youth participants only): Supportive services can be issued during follow-up services ONLY if the need for supportive services is identified as an emergency during the follow-up period that would otherwise keep the Youth participant from continuing postsecondary education and training and/or work or remain employed.

NEEDS BASED OR EMERGENCY SUPPORTIVE SERVICES (Participant must be in training)

Financial assistance for Adult and Dislocated Worker participants registered in WIOA funded training may be provided to enable the customers to participate in the training activity.

Per the 20 CFR 680.900, to be eligible to receive need-based payments Adults must

- Be unemployed
- Not qualify for, or have ceased qualification for, unemployment compensation; and
- Be enrolled in a program of training services under WIOA sec. 134(c)(3)

  - The assessment results and the Individual Service Plan must justify the need-based payments as necessary for the customer to achieve the employment goals.

  - The customer was unemployed and economically disadvantaged in accordance with the Lower Living Standard Income Level or receiving cash public assistance including Food Stamps, at the time of registration.

  - The assistance is not available through any other community agencies.

In order to be eligible, Dislocated Workers must:

- Be unemployed; and

  - Have ceased to qualify for unemployment compensation or trade adjustment under TAA; and
  - Be enrolled in a program of training services under WIOA sec. 134(c)(3) 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; or
- Be unemployed and do not qualify for unemployment compensation or readjustment assistance under TAA and be enrolled in a program if training services under WIOA sec. 134(c)(3).

Maximum needs-related payment during any program year is **$500**. Any amount above **$500** must have approval of the WD Administrator.

What types of established and documented needs may be covered by needs-based supportive services payments?

There is no all-inclusive list of reasons or situations for which needs-based supportive services payments can be made; however, the need or situation must meet the following criteria:

a. must have been established during the comprehensive assessment process; and

b. must have been identified on the WIOA Participant's Individual Employment Plan (IEP); and

c. must be considered a temporary transitional service and not intended as a long-term service; except when the need or situation is determined to be an emergency or unforeseen event that occurred after WIOA participation for which the WIOA Participant had little or no control over.

LEGAL AID SERVICES

Expungement

Expungement of records requires working with the local solicitors' office and there may be different forms, fees, procedures in each circuit and for adult records and juvenile records. South Carolina solicitors can only expunge charges filed in South Carolina. Information on eligibility, contacts and process for payment of fees can be found on each Circuit Solicitor's website. The following contains a guide to expungement in South Carolina, including a list of all solicitors' offices and contact information. Please note the guide was last modified in August of 2013 and the guide is not the application for expungement which must be obtained from the appropriate solicitor's office. http://scjustice.org/wp-content/uploads/2013/10/full-expungement-guide.pdf. Payment for expungement of records will be made by money order to the appropriate solicitor's office.

- The maximum amount that may be paid for expungement of South Carolina records

on behalf of a client is up to **$450**.

MEDICAL ASSISTANCE
Limited funding is available to provide medical services required for an individual to participate in services, training or to obtain or retain unsubsidized employment. Medical assistance may include pre-employment/training physicals and required immunizations. Payments for medical assistance will be made to the provider, not the client.

- The maximum amount that may be paid on behalf of a client is **$600.**

WORK CLOTHING
Limited funding is available to assist with required uniforms or other appropriate work attire and required work-related tools, including such items as eyeglasses and protective eye gear. Required training or work clothing and related equipment such as steel-toed shoes, hard hats and helmets may be purchased for clients if the employer/training provider does not furnish them. Payments for work clothing will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **$400.**

EDUCATION SUPPORT
Assistance with books, fees, school supplies, and other necessary items for students enrolled in Postsecondary education classes; Assistance with educational testing, payments and fees for employment and training-related applications, tests, and certifications. Miscellaneous costs generally associated with certification, registration or licensing (for example NCCT examination fee for Certified Patient Care Technician, driver's licensing fee, etc.); study materials (for example Adult Education requires the purchase of a GED book, etc.); Driver's Education; Post-Secondary/Advanced Training fees and testing that are not included in tuition. Payments for Education Support will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **$1,500.**

INFORMATION TECHNOLOGY ASSISTANCE (Participants must in training)
Assistance with Information Technology (IT) support such as: payment for internet access installation and monthly internet fees for the duration of the training. Depending on the technology needs and the length of training, the participant can be provided the purchase of a laptop. For short term training (6 months or less), the participant will enter into a laptop lease agreement.

Required documentation for the purchase of a laptop:

- Statement from school or copy of school catalog stating the need for the equipment.
- Itemized listing of items purchased
- Documentation of class schedule/attendance or progress

Required documentation for the internet access:

- Itemized invoice from the internet provider for the internet access installation.
- Itemized monthly internet access invoice from the internet provider.

The participant will be reimbursed for the purchase of the laptop, internet installation (not to include the lease/purchase of equipment such as a satellite dish and/or modem/router) and monthly internet charges for the following maximum amounts:

- $1000,00 for a Laptop
- $200.00 for internet access installation
- $40.00 for monthly internet access (not to include cable television or phone charges)

OTHER

Limited funding is available to provide other services required for an individual to participate in services, training or to obtain or retain unsubsidized employment. Other assistance may include housing, utilities, car repairs, insurance, registration, reasonable accommodations for adults, dislocated workers and youth with disabilities, may be requested. Payments will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **$500.**

LODGING (Participant must be in training)

Lodging may be applied for if a client attends a training facility that is located more than fifty (50) miles from their home (one-way) AND the client is scheduled to attend training three or more days per week. The lodging facility must be approved in advance by the Workforce Development Supervisor of Contracts and/or the WD Administrator. Payments will be made to the lodging facility not the client.

- Maximum amount of lodging reimbursement will be **$2,000**. Any amount over and above **$2000** must have approval of the WD Administrator.

Note: We would not expect to see significant lodging as well as significant travel reimbursements for the same participant. In such a case, an explanation would be required.

Exclusion:

a. Anything prior to enrollment into the program; and
b. Anything not in the participant's name after enrollment into the program.

PROCEDURE:

The applicable service provider will be responsible for:

A. Issuing of all Supportive Services payments; and
B. Reviewing, validating, approving, or disapproving the WIOA Participant's Request for Supportive Services Assistance Payment (a copy of the Request for Supportive Services Assistance Form is attached herewith); and
C. Maintaining the applicable WIOA Participant's Supportive Services Assistance Payment Log (a copy of the Record of Supportive Services Assistance Payments Form is attached herewith); and
D. Documenting all Supportive Service requests in the Individual Employment Plan (IEP) or

Individual Service Strategy (ISS); and

E. Entering a case note into SCWOS to document the entire process.

NOTE: The ability to make supportive services payments on behalf of any WIOA participant is based on the availability of WIOA funds. When approving needs related payments, an assessment of the duration of the need must be made to determine the availability of funds throughout the need.

REQUIREMENTS FOR WAIVERS: When requesting a waiver, forward the WIOA Participant's Request for Supportive Services Assistance to the Workforce Development Administrator. Waiver requests will not be honored or acted upon unless:

A. the basis for such request is fully established, documented, and included with the request for approval; and

B. WIOA Participant Income and Expense Budget is included with the request for approval; and

C. Time and Attendance Records reflecting the WIOA Participant's participation in WIOA activities are included with the request for approval; and

D. a clear illustration of how the amount of supportive services assistance need was determined; and

E. evidence of at least three (3) agency referrals for assistance and the documented outcomes or results of the referrals; and

F. at least three (3) documented bids or quotes for services, where appropriate and necessary; and

G. other appropriate documentation and case notes are included with the request for approval; and

H. the request has a written endorsement by the applicable WIOA Activity or Program Director with his or her recommendation for approval; and

I. the Participant's statement explaining the need for assistance or basis for request for assistance.

NOTE: The Program Director's endorsement must give the WD Administrator a clear basis for approving the request for assistance.

J. the Record of Supportive Services Assistance Payments made on behalf of each applicable WIOA Participant is maintained; and

K. the WIOA Participant's Request for Supportive Services Assistance and all supporting attachments are filed in the Official WIOA Participant's File Folder.

ACTION: ***PLEASE COPY AND DISTRIBUTE TO ALL WIOA FUNDED (PARTLY or FULLY) STAFF***

INQUIRIES: Direct all inquiries regarding this Instruction to the Lower Savannah Council of Governments' Workforce Development Staff, Post Office Box 850, Aiken, South Carolina 29801-0850; telephone (803) 649-7981; fax (803) 649-2248; or e-mail **abanderson@lscog.org**.

André B. Anderson

Workforce Development Administrator

Attachments: Request of Supportive Services Assistance Form

Record of Supportive Services Assistance Payments Form

Placed on LowerSavannahWDA Website