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WACCAMAW WORKFORCE DEVELOPMENT AREA INSTRUCTION NUMBER: 16-01

TO: Waccamaw WIOA Service Providers

SUBJECT: Supportive Services Policy

ISSUANCE DATE: September 16, 2016

EFFECTIVE DATE: Immediately; supersedes Waccamaw WIA Policy and Procedure III, March 15, 2012 pages 7-9 of 13, and Instruction Letter 13-05.

PURPOSE: To issue guidelines for providing supportive services for WIOA participants in the Waccamaw Region.

BACKGROUND: The Workforce Innovation and Opportunity Act allows for payments of supportive services for enrolled participants in core, intensive, and training activities.

POLICY: A maximum of \$3,000 per program year of supportive services may include transportation, child-care, legal fees (to include expungement costs), books, fees, supplies and testing and other/emergency payments that are necessary to enable participation in activities authorized under WIOA. The policy stipulates that supportive services be provided only to those participants who are unable to obtain such services through other programs. Exceptions will require WDB approval. This policy maybe adjusted by the LWDA at any time based upon funding availability and/or other economic factors. The LWDA will notify all grantees in writing in the event there is a change. All supportive services are based on availability of funds.

Supportive services may only be provided to individuals who are:

1. Participating in career or training services as defined in WIOA secs. 134 (c) (2) and (3) and
2. Unable to obtain supportive services through other programs providing such services
3. Supportive services only may be provided when they are necessary to enable individuals to participate in career services and training activities.
4. Youth supportive services may be provided during participation in WIOA activities as well as during the required 12 month follow-up period after exit.

ACTION: WIOA requires that supportive services be provided only to those participants unable to obtain such services through other programs, and such services must be necessary for the participant to achieve the goals outlined in the Individual Service Plan or Individual Employment Plan. Therefore, the Career Coaches developing the plans must determine the participant's supportive service needs and document efforts to secure

appropriate resources from other community agencies. Only if a participant is unsuccessful in obtaining services from other community agencies should such services be provided or procured by the WIOA system. When documenting all efforts to secure services through non-WIOA sources, Career Coaches must include a determination for whatever services the participant can access through his/her support network. All supporting documentation must be maintained in the participant's file except for background check and drug screening test results. Background check and drug screening results should be kept in a sealed envelope marked "confidential," and located in a locked cabinet in each of the three SC Works Centers.

Allowable supportive services for Adults, Dislocated Workers and eligible Out of School and In School Youth who are enrolled in WIOA

Transportation

When it has been determined that a participant is unable to attend a WIOA activity or training due to the lack of transportation, the Career Coach can provide or procure transportation. The Career Coach should attempt to arrange transportation through other community agencies or a private provider. Public transportation should also be utilized when available. The Career Coach also may choose to pay an individual selected by the participant to provide transportation. Prior to any agreement, the participant should verify and provide evidence to the Career Coach that the private individual has a valid driver's license and insurance. The Career Coaches 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 participants and the Career Coach develop plans for the participant to provide their own transportation.

Participants 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 Career Coach must verify that the participants are driving and determine the actual number of miles traveled each day. The Career Coaches is required to maintain adequate source documents to support transportation costs. The Career Coaches must also ensure that the travel costs are expended only for the actual days the participant travels to the activities/training.

Transportation Reimbursement:

Transportation allowance is provided for miles traveled from the participant's residence to the training facility or work site and back to participant's documented place of residency, in accordance with the participant's semester or work experience/OJT schedule. Mileage verification must be documented and maintained in the client's file. The rate for reimbursement is 62% of the current federal GSA rate with a maximum of \$15.00 a day.

If a participant who is driving to the activities/training agrees to transport another WIOA participant, the driver may be reimbursed 50% of the daily allowance for each additional participant. The Career Coaches must verify that the driver is actually transporting the participant(s). The verification may be as simple as a statement such as "I certify that I provide transportation for _____", and list the participant(s) name, state ID#, and the total miles transported per trip. The participant who is driving and the participant(s) who are being transported should sign the statement.

The following information must be on file for each participant in order to process transportation reimbursement:

- Documentation/ SCWOS case notes which show assistance from other agencies have been exhausted.

- A copy of participant's time and attendance for the period in which the reimbursement is intended.
- A copy of validated attendance sheets that shows participant's 90% attendance for the week.
- A mapquest or valid internet mapping program showing mileage attached to the attendance sheet.

Child Care

Due to the limited amount of WIOA funds it is important that the Career Coach exhaust every possible means to provide child care through other community funding resources (ABC vouchers, etc). If it is determined that there are no other means of providing the child care and that child care is necessary for the participant to participate in the activities/training, then child care assistance may be provided. Child care assistance will be available to children ages 0-12.

Child care payments will be made directly to the service provider. Documentation and/or invoices must be secure and maintained by the Career Coaches. To pay child care costs, the Career Coaches must secure from the provider an itemized weekly 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 participant's attendance. If the participant is absent from the activities/training, the payment will not be made for that particular day. If WIOA funding becomes limited the Career Coach will work with the participant to develop a transition plan.

Payments for child-care shall not exceed \$20 per day per child for a full day schedule. Child care assistance is paid only for training attendance in accordance with the participant's semester schedule.

The following information must be on file for each participant in order to process child care payments:

- Documentation/ SCWOS case notes which show assistance from other agencies have been exhausted.
- A copy of participant's time and attendance for the period in which the payment is intended.
- A copy of validated attendance sheets that shows participant's daily attendance for the week.
- An invoice from the child care provider as specified above.

Participants with special needs children who require specialized care, outside of the perimeters described above, will be considered on a case by case basis by WRCOG.

Medical Assistance

The medical assistance covered by WIOA will be limited to pre-employment physicals and any immunizations that are required for training. Payments for such services should be made to the provider. With approval in advance, participants may be reimbursed under certain circumstances. The amount paid per participant should not exceed the allowed total funding of supportive services.

Legal Services

Per State Instruction Letter 16-05 issued on September 7, 2016 WIOA now provides an expanded list of allowable supportive services that includes legal aid services for Title I participants. Legal aid can uniquely address certain

barriers to employment, including access to driver's licenses, expunging criminal records, and resolving issues with debt, credit, and housing. With approval in advance, participants may be reimbursed under certain circumstances

Emergency Funds

Emergency financial assistance for participants registered in WIOA funded training may be provided. Examples of emergency funds may include car repairs and utilities or a special need on behalf of the participant, that would otherwise preclude said participant to not be able to complete or attend training. This assistance will be assessed and provided on an individual basis. To be eligible to receive emergency assistance, participants must meet the following criteria:

1. The participant must show 90% overall attendance.
2. The assistance is not available through any other community agencies.
3. The participant must provide three service quotes from verifiable provider.
4. The request for funds must be approved by the WRCOG.

Payments for services should be made to the provider. If a participant is approved for emergency funds, the payment will be made on a lump sum check.

INQUIRIES: Questions may be directed to Sarah Smith, Executive Director of the Waccamaw Regional Council of Governments at (843) 546 – 8502.



Sarah Smith

Executive Director

Waccamaw Regional Council of Governments