

## **SUPPORTIVE SERVICES POLICY**

Southern 14 Workforce Investment Board, Inc, LWIA #26

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For purposes of the provision of supportive services to participants enrolled in career services and/or training the Southern 14 Workforce Investment Board, Inc. shall use the definition of ‘supportive services’ as contained in the Workforce Innovation and Opportunity Act. This definition is as follows: the term *‘supportive services means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation and Opportunity Act’*. The intent of Supportive Services is to provide participants with key assistance necessary to successfully engage in WIOA career and training activities such as a traditional classroom or work-based training that are vital to entering or re-entering the workforce.

### **Participant Eligibility**

Supportive services will only be provided to individuals who are participating in career or training services, including work-based training, and are unable to obtain supportive services through other programs providing such services. Supportive services will only be provided when they are necessary to enable individuals to participate in WIOA Title I activities. All requests for services must be substantiated and must further the employment goal for that participant.

All supportive services will be determined on an individual basis and provided based upon the availability of funds.

Supportive Services will be offered to students attending online classes on a limited basis with prior approval from the Southern 14 Board or the Southern 14 Executive Director. Requests will be considered on an individual basis and should be submitted, by the Agency’s WIOA Director in writing, along with documentation justifying the need for the supportive service. Documentation justifying the need should include verification of attendance from the instructor, as well as the need for or benefit to the participant. A request without sufficient documentation will not be processed.

### **Child Care**

Child care, if determined necessary per the local entities, will be reimbursed at the following rates:

- When Child Care Resources are obtained, LWIA #26 will pay the copay to a maximum of \$250/ month. When Child Care Resources are not obtained, LWIA #26 will pay, per child: 1-2 hours, **\$10.00**; 3-4 hours, **\$15.00**; 5-7 hours, **\$20.00**; over 7 hours, **\$25.00** (excluding payment to a parent or step-parent of children, or persons residing in the household).
- The child care reimbursement rate may be increased or reduced to a lower rate by a service provider, for participants within their contracted counties.
- LWIA 26 will not pay more than the usual and customary rate charged to privately

paying customers.

- Participants must submit a copy of their childcare provider's fee schedule which will be maintained in the participant's file. Participant's inability to obtain Child Care Resources will be documented with case notes and maintained in the participant's file.
- Requests for payment will include attendance sheet(s) with appropriate signatures. Requests not received in a timely manner may be subject to non-payment.

### **Transportation**

Recognizing the individual nature among approved Service Providers, the following mileage reimbursement is allowable for training and/or required job search:

- Reimbursement amount for automobile travel will be based on of the mileage rate established by the Federal Government (General Services Administration).
  - Mileage rate may be increased or reduced to a lower rate by a service provider, for participants within their contracted counties. However, any increase shall not exceed the current standard mileage rate established by the Internal Revenue Service. The Board Office should be notified within 60 days of any increase or decrease in the rate.
- Mileage reimbursement shall be allowable only for authorized travel.
- Requests for payment will include attendance sheets with appropriate signatures. Documentation will be maintained in the participant's programmatic and/or fiscal file.
- To receive mileage reimbursement, participants must provide documentation showing; proof of vehicle insurance, valid driver's license, and vehicle registration. If the vehicle is owned by someone other than the participant, evidence of permission to use the vehicle must be provided.
- Requests not received in a timely manner may be subject to non-payment.
- For participants residing in any of the 14 counties comprising LWIA #26 and eligible to receive TAA(Trade) benefits; mileage will be reimbursed using the eligibility criteria and at the per-mile rate mandated by the TAA.

### **Other Supportive Services**

In addition to those listed above, other supportive services may be provided to enable individuals to participate in career or training services, such as traditional classroom and or work-based training. WIOA supportive services should not be used for general income support purposes for individuals not participating in career or training services. Examples of allowable supportive services for WIOA title I participants may include but are not limited to:

- Transportation assistance such as public transportation cost, private vehicle insurance, and repair;
- Linkages to community services and health care;
- Assistance with housing and legal aid services;
- Assistance with educational testing;
- Assistance with books, fees, school supplies, including computer and other electronic equipment, as well as other necessary items for students enrolled in postsecondary education classes;
- Reasonable accommodations for individuals with disabilities;
- Assistance with uniforms and other appropriate work attire, as well as work-related tools, including such items as eyeglasses, protective eye gear, and other essential safety equipment;
- Payments and fees for employment and training-related applications, tests, and certifications;

All requests for services must be substantiated and must further the employment goal for that participant.

### **Documentation**

Proper justification for any purchase under this policy must be documented in the case notes of the participant, showing support for that participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS). Case notes will also include statements supporting attempts to obtain funding to meet participants' need(s) through other sources.

### **Computer, Software, and Other Electronic Devices**

Computer, software, and other electronic devices **REQUIRED** for the training program may be reimbursed as other supportive services if all of the following are met:

- Documentation supporting the need for the computer or other electronic devices, such as course syllabus or letter from the instructor indicating the need. If specific software is also required it should be included in the supporting documentation.
- Prior Authorization is required for reimbursement of both the computer and other electronic devices, as well as the required software.
- Participants will not be reimbursed for the purchase of computers or other electronic devices if the training institute provides the opportunity to borrow or rent the necessary equipment.
- Reimbursement for a computer or other electronic equipment is limited to \$500 per participant and must include the original signed receipt.
- Reimbursement for required software is limited to \$250 per participant and must include the original signed receipt.
- A signed copy of the agreement listed below is required before the reimbursement is made and must be maintained in the participant's file.

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For purchased computers, software and other electronic devices students must agree to the following:

I, \_\_\_\_\_, understand that I am being provided with a computer, software, and other electronic devices through the WIOA Title I funding administered by the Southern 14 Workforce Investment Board, Inc. because it is a requirement of my program as documented by my training institution. I further certify that my training institution does not offer a lending or rental program for the required computer, software, or other electronic devices.

I am also aware that once I take possession of this computer, software, and other electronic devices, I am responsible for all required updates, repairs, and/or damages to the device. I also understand that this device becomes my property and WIOA Title I, administered by the Southern 14 Workforce Investment Board, Inc. or its sub-recipients ( \_\_\_\_\_ ) holds no ownership rights to this device. Should the device become damaged/stolen, my responsibility to fix or replace it to meet the requirements to complete the course. I realize that the cost associated with the device is my responsibility and that WIOA will not pay for internet service.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Career Planner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Youth Stipends & Incentives**

The Workforce Innovation and Opportunity Act (WIOA) 20 CFR 681.640 states that incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. This policy governs the award of incentive for youth participants. The policy will be implemented provided WIOA funds are available and incentives are allowable and be in effect indefinitely or until it is superseded by another policy. Incentive awards can be reduced or modified based on availability of funding and/or administration decision.

Incentive payments:

- Are NOT considered to be supportive services and therefore do not trigger or extend participation in the youth program.
- May be provided to both In-School Youth (ISY) and Out-of-School Youth (OSY) as long as they comply with WIOA, but may not be funded with Workforce Innovation and Opportunity Act (WIOA) Adult or Dislocated Worker program funding.
- May leveraged non-WIOA funds for incentives that WIOA cannot fund, however if made with non-WIOA leveraged funds may not be used towards the twenty (20) percent youth work experience requirement.
- Are NOT allowed during follow-up services.

## **Work-Based Learning and Workshop Completion Incentive**

This incentive policy applies to WIOA youth clients participating in WIOA Work-Based Learning programs and participating in all required workshops. Youth incentive will be based on successful completion of required workshops as outlined in the participants Individual Service Strategy (ISS) or Work Experience Individual Employment Plan. The maximum incentive a youth can receive is \$250 for successful completion of all required workshops and work-based learning components. Successful completion is defined as completion all workshop expectations, including but not limited to 95% actual attendance, active class participation, knowledge of and completion of class materials (as demonstrated by pre and post-test scores) and successful completion of work-based learning assignments. Workshop attendance and punctuality will be documented by timesheets on which the client will sign in and out daily. The timesheet must be completed and signed by the client and the workshop facilitator. Virtual workshops will be verified and documented by the career planner. Class participation and completion of class material will be documented by the workshop facilitator.

To be eligible to receive any incentive, youth must maintain required monthly contact with career planner, as well as demonstrating progression in the work-based learning component outlined in the participants Individual Service Strategy (ISS) or Work Experience Individual Employment Plan. Progression will be documented by the worksite supervisor and the career planner through submission of timesheets, monthly evaluations, and skill progression.

## **Classroom-Based Stipends for Youth**

At a minimum, stipend policies should be based on the following components:

- (1) Stipends are allowable expenditures for unpaid work experience when the provision of a stipend is included in the individual service strategy.

- (2) Calculate the stipend by multiplying class hours times minimum wage less FICA and Medicare, (for example 7 hours x  $(\$8.00 - (8.00 \times .0765)) = \$51.73$ ).
- (3) Successful participation in and completion of the classroom-based activity must occur for the stipend to be paid. Stipend pay should reflect the current minimum wage as regulated by the Internal Revenue Service. The stipend may be increased or reduced to a lower rate by the service provider but should reflect no less than the current minimum wage or as dictated by the grant.
- (4) The maximum incentive a youth can receive is \$250.
- (5) To be eligible to receive stipends, youth must maintain required monthly contact with career planner, as well as demonstrating progression in the work-based learning component outlined in the participants Individual Service Strategy (ISS) or Work Experience Individual Employment Plan. Progression will be documented by the worksite supervisor and the career planner through submission of timesheets, monthly evaluations, and skill progression.

**High School Diploma/GED Incentive for Youth**

Once the individual receives their High School Diploma/GED they will be eligible to receive a one-time incentive of \$50.00. The ROE, School Contact Person, Service Provider, Career Planner, or participant will obtain proof of the Diploma/GED and let the appropriate Service Provider know of the attainment of the incentive for processing the check.