

## **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 key assistance necessary to successfully engage in WIOA career and training activities such as 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 availability of funds.

### **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 private paying customers.
- Participants must submit a copy of their childcare providers fee schedule which will be maintained in the participants file. Participants inability to obtain Child Care Resources will be documented with case notes and maintained in the participants 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. Board office should be notified within 60 days of any increase or decrease of 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 participants programmatic and/or fiscal file.
- To receive mileage reimbursement, participants must provide documentation showing; proof of vehicle insurance, valid drivers license and vehicle registration. If vehicle is owned by someone other than 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 to 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 of 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.

### **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 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 x .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 current minimum wage or as dictated by the grant.

### **High School Diploma/GED Bonus for Youth**

Once the individual receives their High School Diploma/GED they will be eligible to receive a one time bonus of \$25.00. The ROE, School Contact Person, or Service Provider Career Planner will attain proof of the Diploma/GED and let the appropriate Service Provider know of the attainment of the bonus for processing of the check.

**Computer, Software and Other Electronic Devices**

Computer, software and other electronic devices **REQUIRED** for 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 instructor indicating the need. If specific software is also required is should be included in the supporting documentation.
- Prior Authorization is required for reimbursement of both the computer and other electronic devices, as well as required software.
- Participant will not be reimbursed for the purchase of computer or other electronic devices if training institute provides the opportunity to borrow or rent the necessary equipment.
- Reimbursement for 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, it my responsibility to fix or replace it in order 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: \_\_\_\_\_