

High County Local Area WIA Supportive Services Policy

Supportive services for adults, dislocated workers, and youth are defined at WIA sections 101(46) and 134(e)(2) and (3). They include services such as assistance for transportation, childcare, dependent care, and housing that are necessary to enable an individual to participate in activities authorized under WIA Title I. The key here is that the WIA case manager substantiates and documents the need for the supportive services to participate in WIA Title I services.

Supportive service payments must be paid directly to the vendor with WIA case managers having all the necessary documentation to support the costs. Payment directly to the vendor avoids a host of potential problems that may occur if payment is made directly to customers for expenses. An exception to this is the reimbursement of mileage for transportation costs. These costs are typically paid to the customer or to someone that has transported the customer to school, work activities, etc., to participate in WIA Title I activities. Payment is made based upon the High Country Local Area Transportation Policy. For this type of supportive service, it is totally appropriate to pay the person based upon documentation supporting that they drove a certain distance for the purpose of attending school or going to a worksite. An invoice/attendance form is to be used to support these costs that are signed by the participant and school instructor or worksite supervisor that verifies the person was in attendance on the days reported for reimbursement of travel costs.

Supportive Services allowed by High Country Local Area:

- Transportation – See Transportation Policy below
- Childcare and dependent care
- Housing
- Car Repairs
- Emergency Aid (one time or very rare expenses paid to allow a person to continue participating in Title I activities). Examples include payment of utility bills (electric, water, heating, etc.), a car insurance payment that cannot be paid by the participant without WIA assistance and is needed to continue going to school or participating in an activity such as a work experience, OJT, etc. If someone is having extreme financial difficulty, case managers should be assisting participant with needed financial management information (development of a budget, credit counseling, debt management, etc.).

Supportive services not allowed by High County Local Area:

- Supportive service payments that are not documented appropriately through supportive service invoices.

Who may receive supportive services? According to the regulations:

- (a) “Supportive services may only be provided to individuals who are:
 1. Participating in core, intensive or training services; and

2. Unable to obtain supportive services through other programs providing such services.
- (b) Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.”

Supportive services payments may be made available on behalf of Adults and Dislocated Workers who are in follow-up services (follow up begins on the 1st day of employment). After exit, no supportive services may be paid from WIA funds, with the following exception: Supportive services may be offered to youth after exit per Section 664.450 of the WIA Regulations.

Effective July 1, 2004, participants who indicate a need for supportive services assistance are notified that there is a lifetime supportive services benefit. It is up to the participant to weigh needs against resources and consider current versus potential future circumstances prior to determining whether to request assistance now or later. It is the responsibility of the Career Development Counselor to ensure that customers understand the concept of the lifetime limit and to help customers think through the consequences of their choices.

Lifetime Supportive Services Benefit: Participants may receive transportation and childcare assistance when they are participating in an approved WIA activity and have demonstrated the need for such assistance and meet other Local Area transportation and childcare assistance policies.

In addition, if they indicate a need, participants are eligible for additional supportive services in an amount up to \$250 a year with a lifetime limit of \$750 during the course their enrollment in WIA. These funds may be used for needs previously designated by the Local Area as allowable supportive service costs.

In extreme circumstances, where the participant has used the lifetime limit or has an emergency need that exceeds that limit, the service provider organization can apply in writing to the Local Area Administrative/ Programmatic Systems Manager for approval for one-time emergency assistance, using the “Unusual Expense Pre-Approval Form”. (See “WIA Forms” Section of Manual for Unusual Expense Pre-Approval Form and example of completed form). Approval must be requested and received in writing prior to making the expenditure, and it is incumbent upon the service provider to ensure that the customer understands that, if approved, this is a one-time expenditure.

Supportive services are not to be the primary activity for any WIA customers. It is a means to assist customers find or provide the financial assistance needed to allow them to successfully complete their intensive and training services in their goal of obtaining self-sufficient employment. WIA is a workforce development program centered on training, education and work-based learning.

Documentation: Service providers are to maintain a stringent attitude towards documentation of all supportive services provided. Transportation and childcare are to be documented in the WorkforcePlus System once each semester; other supportive services are documented in WF+ each time a supportive service is provided. Each supportive service is documented in case notes when it occurs with an explanation of the need, effort to locate other resources and description of service provided.

Transportation and childcare are updated in case notes on a monthly basis to determine whether the need continues and at what level.

High County Local Area WIA Transportation Policy

Transportation, as with other supportive services, may be provided to WIA customers. The primary question that needs to be answered prior to provision of transportation assistance is as follows: "Is the transportation service/assistance necessary to continue WIA services? The answer must be "yes" for WIA to pay for these services.

Transportation assistance paid with WIA funds will be provided in the following ways:

- (1) as available, tokens will be provided for public transportation;
- (2) arrangements will be made with transportation providers for payment upon receipt of signed documentation of participation and/or receipt of services;
- (3) reimbursement will be made to participants who provide their own transportation for WIA activities, using the following method for daily travel:

0-10 miles/day	\$ 2.50
11-25 miles/day	\$ 5.00
26-40 miles/day	\$ 7.50
41-75 miles/day	\$10.00
76+miles/day	\$12.50

Provisions for Exception:

- Payment scale will be adjusted at the Board's discretion based on economic conditions;
 - Payments to customers are made on a case-by-case determination of need.
- (4) reimbursement may be made to private individuals who provide transportation to WIA participants for allowable activities at the same rate as in No. 3 above, following receipt of signed and documented Participant Transportation Documentation Log. Individual does not receive duplicated reimbursement if transportation is provided to multiple participants.

Service providers must ensure verification/documentation of participant attendance in activity for which transportation is being reimbursed. Documentation of mileage and participant signature alone is not sufficient for Local Area reimbursement to service provider.