



## **Policy and Procedure**

<b>Title:</b>	Supportive Services	<b>Number:</b>	OP-12-08 Revised
<b>Effective Date:</b>	July 1, 2012	<b>Revisions:</b>	September 14, 2017

### **Purpose**

To establish guidelines for provision of supportive services using WIOA funds.

### **Reference**

P.L.113-128 Workforce Innovation and Opportunity Act (WIOA) Sections 3(59) and 134(e)(2).

### **Policy**

Supportive services may only be provided to WIOA clients who are participating in WIOA programs and who are unable to obtain supportive services through other supportive programs. WIOA dollars are the resource of last resort and the program operator may provide supportive services only after it has been ascertained and documented that other local area programs are unable to provide this support. If a non-WIOA program is capable of providing the necessary supportive service, a referral will be made by the operator. If alternative resources cannot be found, only then can supportive services be provided using WIOA funds. Only the supportive services which are generated as a result of a participation in intensive services, training, or other program activities under WIOA will be provided. Supportive services may include such services as:

- 1 Transportation;
- 2 Child care;
- 3 Assistance with the purchase of uniforms for occupational skills training, or appropriate work attire for work activities;
- 4 Training/work-related tools, and other reasonable expenses required to cover the cost of participation in intensive services or training, or
- 5 Other services – for example, auto repairs, test fees, licensing fees, certification fees, training-related physical exams, drug-screenings required for training or a job, etc.

Some supportive services will not normally be provided by the SVWDB: Needs-Based payments, mortgage payments, rent payments, insurance payments, electric bills, heating fuel bills, and general medical bills.

Supportive services may be provided either in kind, or through monetary assistance. In order to obtain payment for any supportive service, the participant or the service-providing vendor must provide appropriate documentation on the SVWDB Supportive Services Needs Determination Form. Such documentation includes the following:

1. Justification for the need for supportive services
2. A description of the supportive service provided;
3. A list of all organizations contacted and why supportive services could not be obtained through such programs; and
4. An invoice or receipt for payment made (itemized and dated) for the supportive service. (must include training attendance records, documentation of miles traveled, receipts, etc.);

Supportive services are intended as temporary assistance and should not be considered or provided as long-term support. Provision of supportive services is not guaranteed and is contingent on

availability of funding. Payments will be made directly to the vendor, or can be issued to the participant as reimbursement for payments they have made.

The following are rules established by the Shenandoah Valley Workforce Investment Board to govern the provision of supportive services:

1) **Travel Allowance:**

Client Travel Cost Reimbursement is defined as the client paying for travel costs (fuel or other costs) necessary for program participation, submitting the appropriate documentation to the service provider, the service provider issuing a check to the client, the service provider submitting required documentation attached to their invoice to the SVWDB; and the SVWDB reviewing the travel cost reimbursement documentation and reimbursing the paid expenses to the service provider. This meets all requirements of WIOA as a cost reimbursement system. Travel cost reimbursement is allowed for training activities (including work experience and internships), getting to and from work during the first two weeks of employment, and for job interviews 61 miles or more from the client's residence to employer interview location. In all instances there must be documentation of a demonstrated need and all other travel cost reimbursement documentation in the client file. **Travel cost reimbursement is not allowed for job search nor is it allowed for job interviews with a driving distance of 60 miles, or less, one way.**

Payment will be reimbursed at a rate of no more than 32½ cents (\$0.325) per mile for actual mileage traveled only. The operator may establish a lower rate. (Rate is based on the 2012 IRS established rate of 55 ½ cents per mile minus reduction allowance of 23 cents; subject to adjustment by the Board CEO in response to IRS changes). The maximum per-week travel allowance shall not exceed **\$100**.

Program operators who have participants who are required to travel unusually long distances may request a waiver to increase the maximum weekly allowable amount for those specific participants. The written request must document the need to increase the travel allowance.

Travel allowances will only be paid for actual days of participation. Travel to training must be documented by an attendance record, which is signed by the appropriate activity representative at the facility and by the participant. Actual round-trip miles per day must be reported accurately by the participant. The participant will be required to sign a receipt documenting payment received for the applicable period. Travel allowances may be paid in the form of a gas voucher provided to the participant.

A detailed description of the process for determining the needs for travel reimbursement and the billing process are delineated in the Travel Cost Reimbursement Processing Steps Addendum that is incorporated into this policy.

2) **Child Care:**

To receive child-care payments, participants must show evidence of need, and such payments can be made only when participants cannot afford to pay the child care themselves. The maximum amount of child care that can be paid is the amount charged by the child-care provider or the rate shown in the chart below, or any co-payment, whichever is lowest. The operator may establish lower rates, if they wish. Payment will only be made for those days the participant attends training or participates in other WIOA program activity. It is understood, however, that child care providers may charge for the entire week or day, even when the child only attends part of that week or day. Payment is allowed in such cases. Payments to non-regulated childcare providers are not allowed. All providers must be licensed by the Virginia Department of Social Services or be "Voluntarily Registered" with that agency. Proof of licensing/registration must be obtained and maintained by the operator.

To document the actual cost of child care that has been provided, the contractor must maintain documentation from the child-care provider that the services were provided, and the cost of the child care provided. As stated above, attendance documentation must be kept, and in no instance will payment be made in advance. Documentation will be retained in the participant's file.

Maximum Per-Child Care Payment Amounts	Day Care	
	Daily Rate	Weekly Rate
Age		
Infant/Toddler (0-2)	\$ 30	\$ 135
Pre-School (2-5)	\$ 23	\$ 100
School Age (6-12)	\$ 20	\$ 90
Before School		\$ 35
After School		\$ 40
Before & After		\$65

3) **Assistance with Training Uniforms, Work Attire, Books and Related Tools:**

To receive assistance with training uniforms or appropriate work attire and training/work-related tools or books, the participant must show evidence of need and the inability to pay for the items himself or herself. The amount of assistance that can be paid is set at a maximum of **\$200** for training uniforms and/or appropriate work attire, **\$750** for books, and **\$750** for training/work-related tools. Documentation shall address the need for the supportive service, its non-availability from other agencies, and an invoice (itemized and dated) for the items purchased. A waiver to the above maximum specifications may be requested on a case-by-case basis. The need for additional assistance must be sufficiently justified in order for a waiver to be considered.

4) **Other:**

Other supportive services which are required to allow an individual to remain in training or be able to successfully complete program participation, and which the trainee cannot afford, may be provided on a case-by-case basis. Each situation will be evaluated as the need arises, and determination of whether support is needed is at the discretion of the WIOA Program Operator. Proper documentation and verification are required.

5) Limitations:

The contractor shall document the individual circumstances of each participant and document their level of need. The amount of supportive services available to each participant will vary based on individual circumstances, but is limited as follows:

- Travel allowance is limited to no more than **\$2,500** per participant within a fiscal year (July 1 to June 30), except as approved by the SVWDB CEO or Operations Officer.
- Child care payments are limited to no more than **\$2,000** per participant within a fiscal year, except as approved by the SVWDB CEO or Operations Officer.
- Other supportive services (which include books, uniforms and work related tools) are limited to no more than **\$2,750** per participant per fiscal year. No single transaction may be in excess of **\$500**. Auto repairs can total no more than **\$500** per participant (lifetime maximum).

Funding of training and supportive services may not exceed a total of **\$14,750** per fiscal year (July 1 to June 30). (See Policy for Individual Training Accounts).

All WIOA participants will be made aware of any excess cost of training not covered by the program and for which they will be responsible. Program operators are expected to work closely with participants to determine the individual's ability to contribute to the cost of training and negotiate a funding plan that will adequately meet the needs of the participant while using WIOA funding in the most efficient manner possible.

A waiver to the above maximum specifications, or to the supportive services normally prohibited, may be requested from the SVWDB CEO or Operations Officer on a case-by-case basis. The necessity for waiver must be sufficiently justified and documented in order for a waiver to be approved.

### **Travel Cost Reimbursement Processing Steps Addendum**

In order for the contractor to bill the SVWDB for client travel, SVWDB documentation and billing forms must be used. The following steps shall be followed:

- 1) Meet with client to determine any specific training related need for travel cost reimbursement. If the need is valid, complete documentation of support need using the Supportive Services Needs Determination Form and retain documentation in the client file.
- 2) Prepare documentation to confirm mileage costs to be reimbursed. Mileage confirmation may be through Mapquest, Google maps or other nationally recognized source to document number of miles traveled. Retain mileage documentation in the client file, with number of miles approved for reimbursement. Notify the client the amount of the mileage that will be reimbursed.
- 3) Provide client with Supportive Services Travel Activities Attendance Form so client can obtain signatures from the training activity representative each day client participates in an activity or from an employer representative at a job interview. This will provide documentation that client attended the activity each day that travel cost reimbursement is requested. A signature is required for each day of cost reimbursement.
- 4) Client will submit Supportive Services Travel Activities Attendance Form to service provider for payment. Each service provider shall determine the date the participants shall submit activity attendance forms to allow adequate time for service provider review and approval. Supportive Services Travel Activities Attendance Form(s) will be kept in the client file.
- 5) Service provider will issue a check for travel cost reimbursement to each client. Upon receipt of the check, a Supportive Services Payment Check Receipt Form will be completed and signed by the client and a service provider representative. This serves as verification of the check number and check amount as well as the check's receipt by the client. The Receipt Form will be maintained in the client file along with all other required travel cost reimbursement documentation.
- 6) Client Travel Cost Reimbursement shall be no more than \$0.325 per mile (but amount per mile may be set less by the services provider) The log shall document the Supportive Services needs assessment, approved mileage amounts, and the client's payment Check Receipt Forms for each client. To be processed for payment, the log must have an authorizing signature which will verify the completion of all travel cost reimbursement documentation and that the documentation is in the client file. The Supportive Service Payment Check Receipt Form must be completed and signed by the client and service provider and placed in the client folder. Log information includes client name, program (Adult, Dislocated Worker, In School Youth, and Out-of-School Youth), needs determination, mileage documentation and approval, attendance document signed, check number, dollar amount of check, and client check receipt form signed by client and service provider representative . Fields for "Need Determination/Documentation", "Mileage Approved and Documented in File", "Attendance Form Signed and in File", and Client Check Receipt Signed and in File" shall be initialed by case manager or other service provider staff to verify the proper preparation and maintenance of documentation.
- 7) There may be situations in which a participant has a documented need and cannot pay for travel costs to work until the first paycheck is received from a newly obtained job. If this is the case, the service provider may pay for gas and submit the receipt from the gas station as

part of their normal invoice supporting documentation. Documentation of approved mileage is required and the travel cost reimbursement total must be the lesser of the approved miles to and from their job for each day x .325 mileage reimbursement rate or the amount of the fuel receipt. This cost is allowed for each day of employment until the first paycheck is received, or for the first 14 calendar days, whichever is shorter. This documentation is submitted as a separate Support Services item attached to the service provider's invoice. It is not included on the CLIENT TRAVEL REIMBURSEMENT LOG.

Revisions:

September 14, 2017

