

## Central Region Supportive Services Policy

The Central Region's Supportive Service Policy will follow all guidelines contained in DWD Issuance 12-2010, Statewide Supportive Services Policy which is incorporated in whole as part of the region's Supportive Services Policy and is included as an attachment to the policy.

Due to funding limitations, WIA Supportive Services are the last resort; all other sources of funding must be sought first. All attempts to find other Supportive Services funding, and the reasons for needing WIA funding must be documented in Toolbox Service Notes. Functional leaders have compiled community resource guides that list organizations, including faith-based groups that may provide assistance for participants. Referrals are made to these organizations prior to using WIA funds for supportive services.

*Identify the local areas policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:*

### ***How such services will be funded when they are not otherwise available from other sources***

The Central Region's local policy allows CWIB subcontractors to allocate a percentage of their programmatic budget to provide Support Services when assessed necessary to assist WIA eligible low income adults, dislocated workers and low income youth with existing barriers to employment. Typically, WIA funding is utilized as a last resort to meet the assessed need. Financial Needs Determination is completed in Toolbox to evaluate the "need". Once "need" is established the Team Member assisting the participant completes a "Support Service Request" form to request support. Depending on the customer's "need" this form may be completed at any level of service, however, funding availability dictates assistance at all service levels. When Support Service is provided, the participant's Employment Plan must be updated to reflect the Support Service and a service note must be entered describing the benefit to the participant in their ability to successfully complete training and enter employment.

### ***The services that may be provided:***

Central Region policy allows WIA funding to be utilized to support employment or training related needs. Support Services may be authorized for:

- Uniforms or specified types of clothing needed during Job Search, training participation and for employment.
- Interview clothing, hygiene supplies and hair cut/style when assessed necessary.
- ADA Accommodations to assist participants who have documented disabilities and who are determined ineligible for assistance from vocational rehabilitation services and must be applicable to Training, job placement and/or job retention.
- Food assistance, if the participant is not eligible for other non-WIA resources, i.e. Food Stamps, MOCA, Salvation Army, or when Food Pantry services are not available.

- Housing related expenses including a one-time house or rental payment and/or deposit, utility payment, or a deposit to activate service.
- Small equipment and/ or tools needed for training and/or employment.
- Transportation assistance may be provided to individuals during job search, training participation, and during the initial weeks of employment.
- Payments for drug testing, mental evaluations, medical evaluations, exam fees, and other employment or training related fees may be authorized when deemed appropriate and beneficial to the participant's goal attainment.
- Assistance with childcare payments to allow the participant to attend training, complete job search, or during the initial weeks of employment. Childcare costs may not exceed \$10 per day, per child, up to \$30 per day.

Note: The following items are not provided by WIA funding: computers, computer equipment, computer program software, peripherals, electronic and wireless equipment.

***Documentation required for requesting service:***

Job seekers must meet WIA eligibility as a low income adult, youth or dislocated worker. Toolbox assessment must be completed including completion of the Financial Needs Determination. The Central Region Support Service Request form must be completed and clearly state the reason for the request, the dollar amount needed and how authorization of the request will benefit the job seeker. There must be evidence that non-WIA resources are not available to assist the job seeker in meeting the identified need. Bids may be required to ensure the most reasonable cost for the identified service or product. There must be evidence verifying the vendor's agreement to accept payment from the subcontractor to pay for the service or product needed. Completed job logs, attendance forms and other related documents may be requested prior to issuing the Support Service Payment. When support is requested to assist with travel costs associated with new employment, the request form must state when the first payroll check will be received and the number of hours the first check will include. It may be necessary to provide support during the initial weeks of employment as determined by the financial needs assessment.

The Toolbox Financial Needs Determination tab must be completed prior to determining support services eligibility. After completing the form, the results must show a negative balance or a minimal balance that would not support the needed expenditure.

Support Services are reported in Toolbox when awarded. Staff verify that Support Services have not been provided by another region for the same situation and timeframe that is being requested; if so, services will be denied. If Support Services have been provided from another region for a different timeframe, staff will consider providing services. For example, if a participant is enrolled in COT and is at risk of dropping out of school due to lack of gas money, staff will attempt to assist even if the participant has received gas money previously from another region.

### Toolbox Service Notes

All Supportive Services must be documented in Toolbox and include at a minimum all of the following:

- The type of Supportive Service paid (e.g., transportation, childcare, etc.);
- The amount of Supportive Service paid;
- The timeframe the Supportive Service was paid for;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

In all cases, staff must review Service Notes prior to making any Supportive Service payments to avoid duplicate payments.

### Responsibilities

It is the responsibility of staff to provide accurate information to the customer including:

- If supportive services are requested or determined necessary, if he/she is eligible;
- If he/she has is no longer eligible to receive the supportive service for any reason (i.e. cap met, no longer has a need, etc.); and
- The requirements (e.g., paperwork, attending classes, etc.) to receive the Supportive Services.

*The maximum dollar amount and length of time for each supportive service (i.e. transportation, childcare, etc.) or needs based payments available to participants:*

The recommended average amount of support services per participant in a program year is \$700.00. The maximum dollar amount for supportive services may not exceed a cumulative amount of \$5,000.00 per participant in a program year. Funding must be available in the budget and all processing requirements must be met. Transportation assistance may be provided to individuals during job search or training participation. "Map Quest" will be used to determine the distance between locations and payment will be based on these results.

Transportation costs will be reimbursed to the participant:

- Based on the approved training, job search, or employment activity.
- The reimbursement rate is a maximum of .35 per mile as determined by need as funding allows.
- Distance to and from the authorized location will be documented with Map Quest and retained in the participant's hard file.
- Emergency gas purchase may be provided on an as need basis.

Note: If at any time the mileage reimbursement amount meets the full IRS allowable amount, no automobile repairs will be paid for.

In the event that supportive services beyond the maximum amount are requested, the participant must submit a written justification of need to the CWIB executive director and the respective functional leader. The CWIB executive director will make the final decision regarding the request.

Authorization of Support Services is based on funding availability and the financial need of the eligible participant. In all cases CWIB directs subcontractors to safeguard state and federal tax dollars by utilizing the lowest bid or lowest purchase price available to purchase needed items/services.

Customers may request "Support Services" throughout their active enrollment as long as participation and need is verified. Participants who have "Exited" from WIA services may request Support Services as a follow-up to ensure job retention when necessary.

### **Needs-Related Payments**

Needs-related payments can be provided to Adults and Dislocated Workers to enable them to participate in training; and may also be provided to a customer who will begin a training program within thirty (30) calendar days. The law does not include needs-related payments in the list of Supportive Services that an eligible Youth can receive. An Older Youth (eighteen (18) years older) who is enrolled in training and has been determined to be in need of a needs-related payment(s), should be enrolled in the WIA Adult program in order to receive the payments.

Eligibility requirements for Adults:

- Must be unemployed;
- Not qualify for, or ceased qualifying for Unemployment Insurance (UI) compensation; and
- Be enrolled in an eligible WIA training service.

Eligibility requirements for Dislocated Workers:

- Must be unemployed;

- Not qualify for, or ceased qualifying for Unemployment Insurance (UI) compensation; and
- Be enrolled in an eligible WIA training service.

Eligibility requirements for Dislocated Workers:

- Must be unemployed;
- Not qualify for, or ceased qualifying for UI compensation or Trade Readjustment Allowance under Trade Adjustment Assistance; and
- Be enrolled in an eligible WIA training service by:
  - The end of the thirteenth (13<sup>th</sup>) week after the most recent layoff that resulted in unemployment; or
  - After the thirteenth (13<sup>th</sup>) week, but by the end of the eighth (8<sup>th</sup>) week after being informed the short-term layoff will exceed six (6) month.
- The Region will verify that the participant is currently attending classes by using the Time and Attendance reporting form.

Needs-Related payments cannot exceed the applicable weekly level of UI compensation, not to exceed a maximum amount of \$2,560.

If the customer didn't qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in total family income. The amount of the weekly Needs-Related payments will be based on the current Lower Living Standard Income Level Guidelines and Health and Human Services Poverty Guidelines for a Family Size of 1. The annual amount will be divided by 52 and that amount will be paid weekly for a maximum of eight (8) weeks. As with all supportive services, the provision of services is dictated by the availability of funding.

**Trade Act Funding**

If a customer is enrolled in Trade Act, this funding source must be utilized prior to WIA funding. If the customer needs resources not covered by Trade Act, local policy will be followed to provide needed services.

**National Emergency Grant (NEG)**

NEGs provide supplemental dislocated worker funds to respond to the needs of dislocated workers and communities affected by major economic dislocation events which cannot be met with formula allotments. Since NEGs serve a specific layoff or group of related layoffs, only one Supportive Service Policy is allowed per NEG. Therefore, if there are multiple regions within the same NEG, the regions must submit only one Supportive Service Policy that is based upon the combined policies of affected local areas to ensure equitable services. This Policy is as an attachment to other planning documents during the "Project Planning Period" of the NEG.

**Note:**

- Duplicate payments must be avoided when the customer is eligible for both WIA and other assistance.
- The mix of funds should meet the needs of the customer and be determined based on the availability of funding for either training costs or Supportive Services so that the training can be completed successfully.
- Simply reducing the amount of WIA funds by the amount of Pell Grant funds is not permitted.

**Central Region Workforce Investment Board  
Classroom Training  
Time and Attendance Report**

Central Region  
5-28-14  
Attachment 2

|  |      |                         |       |     |
|--|------|-------------------------|-------|-----|
| Participant Name: _____ APPID # _____  |      |                         |       |     |
| Address: _____   |      |                         |       |     |
| Week/Month Ending _____<br>(circle one)  |      | Training Facility _____ |       |     |
| Is student mastering course work?  |      | Yes _____ No _____      |       |     |
| Does student have satisfactory attendance record?                                      |      | Yes _____ No _____      |       |     |
| <b>Student's Weekly Class Schedule</b>   |      |                         |       |     |
| Mon  | Tues | Wed                     | Thurs | Fri |
|  |      |                         |       |     |
| Weekly/Monthly Hours Scheduled _____   |      |                         |       |     |
| Weekly/Monthly Hours Attended _____  |      |                         |       |     |
| Pell Grant Amount _____  |      |                         |       |     |
| Instructor Signature and Date _____  |      |                         |       |     |
| Student Signature and Date _____   |      |                         |       |     |
| <b>For Office Use Only</b>   |      |                         |       |     |
| <b>Needs Related/Supportive Service Payments</b>                                       |      |                         |       |     |
| Career Center Approval Staff Initial _____   |      |                         |       |     |
| Funding Source: Adult _____ DW _____   |      |                         |       |     |
| Eligible Amount: _____ Amount Paid _____ Date Paid _____ Check # _____                 |      |                         |       |     |
| Type of Support: Child Care _____ Transportation _____ Other _____ Needs Related _____ |      |                         |       |     |
| Authorized Personnel Approval: _____   |      |                         |       |     |
| Signature and Date   |      |                         |       |     |
| Comments: _____  |      |                         |       |     |
|  |      |                         |       |     |