INSTRUCTION LETTER

Upstate WIB
WORKFORCE INVESTMENT BOARD

INSTRUCTION NUMBER: WIOA 13-04 Amendment 2

SUBJECT: UPSTATE WIOA SUPPORTIVE SERVICES POLICY

TO: SC WORKS UPSTATE CONTRACTOR STAFF

DATE ISSUED: 2/17/2017 **DATE EFFECTIVE:** 1/23/17 **DATE EXPIRES:** Indefinitely

PURPOSE:
As of the effective date, this policy will apply to all new supportive service approvals. Current participants affected must be notified in writing. **This Instruction replaces Local Instruction Letter 13-04 Amendment 1.**

BACKGROUND:
Adult or Dislocated Worker (DW) WIOA Participants may be eligible for supportive services as established by the Upstate Workforce Board (Upstate WB) by authority of the Workforce Innovation and Opportunity Act. Supportive Services are defined as necessary services provided to eligible WIOA participants enrolled in intensive or training activities, who cannot afford to pay for these services and without them, would make it impossible for the participant to attend WIOA activities. Supportive services may include: transportation, child and/or dependent care, tutoring, group counseling, bonding, supplies required for training or employment, exam and application fees, follow up services and emergency assistance. These services are only available to participants who are unable to obtain these services through other providers. Referrals to appropriate partners or agencies should be documented as proof that these services are not available elsewhere. Any requested supportive service not mentioned above must be approved, in writing, by the Upstate WB Executive Director.

ACTION:
Each participant's supportive service needs will be documented during the objective assessment using the Individual Service Strategy (ISS) and the Request for Supportive Services Form. Any participant requesting supportive service payments must complete a Living Expenses Budget to demonstrate all income and expenses for the household. The One-Stop Operator must have a written procedure, which is consistently applied, identifying all allowable living expenses. The Upstate WB requires all funding sources to be leveraged, and that participants be referred to all related agencies for supportive service needs prior to utilizing WIOA funds.

The amount of supportive services must be based on the level of need determined during the assessment. If necessary, grievance procedures found in the Applicants Rights Handout must be followed.

The following are guidelines to be followed for each available supportive service:

Supportive Service Type I: Transportation for Classroom Training, Customized Training, Pre-Vocational Training, and Job Readiness Classroom Activities

Residents of Cherokee, Spartanburg, or Union counties attending training or intensive classroom activities will be reimbursed at the rate of:

- $5.00 per day provided the individual travels ten (10) to twenty-four (24) miles per day roundtrip.
- $10.00 per day provided the individual travels twenty-five (25) or more miles per day roundtrip.

The total maximum reimbursement amount is $2,000, from the date of transportation assistance eligibility notification or from the date of approval, if after January 1, 2016. The Talent Development Specialist must ensure that MapQuest verification be placed in the participant file that shows the distance from the participant's residence to the training facility. An alternate internet mapping source may be used, with the SC Works Upstate Project Director or Designee approval, if the address is unknown to MapQuest.

The participant's resident address must be used as the starting point (unless the participant attests to a starting point that results in a shorter commuting distance). The participant must attest to driving to and from the training facility and to personally bearing the expense. The Participant must provide verification to the Talent Development Specialist within ten (10) days of any changes in the participant's resident address or training facility location. This written verification must be placed in the participant's hard file. Mileage will be adjusted accordingly, retroactive to the date of the verifiable move date, however, no more than ten (10) days of retroactive reimbursement will be paid under any circumstances. Failure to report any changes timely may result in the revocation of any future transportation assistance. Action may be taken to seek reimbursement of any overpayments resulting from the failure to report changes.

Transportation assistance will be provided for the least expensive travel option available (i.e. public transportation, carpooling, etc). In an effort to encourage carpooling, reimbursement to the participant for carpool expenses may be provided at a rate of $2.50 per day, provided the driver is not already receiving transportation assistance (WIOA or otherwise). A signed receipt from the driver verifying the participant's paid carpool expense must be provided and affixed to the transportation voucher.

Supportive Service Type II: Transportation for Job Search Activities

Unemployed participants residing in Cherokee, Spartanburg and Union Counties conducting a documented job search may receive mileage reimbursement at the same rate and under the same conditions as referenced in Supportive Service Type I. Job Search activities may include picking up/submitting applications, informational interviews, job fairs, and job interviews. All job search plans or appointments must be approved by Talent Development Specialists in advance. Participants must complete the Employment Search Form and submit the form with both the client and employer representative's signatures. Job Search transportation assistance may not exceed $200 per year. Transportation assistance provided under this activity will count toward the $1,000 limit if assistance is later provided under Supportive Service Type I.

Note: In some instances, innovative transportation methods must be used to get the participant to and from training, or an approved activity, when they do not have a vehicle or if carpooling or public transportation is not possible. An example would be utilizing a car service such as Uber. In these instances, the Upstate WB Executive Director must approve these expenditures.

Supportive Service Type III: Emergency Assistance

The maximum lifetime allowable amount approved for Emergency Assistance is $500 per qualifying participant. Assistance may be provided for emergencies such as: housing, utilities, eye care, auto repairs, child care center registration fees or other needs that will enable the participant to attend or remain in training, conduct job searches, or other allowable activities, as determined by the Talent Development Specialist. The participant must present documentation such as a bill, invoice, or service statement indicating need to the Talent Development Specialist. The participant must also provide documentation stating that these services are not available through other agencies or sources. This requires a letter from the employer stating participant has been offered employment. As always, the services must not be available free of charge from another entity in the area in order for WIOA funds to be used. All expenses must be *approved in advance* by the Talent Development Specialist and the SC Works Upstate Project Director. Assistance in the purchase of a vehicle must additionally be approved by the Upstate Workforce Board Executive Director.

Supportive Service Type IV: Supportive Services While in Follow-Up

Each WIOA participant who obtained employment in the 1st Quarter after exit must receive twelve (12) months of follow-up services. During this time the participant may receive transportation assistance to sustain their initial employment. Transportation assistance may be provided for a maximum of four (4) weeks after initial employment and SCWOS case closure, consistent with the rates and guidelines provided in this policy.

Supportive Service Type V: Supportive Services for Work Related Needs

Uniforms and work tools required to begin initial employment may be provided by voucher in an amount not to exceed $300. Only commonly required uniforms or work tools will be funded for specific occupations or as indicated in writing from the employer. The employer must indicate in letter that upon purchase of required uniforms or tools that the participant will be hired.

Supportive Service Type VI: Child Care for Approved WIOA Activities

All participants must provide verification that they have applied for ABC Child Care assistance but have been deemed ineligible. Adult care may also qualify on a case-by-case basis due to disability or other circumstances and must be approved by the Project Director. The participant must be a full time student as defined by the institutions guidelines to be eligible for child care. The participant will be required to make payment arrangements to the service provider for any amount that exceeds the approved WIOA payment or for days that the child(ren) is (are) in care that the parent is not participating in an approved verifiable WIOA activity. The care provider will be notified in advance that invoices must be submitted to SC Works Upstate by the 5th of the month following the month of care and under no circumstances will payment be made if an invoice is submitted after the 15th of the month following the month of service. Payments will not be provided when the parent is not attending school or a verifiable WIOA activity (20 or more hours per week if non-classroom activity). To further clarify, should a school be closed for a reason such as winter or fall break, parent must report to Talent Development Specialist and plan acceptable and verifiable activities, otherwise payments will cease.

The following reimbursement rates apply for children who are in the care of a Provider that is CERTIFIED (ABC) by the Department of Social Services and provide an invoice to SC Works Upstate for these services.

- ***Child/Development Care for Classroom Training***

(For children age of 12 and under or children with special needs)
A maximum of **$100 for one child** and **$175 for two children (plus $70 for each additional child)** per week can be paid to the child care provider. After-School care may be provided at a rate of $30 per week for one child and $50 per week for two children or more, provided the parent is in class or an approved training related activity.

- ***Child/Dependent Care for Intensive Service/Part-Time Training Participants***

(For children age of 12 and under or children with special needs)
A maximum of **$20 per day** and **$35 per day for two children (plus $14 per day for each additional child)** can be paid to the care provider for Intensive Service Clients that have a job interview, who are looking for a job, attending company-sponsored training, and/or orientations prior to beginning a new job.

Non-DSS Certified Child Care Providers (Non-ABC approved) will be reimbursed at a lesser rate of $7 per day for one child and $10 per day for 2 or more children under the same conditions noted above. The Relative must not live in the same home as the child(ren).

The maximum lifetime amount of child care supportive services is $4,000.

Guidelines for Payments

- The SC Works Upstate Project Director or Designee may suspend one or more supportive service types if funds become limited. The Upstate WB staff, Upstate WB, and affected participants must receive thirty (30) days written notification prior to the suspension of supportive services due to limited funds.
- The amount of supportive services is to be determined by the participant's Talent Development Specialist. Support Services should be reviewed and/or revised any time there is a change in circumstances.
- Payments may not be made for time in which the participant did not attend training or a verifiable WIOA activity. Participants must complete attendance forms and return them to their SC Works Upstate Center by the 5th day of the month following attendance. WIOA funds will not be approved for transportation assistance if attendance forms are received after the 15th of the month following service.
- No supportive service payments will be issued to WIOA eligible participants who are receiving Pell Grant funds to cover living expenses, if such funds are equal to or greater than the amount of supportive service payments eligible through WIOA.
- All supportive service costs must be approved by the Talent Development Specialist and the Program Supervisor or Project Director or Designee in advance.
- While receiving payments for Intensive Services, job searches must be conducted at companies that pay within an agreed amount or that has work available in the field that the participant shows interest.
- Any exceptions to this policy are strongly discouraged and require the written approval of the Upstate WB Executive Director.

INQUIRIES: Should you have any questions concerning this instruction, please contact Dana Wood, Associate Director, at wood@upstateworkforceboard.org or via telephone at 864.596.2028 (TTY:711).

Ann Angermeier

Ann Angermeier
Executive Director

REPLACES LOCAL INSTRUCTION LETTER 13-04 Amendment 1