



## INSTRUCTION LETTER

**REGIONAL INSTRUCTION NUMBER: WIOA R17-02 Amendment 2**

**TO:** SC Works Operator/Service Provider

**SUBJECT:** WIOA Supportive Services Policy

**DATE**  
**ISSUED:** March 22, 2021

**DATE**  
**EFFECTIVE:** January 1, 2021

**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 Regional Letter 17-02.**

### **BACKGROUND:**

Adult or Dislocated Worker (DW) WIOA Participants may be eligible for supportive services as established by the Upstate Workforce Board (Upstate WB) and the Greenville County Workforce Development Board (GCWDB) by authority of the Workforce Innovation and Opportunity Act (WIOA) of 2014. 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, supplies required for training or employment, legal aid 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 appropriate WDB 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 OneStop Operator must have a written procedure, which is consistently applied, identifying all allowable living expenses. The UWB and GCWDB require 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 service funds 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, Greenville, Spartanburg, or Union counties attending training or intensive classroom activities will be reimbursed at the rate of:

- \$15.00 per day provided the individual travels Five (5) miles or more 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. The Talent Development Specialist (TDS) must ensure that MapQuest (or another map source) verification be placed in the participant file that shows the distance from the participant's residence to the training facility.

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 in a timely manner 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 \$15.00 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.

**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 appropriate WDB Executive Director must approve these expenditures.

***Supportive Service Type II: Emergency Assistance***

The maximum lifetime allowable amount approved for Emergency Assistance is \$600 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.

**Note: The UWB and GCWDB do not allow payment for medical-related services or costs, except eye care.**

***Supportive Service Type III: Supportive Services for Training Related Needs***

Items required for training may be provided by voucher in an amount not to exceed \$4,000. These items include: books, fees, uniforms/scrubs, driver's license/identification card, fingerprinting/drug screens, immunizations, physicals, tools, graduation fees (audit fee, not cap and gown), licensure tests, and other required items. Additional supportive services for training, including temporary lodging for training, may be approved but will require prior approval from the appropriate WDB.

***Supportive Service Type IV: 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. The employer must indicate in a letter that upon purchase of required uniforms or tools that the participant will be hired. This may also include professional attire. A vendor may not always be available, so it may be appropriate to issue funding directly to the participant. Receipts must be submitted for documentation and should not include items other than: pants, shirts, jackets, and shoes.

***Supportive Service Type V: Supportive Services for Legal Aid Services***

WIOA classifies legal aid services as allowable supportive services for Title I participants. These services can uniquely address certain barriers to employment, including access to driver's licenses, expunging criminal records, and resolving issues with debt, credit, and housing. Legal aid services, specifically expungement services, should be coordinated with local solicitors' offices. Costs may not exceed \$400.

***Supportive Service Type VI: Child/Dependent Care for Approved WIOA Activities***

The participant must be a full-time student as defined by their institution's guidelines to be eligible for child/dependent 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)/dependent(s) 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 or SC Works Greenville by the 5<sup>th</sup> of the month following the month of care and under no circumstances will payment be made if an invoice is submitted after the 15<sup>th</sup> of the month following the month of service. To further clarify, should a school be closed for a reason such as winter or fall break, the participant must report to their Talent Development Specialist and plan acceptable and verifiable activities, otherwise payments will cease. 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 following reimbursement rates apply for children who are in the care of a Provider. Invoice should include parent/guardian name, children's names, dates, and amount being charged. **The child/dependent care provider is at the sole decision of the parent/guardian.**

- ***Child/Development Care for WIOA participants***

(For children age of 12 and under or children/adults with special needs)

A maximum of **\$155 for one child** and **\$225 for two children (plus \$90 for each additional child)** per week can be paid to the childcare provider. After-school care may be provided at a rate of \$75 per week for one child and \$125 per week for two children or more, provided the parent is in class or an approved training related activity. The same rates apply for Intensive Service Clients that are attending company-sponsored training, and/or orientations prior to beginning a new job.

We understand that sometimes clients/participants use family members and/or friends to care for children while in class. Family/friends will be reimbursed at a lesser rate of \$35.00 per day for one child and \$60.00 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). A letter stating who is caring for the child and the address must be on file.

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

#### ***Supportive Service Type VII: Supportive Services for Online Training Clients***

SC Works will provide up to \$50.00 per month reimbursement for internet cost if the participant is in an approved online training course. The participant must provide a copy of the internet bill to their TDS. SC Works will also provide a computer with Microsoft Office and 1 year of antivirus software for participants in approved online training courses. Should a client be enrolled in online training prior the approval of this policy, they may submit justification to their TDS for a computer. Clients that do not complete training will be asked to return the computer to their TDS.

Online supportive services must not exceed \$2,100.

#### **Supportive Service Type VIII: LinkedIn**

SC Works will provide LinkedIn Premium for qualified participants to help with their job search and networking for 12 months. LinkedIn Premium allows participants to utilize InMail messages that can be more effective than regular email to communicate with employers. The service will also allow participants to see the individuals and employers that have viewed their LinkedIn profiles for the past 90 days. Another important resource in LinkedIn Premium is access to the 15,000+ LinkedIn Learning courses. These will help participants to sharpen their skills and enhance their knowledge. The service also provides questions and answers from HR professionals to help participants be better prepared for interviews.

Maximum support for this service is \$360.00 per participant.


#### **Guidelines for Payments**

- The SC Works Upstate/Greenville Project Director or Designee may suspend one or more supportive service types if funds become limited. The appropriate WDB staff, appropriate WDB, 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 service funding 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 or Greenville Center by the 5<sup>th</sup> day of the month following attendance. WIOA funds will not be approved for transportation assistance if attendance forms are received after the 15<sup>th</sup> 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 have 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 appropriate WDB Executive Director or designee.

**INQUIRIES:** Should you have any questions regarding this instruction, please contact Eva Anagnostis at 864-467-8142, TTY:711, or at [eanagnostis@greenvillecounty.org](mailto:eanagnostis@greenvillecounty.org) Dana Wood at 864-596-2028 ext. 100, TTY 711, or at [wood@upstateworkforceboard.org](mailto:wood@upstateworkforceboard.org) .



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