



**INSTRUCTION LETTER**

**REGIONAL INSTRUCTION NUMBER: WIOA R17-02 Amendment 1**

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

**SUBJECT: WIOA Supportive Services Policy**

**DATE**

**ISSUED: January 11, 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.

**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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Ann Angermeier  
Executive Director  
Upstate Workforce Board



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Dean E. Jones  
Executive Director  
Greenville County Workforce Development Board

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Sources: TEGL 19-16, State Instruction Notice 16-05

## USC Upstate ACHIEVE Program Supportive Services

- 1) ACHIEVE provides **Transportation** via vans that pick up participants at their homes in each county, bring them to class and activities and return them to their homes after class. ACHIEVE has done this for the entirety of its 35 years of service. Many participants do not have daily, reliable transportation; this supportive service improves attendance, and is much more effective than offering vouchers, which have to be tracked that they are used for the actual transportation. Participants are provided this information during the eligibility process. The information is also listed in materials and brochures. Transportation 481 is opened in SCWOS and is noted in a case note. Transportation also includes fuel, maintenance and vehicle insurance.
- 2) ACHIEVE provides **Childcare** to participants who cannot find care for their child. All efforts are made to find childcare before providing assistance. Only one to three (1-3) participants use childcare during the contract year. ACHIEVE asks the participant to locate the daycare; ACHIEVE then arranges for payment through a Purchase Order at the University of South Carolina Upstate. Once the funds are exhausted, no more is offered for the year. Participants are provided this information if they have children, but it is not usually offered unless the participant makes known that coming to class is difficult or impossible due to lack of childcare. The information is also listed in materials and brochures. Case notes are made to document in SCWOS. No Childcare is provided when funds are not available.
- 3) **Work Attire/Clothing Scholarships** are awarded when it is determined that a participant needs assistance with a winter coat, work experience attire, etc. It is done on a case-by-case basis and documented in SCWOS.
- 4) ACHIEVE provides **Other Supportive Services** that include Field Trips/Lunch & Learn Workshops, Fees, Graduation Costs and Incentives, such as Gift Cards/Clothing Scholarships/Other  
  
*Field Trips and Workshops* funds are used to cover expenses for participant tours of manufacturing plants (BMW), do team building through ropes courses, etc. Most activities do not have a cost, but funds are allocated for this purpose. These activities and visiting speakers along with a host of other activities are provided to enhance leadership development opportunities. Two local agencies, Spartanburg Alcohol and Drug (SADAC) and REACH Upstate provide drug/alcohol education and pregnancy prevention education, respectively. These activities are documented under code 441 Leadership Development or 420 Workshops in SCWOS along with a corresponding case note.  
  
*Fees* are used to pay for GED exams and, in some cases, college entrance fees and other fees that are one time fees. *Expungement fees* are used to pay for participants who may need to have criminal records expunged in order to remove barriers to employment. *Background checks* and other fees needed to perform job internships and job attainment are paid through supportive services.

*Graduation Costs* are used for the yearly GED graduation and recognition ceremony held at ACHIEVE's parent agency, the University of South Carolina Upstate. Some graduation ceremonies are in conjunction with a partner agency. These participants have accomplished a goal and the ceremony culminates their success. The information is provided to each participant that received a GED diploma and documented in a case note in SCWOS if they attend.

*Incentives* are provided to increase motivation in the program goals of education and employability. There is a separate incentive policy that participants sign upon enrollment.

- Gift cards are awarded during specified events. Most incentives are awarded as an incentive to complete the GED exam successfully: \$150 for completing within six months and \$100 for completing in one year.
- Follow-up incentives are currently provided with a grant from Carolina Foothills Federal Credit Union. ACHIEVE has found this incentive to improve long term motivation. Participants must achieve all program goals in education and employability training as well as begin college. Documentation is made in case notes in SCWOS and records of each computer awarded are filed. *(The follow-up incentives are suspended under new WIOA regulations that prohibits incentives offered during follow-up. ACHIEVE currently has a community grant to offer incentive measures during follow-up (May 2020).*

- 5) ACHIEVE's **Referral Process** is used for participants who need additional services provided by a partnering agency as well as for potential participants who are not eligible/suitable for the ACHIEVE Program and are better served by another agency/agencies. The list of agencies on the Partner Referral Form (which is used by SC Works and other SC Works partners) is extensive and includes a "Other" if referral agency is not listed on the form. Some of the agencies most often used are...

- Adult Learning Center
- Adult Education—co-enrollment and sharing of resources
- Dept of Social Services
- Goodwill Industries
- Hope Center for Children
- SC Works
- Spartanburg Community College
- Spartanburg Housing Authority
- Vocational Rehabilitation

This list is not exhaustive but some of the most common. This Referral Partner Form is sent to the referred agency and/or with the referred client. Inquiry follow-up is done for the participants. For non-participants who are not eligible/suitable for WIOA enrollment into ACHIEVE, an in-house referral log is kept as well.

Supportive Services are a vital part of the success of the participants at ACHIEVE. ACHIEVE is careful to use discretion when awarding any of the Supportive Services with funds involved so that funds are used wisely and effectively.