

SOUTHERN WORKFORCE BOARD, INC.



SUPPORTIVE SERVICES POLICY

#SWB – 107

Modified 8-10-16

Modified 6-20-18

Modified 8-15-18

Modified 6-24-20

Modified 3-23-22



**OKLAHOMA
WORKS**

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I. PURPOSE

The following document provides policy and instructions from Southern Workforce Board to be used by the Service Provider staff in providing supportive services to Adult, Youth and Dislocated Worker WIOA Title I participants and any other program administered with supportive services as an allowable expense to the program.

It is the intention that this document conform to the law, rules, regulations and policy, that nothing in this document shall require staff to violate the above law, rules, regulations and policy, and that this policy be periodically modified to include any changes as may be required.

Supportive Services must not exceed the specific amount of \$3,000 per program year, per participant as approved by the Southern Workforce Board.

II. DEFINITIONS

- A. Supportive Services - means services that are necessary to enable an individual to participate in activities authorized under the Workforce Innovation & Opportunity Act (WIOA).
- B. The provision of supportive services after entry into unsubsidized employment will be limited as appropriate. Supportive services may be provided to youth participants only as follow-up services only as documented in his/her IEP/ISS.
- C. These services may be provided only after it has been determined that such services are necessary for participation in program activities. ***These services can only be provided with WIOA Title I Adult, Youth, or Dislocated Worker funds when the participant is unable to obtain supportive services through other programs.*** Therefore, no WIOA funded supportive service may be provided without verification of the other partner programs' inability to provide such supportive service. Supportive service provision must be coordinated within each local labor market area. Service Provider staff are responsible for ensuring that each program participant is provided electronic or printed community resource directories and information. Formal referrals to other partner programs must be provided when appropriate. It is also the responsibility of staff to understand and interpret supportive service provisions of the WIOA One Stop partners and to follow the referral process as described in the local labor market area's Memorandum of Understanding (MOU) or non-financial/cooperative agreements
- D. Supportive services may include, but are not limited to:
 - a) Linkages to community services;
 - b) Assistance with transportation;
 - c) Assistance with child care;
 - d) Assistance with housing;

- e) Needs-related payments;
- f) Assistance with educational testing;
- g) Reasonable accommodations for individuals with disabilities;
- h) Legal aid services;
- i) Referrals to healthcare;
- j) Assistance with uniforms or other appropriate work attire and work-related tools including such items as eyeglasses and eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- l) Payments and fees for employment and training related applications, tests and certifications.

Supportive services may include other reasonable services required for participation in the programs. These services are meant to provide customers with the capability to deal with problems as they are identified and before they interrupt a participant's program activities or attachment to the workforce.

Supportive Services are available for WIOA Title I Adult, Dislocated Worker and Youth participants participating in title I career service (excluding follow up career services to Adult and Dislocated Worker) or training services. A Youth Support Service is one of the 14 youth elements that must be made available to participants and may be provided as a follow up service if needed. Supportive Service needs are identified through the Initial/Objective Assessment process and outlined in the IEP/ISS. Supportive Service do not set participation, nor do they extend the date of exit for performance accountability purposes. WIOA Title I will only pay for expenses incurred while a participant is enrolled in a WIOA Title I program and actively participating in activities authorized under WIOA, and provided that:

- Supportive services are NOT AVAILABLE through other programs providing such services.
 - The supportive service is NECESSARY to enable the individual to participate in career services or training activities.
- E. Assistance can be provided through voucher or contract when such services are not available to the participant from another program. Documentation that "supportive services are not available from another program" is extremely important as lack of documentation could result in disallowed costs to the Service Provider. Documentation on the ISS/IEP must be entered verifying that other partner services are not available and referenced what other partner was contacted. (Example DHS, DRS, Tribal, etc.....) In addition, the supportive service must be documented in the appropriate places in OkJobMatch.
- F. The service provider must, to the extent possible, coordinate funding for ITAs with funding from other Federal, State, local, or private job training programs or sources to assist an individual in obtaining training services. Prior to the development of an ITA, an individual's "unmet need" must be determined. The service provider may take into account the full cost of participating in training services, including supportive services and

other appropriate costs related to attendance in a training program, when determining an eligible individual's unmet need. Unmet need is defined as the cost of training not covered by grant assistance, educational entities, foundations, or other workforce partners. Unmet need must be documented on a Coordination of Training Funds (COTF) form, which is completed by the training provider. The cost of training supported by an ITA and the supportive services determined necessary to participate in career services and/or training services, including needs related payments, may not exceed the participant's unmet need. The combination of training and supportive services cannot be greater than the unmet need listed on the Coordination of Training Funds (COTF) form. Any requests of payments made that are greater than the unmet need could result in a disallowed cost.

Eligible training providers (ETPs) offering short term training programs that are not Pell eligible generally document only the direct cost of training (i.e., tuition and mandatory fees, books, equipment, cost of exams and licenses, etc.) on the COTF form. In the event the COTF form indicates the training program is not Pell eligible and the unmet financial need equals the cost of attendance, the service provider may provide supportive services in excess of the amount documented as unmet financial need on the COTF as long as the supportive service(s) is required to allow the client to participate or continue in the approved program of training and is documented as a need in the participant's IEP.

III. REQUIREMENTS AND PROVISIONS

- A. For WIOA Title I, supportive services may only be provided to registered individuals participating in career or training services as defined in WIOA secs. 134(c)(2) & (3) services or for youth, in an eligible youth activity. Supportive Services may also be provided as a "follow-up" service to youth participants only.
- B. The case manager must document the need for supportive services and the verification that the services are not available to the participant from another program. Once an IEP/ISS has been established, the case manager will use the IEP/ISS as a means to ensure an ongoing assessment of participant supportive service needs.
- C. To the extent possible, staff should ensure that similarly situated participants receive similar supportive services if no other resources are available to the participant.
- D. Each assigned supportive service shall address a need identified in the Initial Needs Assessment of the IEP/ISS and the service shall be documented in the case file through program notes and IEP/ISS as to how it addresses that need. Case management notes and/or the Request for Supportive Service Voucher MUST state and explain that such service(s) are "not available to the participant from other programs" and be uploaded in the state reporting system.
- E. Supportive services arranged through another social service agency or other program must be documented in the IEP/ISS and case notes for all participants receiving WIOA Title I intensive and/or training services.

- F. Program funds cannot be used to purchase automobiles or be used to make down payments or loans for car purchases. Payments of automotive repairs or maintenance (labor and/or parts) is allowable – not to exceed \$700.00. The participant may also have a one-time expenditure for either car insurance (3 months) or registration. It should also be noted that driver’s education and/or licensing fees are allowable as a one-time expenditure.
- G. Program funds may not be used to pay for legal fines. In this instance staff should assist the participant in establishing an arrangement with legal authorities for “working-off” the fine.
- H. Program funds may be utilized to assist the participant with a one-time payment per program year of utilities (one per utility type/company) not to exceed \$300.00
- I. A participant may be provided relocation assistance through the programs not to exceed \$700.00. Relocation of participants may be necessary because of job opportunities or due to safety issues such as domestic violence. The most common method of assistance is by paying deposits for rent and/or utility deposit and/or paying the first month’s housing rent. All relocation assistance support requests (deposits, rent, etc) must be submitted jointly for approval, as there is a one-time Relocation Assistance per participant for this type of assistance.
- J. In most instances child care assistance is available through the Department of Human Services or other programs. However, if situations do arise, the WIOA Title I program can provide assistance for participants who are in an allowable activity. A completed Request for Supportive Service Voucher must be submitted to the Service Provider (S.P.) Project Director documenting the unavailability of childcare assistance from other agencies or programs. As soon as possible, the participant should assume/resume responsibility for childcare.

A maximum of \$20.00 per child per day for the days the participant participated in an approved activity. The days must be documented on a time sheet and attached with the monthly invoice. Payment will only be made for those children listed on the request form as custodial dependent children. The selection of the caregiver and the payment for services in excess of the maximum amount are the responsibility of the program participant.

WIOA participants may elect to have DHS co-pay reimbursements in lieu of the schedule described above. However, the reimbursement may never exceed the maximum amount described in the schedule above.

- K. Assistance with short-term or emergency housing may be necessary when participants do not have adequate housing, have rent or payments past due or have eviction notices for late payments. A one-time expenditure (not including relocation assistance) may be made for housing assistance not to exceed \$500.00, and when documented that this assistance is not available from another program. However, the one time limit does not apply to room/board costs created by training program locations.

- L. In the instance of off-campus residency, the client must supply a lease agreement that has the individual listed as a tenant. The maximum for housing assistance is not to exceed \$3000 per program year. A W-9 must be completed for off-campus housing.
- M. Books, supplies, clothing/uniforms, equipment and/or tools may be purchased on behalf of the participant if they are related to, or utilized for, subsidized or unsubsidized employment, occupational training, classroom training, on-the-job training or other work-related type training. There is not a set expenditure limit or quantity limit on books and supplies, however, the case manager must clearly document the activity and its relationship to the purchase. All purchases must be conducted utilizing the Procurement and Contracting Policy.
- N. In the event that no other program or resources are available or accessible to the participant, the Case Manager may provide supportive services through contract, voucher, or voucher for reimbursement. In most instances, the Case Manager must conduct a price analysis of the needed supportive service and submit a *Request for Supportive Service Voucher* to the S.P. Project Director. Case Managers should utilize the attached form and current procurement documentation procedures.
- O. For transportation assistance, staff must demonstrate that assistance is required to enable the participant the opportunity to participate in allowable activities. Participant time sheets reflecting attendance in one of these activities or employment is required for transportation reimbursement. Time sheets and the mileage chart are to be utilized for calculating the transportation reimbursement amount. The participant will be reimbursed only for the days he/she can demonstrate time and attendance in one of these activities or employment.

Program participants are eligible to receive transportation assistance for a minimum of at least 2 miles from the participant's residence to the designated training or employment site, or other commute site, and return. Reimbursement will be according to the following scale:

<u>Miles per Day</u>	<u>Rate per Day</u>
0 – 1	\$0.00
2 – 10	\$5.00
11 - 20	\$6.00
21 - 30	\$7.00
31 - 40	\$8.00
41 – 50	\$9.00
51 – 60	\$10.00

Transportation Reimbursement at the SWB mileage rate might also be available for individuals in special activities under certain circumstances, but must be pre-approved by board staff.

- P. When a schedule of reimbursement is used, such as described above, it will not be necessary for the participant to provide a receipt for the product or service in order to receive payment. However, for other instances of cash assistance under supportive services, if a fixed level or schedule of reimbursement amounts is not used, it will be necessary for the participant to provide a receipt for the product or service in order to be reimbursed.
- Q. Food allowances for Youth attending all day workshops will be paid and documented in the same manner as other allowable supportive services. Actual attendance in training must be verified through a sign in sheet and time and attendance record. The actual cost of the meals for each day must be documented and the meal allowance shall not exceed \$15.00 per participant per day. Each meal will require three price quotes.
- R. Program funds may be utilized to assist the participant with eyeglasses and protective gear not to exceed \$300.00
- S. Other support service and job retention needs may be identified during initial assessment, during periodic reviews, or at any time during post-employment. WIOA payment for services not specified in the policies outlined above must be approved in advance by the SWB Executive Director. In addition, max amounts may be exceeded for special circumstances with approval by SWB Executive Director.

HELPFUL HINTS:

- ❖ Except for travel reimbursement, the Case Manager must complete the "Request for Supportive Services Voucher" form, signed by the participant and Case Manager, and submit to the S.P. Project Director for approval.
- ❖ For travel reimbursement, the Case Manager must complete a Travel Request Form, signed by the participant and Case Manager, and submit to S.P. Project Director for approval.
- ❖ The Case Manager must also complete the Supportive Service Reimbursement form monthly and return to the S.P. Project Director. For travel reimbursement, the number of hours must be recorded daily while attending class or employment. At the end of each month, the participant and Case Manager will sign the form, verifying the hours/days attended during the month. An employer's time sheet or a classroom training time sheet may be attached rather than duplicating the information. In this instance, the Case Manager may write "see attached" across the time sheet section of the form.
- ❖ Reimbursement for other supportive services, purchased on behalf of the participant, must include a receipt that reflects that payment has already been made and clearly state what the receipt is for.