

**TO: Program Planning and Development  
Committee**

**DATE: 2/26/03**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Supportive Services Policy**

**PROPOSED MOTION(S): For Discussion.**

**DISCUSSION:** The Merced County Workforce Investment Board (WIB), through the Merced County Department of Workforce Investment, makes available supportive services to appropriate Workforce Investment Act (WIA) participants. All requests for participant supportive services and any collaborating information are documented in the Individual Employment Plan and/or the participant's diary. The Department of Workforce Investment provides :

**Needs Related Payments**

Participants in a full-time intensive and/or training activity may receive a fixed payment of \$5.00 per day to assist with the incidental costs related to participating in that activity.

**Reimbursement for Transportation Expenses**

**Childcare Services**

**Other Supportive Services**

**DMV printouts**

**Physicals**

**Tools**

**Uniforms/shoes/boots**

**Shots**

**Testing costs**

**Fees**

**Licensing or endorsements**

**Application fees**

**Haircuts**

**It is recommended to the committee to keep the current policy.**

**ATTACHMENT(S): Supportive Services Policy, Average Cost per Participants paper.**

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Approved by Director: *Charee T. Baker* Date: 08/14/01  
Approved by Asst. Director: *EJ Milange* Date: 08/14/01

- General Provisions
- Needs-Related Payments
- Transportation
- Childcare
- Buildings Trades Relocation
- Other Supportive Services

## General Provisions

The Merced County Workforce Investment Board (WIB), through the Merced County Department of Workforce Development (WI), will make available supportive services to appropriate Workforce Investment Act (WIA) participants. All requests for participant supportive services and any collaborating information will be documented in the Individual Employment Plan and/or the participant's diary. To the best of its ability, the Department of Workforce Development ensures that:

- Services provided under this policy are necessary to enable participants to participate in activities authorized under Title I of WIA;
- Services provided do not duplicate services available from other sources and are coordinated with the services and resources of the One-Stop partners and other community service partners;
- Financial assistance does not include post-exit services;
- Bonus and incentive payments, if provided, are based on the attendance and performance by the participants receiving them;
- To the extent possible, similarly situated participants receive similar services;
- The Workforce Investment Area will meet applicable Internal Revenue Service and Fair Labor Standards Act requirements; and
- Needs-related supportive services are based on the program activity in which an individual is enrolled and the ongoing assessment related to the participant, such information to be documented in the Individual Employment Plan.

Effective Program Year 2000/2001, new participants may be provided supportive services using the criteria stated in this policy, if appropriate. The supportive services criteria stated in this policy may be provided to currently enrolled participants immediately, if appropriate.

Exceptions may be made to this policy, on a case-by-case basis, should individual circumstances warrant exception and are documented in the case diary.

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## Needs-Related Payments

Appropriate participants in a full-time intensive and/or training activity (full-time as defined by the provider of the activity) may receive a fixed payment of \$5.00 per day to assist with the incidental costs related to participating in that activity. Processing of the needs-related payment is contingent upon the submission of the participant's time and attendance in the activity, verified by the provider.

To be eligible for needs-related payments, participants must be unemployed, not qualify for, or have ceased qualifying for unemployment compensation, Temporary Aid for Needy Families (TANF), General Relief (GR) and Social Security Income (SSI).

Enrolled dislocated workers must be either:

- a. Unemployed and
  - o have ceased to qualify for unemployment compensation or trade readjustment allowance and
  - o be enrolled in a program of training services under WIA Section 134(d)(4) by the end of the 13<sup>th</sup> week after the most recent layoff in a determination of the workers eligibility as a dislocated worker or, if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed six months, or
- b. be unemployed and not qualify for unemployment compensation or trade readjustment assistance.

This policy requires that the level of needs-related payments not exceed the greater of the weekly level of unemployment compensation benefit (for participants eligible for unemployment compensation as a result of the qualifying dislocation), or (for participants who did not qualify for unemployment compensation as a result of the qualifying layoff) the weekly payment may not exceed the poverty level for an equivalent period.

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## Transportation

Participants attending vocational training in geographic areas where WI provides bus transportation, either directly or through the provision of bus passes, will utilize the bus transportation, if appropriate. When WI-provided bus transportation is not appropriate and/or available, participants may be reimbursed for the use of privately-owned vehicles, for the days they are in training, at the following roundtrip rates (rates are figured from participant's residence, as verified by the case manager, to the bus pickup site or the program activity site, whichever applies, and may include mileage required to and from child care/dependent care provider, if applicable):

<b>Round-Trip Distance</b>	<b>Reimbursement Rate</b>
0 - 10 miles	\$1.00 per day
11 - 20 miles	\$2.00 per day
21 - 30 miles	\$3.00 per day
31 - 40 miles	\$4.00 per day
41 - 50 miles	\$5.00 per day

51 - 60 miles	\$6.00 per day
61 - 70 miles	\$7.00 per day
71 - 80 miles	\$8.00 per day
81 - 90 miles	\$9.00 per day
91 - 100 miles	\$10.00 per day
101 miles and over	\$15.00 per day

If the participant's privately-owned vehicle is used, the participant must provide a valid driver's license, proof of vehicle registration, and proof of financial responsibility (insurance). If another method of transportation is used; e.g., a borrowed vehicle, carpool, etc., the participant must furnish the case manager documentation to that effect; i.e., a statement signed by the owner of the vehicle.

The case manager must document methodology of mileage reimbursement in the case file.

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## **Childcare**

Participants requiring childcare will be referred to Children's Services Network to determine eligibility and availability of services. If services are not available, and the participant is eligible for Children's Services Network services, the participant will be placed on the Children's Services Network waiting list and the cost of childcare will be reimbursed to the participant by the Department of Workforce Investment until such time as childcare services become available through Children's Services Network.

The need for childcare must be verified and documented by the case manager, and is contingent upon the participant's schedule and family circumstances.

Children who have reached their 13<sup>th</sup> birthday are ineligible for subsidized services except those children who are physically or mentally incapable of caring for themselves as determined by a legally qualified professional, or who are under court supervision, may be served to age 18. If the participant's spouse or significant other is neither working, looking for work, nor in a training program and is not incapacitated or does not have special needs, childcare is not authorized.

Individuals enrolled in full-time training (as defined by the provider of the activity) and qualifying for childcare, will be reimbursed for the care of under school aged children at the rate of \$15.00 per day for the first child and \$7.00 per day for each additional child up to a maximum total reimbursement of \$29.00 per day.

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## **Buildings Trades Relocation**

WIA graduates of the Building Trades program may receive one-time relocation assistance payments, if they are hired for jobs outside of Merced County and wish to relocate in their area of employment. This one-time relocation assistance is available to WIA graduates who have completed the training within two months of the request for assistance

WIA Building Trades graduates may receive up to a maximum of \$1,000 to assist them in relocating outside of Merced County. Relocation monies may be used cafeteria style for one need or for the following multiple needs:

- Moving van or trailer

- Fuel
- Food
- Deposit on Housing

Vendor payments will be made for a moving van or trailer rental and deposit on housing. Direct payment will be made to the participant for fuel and meals. Fuel will be paid at the rate of \$2.00 for every 20 miles traveled and up to a maximum of \$100.00 for rental of a moving van or trailer. An additional amount, up to a maximum of \$50.00, will be allowed for transporting one family vehicle. Graduates must provide a valid driver's license prior to being approved for moving van or trailer rental and payment of fuel payment. Reimbursement for up to two meals per day may be allowed at the rate of \$5.00 per meal.

The Merced College Manager of the Building Trades program will be the first point of contact for relocation monies. The manager will verify employment, driver's license, housing deposit and miles traveled to the relocation site. The manager will then contact the WI specialist case managing the graduate and provide necessary information to initiate payment.

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## **Other Supportive Services**

WI will reimburse participants and/or other agencies or businesses for preapproved necessary services, equipment and/or materials provided to the participant. Such services, equipment and/or materials may include, but are not limited to, the following:

- DMV printouts
- Physicals
- Tools
- Uniforms/shoes/boots
- Shots
- Testing costs
- Fees
- Licensing or endorsements
- Application fees
- Haircuts

Pre-approval for services, equipment and/or materials that are typical for a participant's area of training, job search, and/or program activity, will be made at the Employment and Training specialist level, up to \$200. Approval for extraordinary services, equipment, and/or materials, or any single unit item with a cost up to \$1,000, will be made at the Supervising Specialist level. The Operations Officer through the Program Manager will approve any item with a cost exceeding \$1,000.

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Last Update:09/02  
Name Change

**Supportive Services - Average Cost Per Participants**  
**Total and Average Cost Training**  
**For Participants Enrolled from 6/2002 through 12/2002**

	# of Participants in Training	Total Cost	Average Cost
<b>All Participants</b>	116	\$ 210,271.49	\$ 1,812.69

**By Grant Code**

Adult (201)	70	\$ 138,931.42	\$ 1,984.73
Dislocate Worker (501)	46	\$ 71,340.07	\$ 1,550.87

**By Participant Category**

Contracts	18	\$ 76,901.31	\$ 4,272.30
ITA	39	\$ 36,408.32	\$ 933.55
OJT	16	\$ 775.00	\$ 48.44
Supportive Services (only)	42	\$ 96,196.86	\$ 2,290.40

**Break Out of Participant Category**

**Contracts**

Registered Nursing	10	\$ 44,292.00	\$ 4,429.20
Vocational Nursing	8	\$ 32,609.31	\$ 4,076.16

**ITA**

Accounting	2	\$ 2,650.00	\$ 1,325.00
Administrative Assistant	1	\$ 1,000.00	\$ 1,000.00
Administrative Medical Clerk	1	\$ 1,000.00	\$ 1,000.00
Advanced Tractor Trailer Operator	12	\$ 4,200.94	\$ 350.08
Bookkeeper	1	\$ 1,568.00	\$ 1,568.00
Building Inspector	1	\$ 900.00	\$ 900.00
Building Maintenance	2	\$ 4,830.00	\$ 2,415.00
Computer Maintenance & Repair	1	\$ 40.00	\$ 40.00
Elec. Tech/Computer Network	1	\$ 654.00	\$ 654.00
HVAC/R	1	\$ 2,325.00	\$ 2,325.00
Medical Billing Clerk	1	\$ 3,450.00	\$ 3,450.00
Pharmacy Technician	2	\$ 3,020.00	\$ 1,510.00
Physical Therapy Aide	1	\$ 732.38	\$ 732.38
Truck Driver Training	8	\$ 1,560.00	\$ 195.00
User Support Analyst	1	\$ 3,400.00	\$ 3,400.00
Vocational Nursing	1	\$ 1,530.00	\$ 1,530.00
Welder, Combination	1	\$ 1,100.00	\$ 1,100.00
Welding & Industrial Maintenance	1	\$ 2,448.00	\$ 2,448.00

**OJT**

Administrative Assistant	1	\$ -	\$ -
Auto Service & Repair	1	\$ 500.00	\$ 500.00
Bookkeeper	2	\$ -	\$ -
Chiropractor Assistant	1	\$ 25.00	\$ 25.00
Customer Service Rep.	1	\$ -	\$ -
Elec. Tech/Electrician	2	\$ -	\$ -
Embroiderer	1	\$ -	\$ -
HVAC Tech.	1	\$ -	\$ -
Maintenance Mechanic	1	\$ -	\$ -
Medical Assistant	1	\$ -	\$ -
Office Administration	1	\$ -	\$ -
Real Estate Clerk	1	\$ -	\$ -
Welder, Combination	2	\$ 250.00	\$ 125.00

**Supportive Services - Average Cost Per Participants (Continued)**  
**Total and Average Cost Training**  
**For Participants Enrolled from 6/2002 through 12/2002**

<b>Supportive Services</b>	<b># of Participants in Training</b>	<b>Total Cost</b>	<b>Average Cost</b>
Accounting	1	\$ 1,440.00	\$ 1,440.00
Business Occupations (Gen.)	1	\$ 1,200.00	\$ 1,200.00
Certified Nursing Assistant	1	\$ 700.00	\$ 700.00
Computer Applications	2	\$ 1,142.00	\$ 571.00
Drafting Tech - Mechanical	1	\$ 5,640.00	\$ 5,640.00
HVAC/R Tech./Commercial Refrig. Tech.	1	\$ 2,332.00	\$ 2,332.00
Legal Office Technology	1	\$ 850.00	\$ 850.00
Medical Assistant	11	\$ 39,482.00	\$ 3,589.27
Medical Office Program	1	\$ -	\$ -
Medical Office Technology	5	\$ 3,009.85	\$ 601.97
Nursing Assist./Home Health Aide	1	\$ 195.00	\$ 195.00
Office Occupations	1	\$ 139.38	\$ 139.38
Physical Therapy Aide	1	\$ 1,500.00	\$ 1,500.00
Police Officer Trainee	5	\$ 16,767.88	\$ 3,353.58
Registered Nursing (Generic)	4	\$ 10,000.00	\$ 2,500.00
Security Guard	1	\$ 765.00	\$ 765.00
Vocational Nursing	1	\$ 9,925.00	\$ 9,925.00
Blank	3	\$ 1,108.75	\$ 369.58