

**TO: Workforce Investment Board**

**DATE: 11/10/11**

**FROM: Executive Committee**

**For Action**

**For Discussion**

**For Information**

**SUBJECT: Supportive Services Policy**

**PROPOSED MOTION(S): Ratify the Executive Committee's decision to approve the revised Supportive Services Policy.**

**DISCUSSION:** The Supportive Services Policy is used to ensure that participants will be provided consistent services based on their need. All Supportive Services are contingent upon the availability of funds and may include, but are not limited to:

- pre-employment related services,
- transportation reimbursements,
- childcare,
- books,
- uniforms,
- supplies,
- parking permits,
- testing fees, and
- other fees.

These services are provided in order to maximize the success of participants going through the programs. Once approved, the changes to the Support Services Policy will allow for the provision of post-exit services to youth participants. Additionally, exceptions to the Supportive Services will require Director approval. Other changes to the policy include transferring language (previously referred to in footnotes) to the main document. Finally, the responsibility of the Supportive Service Policy has been designated to the Program Managers.

**ATTACHMENT(S): Revised Supportive Services Policy**



**Brian Cutler**  
*Acting Director*

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**Policy/Procedure  
For  
Supportive Services**

**Policy:** Effective November 7, 2011, customers may be provided supportive services using the criteria stated in this policy.

**General Provisions:**

The Merced County Workforce Investment Board (WIB), through the Merced County Department of Workforce Investment (WI), will make available supportive services to appropriate Workforce Investment Act (WIA) customers. All requests for customer supportive services and all collaborating information detailing the need will be documented in the Individual Employment Plan and/or in the customer's case notes/diary. Provisions of supportive services under this policy are contingent upon the availability of funds. Additionally, at the discretion of the local WIB, this Supportive Services Policy is subject to review and change. The WI will ensure:

- Services provided under this policy are based on the needs of the customer;
- Incidental payments/related supportive services are based on the program activity in which an individual is enrolled and the ongoing assessment of need related to the customer. Such information will be documented in the Individual Employment Plan.
- Services provided under this policy are available after all other resources have been exhausted;
- Services provided under this policy are necessary to enable customers to participate in activities authorized under Title IB of WIA and adults, dislocated workers and youth participants served under the American Recovery and Reinvestment Act of 2009;
- 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 except for Follow Up Services for Youth;
- Bonus and incentive payments, when allowable by law and if provided, are based on the attendance and performance by the customers receiving them;
- The Workforce Investment Area will meet applicable Internal Revenue Service and Fair Labor Standards Act requirements.

**Section 1: Levels of Supportive Services**

**Core B Services:**

- Enrollment in Intensive Job Search, Pre-employment Related Services or

Employment Specific Services – up to \$150. Employment and Training Specialists are authorized to spend up to \$150 per enrolled individual and are responsible to ensure that funds are available. For purchases that exceed \$150, a manager's authorization is needed. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. Amounts that exceed \$500 per enrolled individual require the approval of the Director.

### **Intensive and Training Services:**

- Enrollment in a full-time training activity that is listed on the State Eligible Training Provider List:
  - Up to \$2,500, this may include transportation and childcare, dependent on the need of the customer and funding availability.
- Enrollment in a full-time training activity with a training provider not on the Eligible Training Provider List:
  - Up to \$3,000, this may include transportation and childcare dependent on the need of the customer and WIA funding availability.
  - May include actual costs associated with the training such as books, uniforms, supplies, and fees such as health and parking.
  - In no instance may any portion of this money be used for registration or tuition costs.
- Enrollment in Work Experience or Internship:
  - Employment and Training Specialists are authorized to spend up to \$150 per enrolled individual and are responsible to ensure that funds are available. For amounts that exceed \$150, a manager's authorization is needed. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. Amounts that exceed \$500 per enrolled individual require the approval of the Director.
- Enrollment in On-the-Job (OJT):
  - Employment and Training Specialists are authorized to spend up to \$150 per enrolled individual and are responsible to ensure that funds are available. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. For amounts that exceed \$150, a manager's authorization is needed. This includes the Customer Reimbursement Form and Vendor Notification of Authorization to Purchase. Amounts that exceed \$500 per enrolled individual require the approval of the Director.
  - May include actual costs associated with OJT such as tools, uniforms, and safety equipment not usually provided by the employer.

Exceptions may be made to this policy on a case-by-case basis should individual circumstances warrant exception, and are to be documented in the case notes/diary by an Employment and Training Specialist and approved by the Director.

### **Section 2: Types of Supportive Services**

The WI, in accordance with the Workforce Investment Act and its implementing regulations, will provide supportive services deemed appropriate for payment or reimbursement to customers and/or other agencies or businesses for preapproved necessary services, supplies and/or materials provided to the customer. The customer's need must be documented. Such services, supplies and/or materials may include, but are not limited to, the following:

- DMV printouts.
- Physicals when required for training or employment.

- One-time GED Testing Fee for each of the 5 required tests (mathematics, language arts/reading, language arts/writing, science and social studies) noted in the Individual Employment Plan.
- Transportation
- Childcare
- One-time Emergency Assistance for training or employment
- Incidental Payments up to \$5 per day

Customers who obtain unsubsidized employment may have their supportive services reduced or terminated. The needs of the customer will be reassessed to determine if further assistance from WIA funding is required.

An Employment and Training Specialist, in collaboration with the customer, will develop a plan for services, supplies and/or materials that are typical for a customer's area of training, job search, and/or program activity.

### **Section 3: Pell Grants**

Customers enrolled or accepted for enrollment at an accredited college or in other training in a course of study eligible for Federal or State financial aid must apply for a Federal Pell Grant. No supportive services will be provided until this action is accomplished, as verified by a copy of the Pell Grant Application or award letter. Pell Grant recipients must reapply each year to continue supportive services. Any other grants that the customer has applied for must also be verified. Copies of the verification documents will be maintained in the customer's file.

Note: Preliminary Pell Grant eligibility can be established prior to enrollment into a training program. The Free Application for Federal Student Aid (FAFSA) form is used to determine eligibility, and is available through the Internet or the financial-aid offices of accredited colleges. Applications can be submitted on-line through the Worknet One-Stop. Worknet One-Stop Employment and Training Specialists will be familiar with the proper completion procedures for these forms, and be able to assist customers in the filing process. Pell Grants are awarded only once in a program year, and only for one academic institution. The maximum amount for the Pell Grant will vary from year to year.

For WIA customers enrolled in programs at a College, supportive services may be provided while a Pell Grant application is pending. Expenditures for supportive services will be tracked through the WI's client financial database.

Worknet One-Stop Employment and Training Specialists will utilize their monthly contact with the customer to verify the status of the Pell Grant application. Upon award of a Pell Grant, full or partial, the customer's needs will be reassessed and documented to determine appropriate level of assistance from WIA funding. The customer's supportive services may then be reduced or terminated.

### **Section 4: ITAs, Limitations of Financial Support**

For those customers who elect to attend occupational skills training within the local labor market area (defined as from Fresno County to the South and Stanislaus County to the North), the maximum amount of funds available will be limited by the needs identified in the Individual Employment Plan, and be consistent with the criteria put forth in this policy.

The WI will make no supportive services available to customers who elect to attend occupational classroom training outside of the defined labor market area unless an exception is approved by the Director.

**Procedure:** The Employment and Training Specialist will interview each customer and ask appropriate questions relevant to the level of assistance the customer requires. The Employment and Training Specialist will prepare a plan of services that will be based on the individual's needs and what he/she is eligible for to successfully complete training. The Employment and Training Specialist, in collaboration with the customer, will prepare all supportive services obligations. Backup documentation is required in the file to support the need for the supportive services and the exact amount and type of services(s) provided. For example:

Customers attending training who drive their own vehicle may be eligible, based on need, for mileage reimbursement. Mileage must be verified by Map Quest or a similar website (including to and from the childcare provider to attend in-county full-time training). Daily attendance will be verified by the training provider. Bus passes may be available to those customers whose schedule and childcare arrangements can be accommodated by public transportation.

When mileage is provided, the following must be kept in the customer's file and copies provided to Fiscal/MIS: 1) a copy of the customer's valid CA Driver's License; 2) proof of current insurance for the vehicle to be driven; 3) proof of current California vehicle registration in the customer's name; and 4) a map (from a known source; i.e., MapQuest) of the commute to and from training. If the car is not in the customer's name (i.e. the vehicle is owned by a parent), a signed form/letter from the vehicle's owner must be maintained in the file giving permission for the customer to use the vehicle along with the same information contained in items 1, 2, 3, and 4 above. The maximum rate of reimbursement varies:

- 10-19 miles roundtrip, \$5.00 per day
- 20-34 miles roundtrip, \$7.50 per day
- 35-49 miles roundtrip, \$10 per day
- 50-64 miles roundtrip, \$12.50 per day
- 65-79 miles roundtrip, \$15.00 per day
- 80-94 miles roundtrip, \$17.50 per day
- 95+ miles roundtrip, \$20.00 per day

When child care is provided, the following must be kept in the customer's file and copies provided to Fiscal/MIS: A form or written statement from the childcare provider which will include the name of the provider, their Social Security number or Federal ID number or Childcare License number, the number of children, their age(s), and hours per day of care.

Customers with a child 12 years of age or younger may be eligible for childcare. Customers with a child 13 through 18 years of age may be eligible for childcare if the child is physically or mentally incapable of caring for him or herself as determined by a legally qualified professional, or, if the child is under court supervision. If the customer's spouse or significant other is either not working nor looking for work, nor participating in a training program, and is not incapacitated or does not have special needs, childcare will not be authorized. Customers qualifying for childcare will be reimbursed for childcare at the rate of \$10.00 per day if attending training for 4 hours or less, or \$20.00 per day if attending training over 4 hours. Documentation for reimbursement for childcare is the customer's time and attendance for days in training, to be furnished by the training provider. When childcare is provided, the length and number of days of training, number of children, age(s), hours per day childcare is required, and the childcare provider need to be documented in the Individual Employment Plan/Diary. Childcare funding should not be provided while children are at school.

Employment and Training Specialists will review the Individual Employment Plan with their supervisor, either individually or during a staffing session, at which time written approval/denial/-modification will be given by the manager. The Employment and Training Specialist will complete the Customer Financial Form (CFF) and submit it electronically to Fiscal/MIS, and a copy of the CFF will be forwarded to the supervisor/manager. Upon acceptance by Fiscal/MIS, the client obligation (or CFF) will be logged into the web-based obligations database used to manage funding resources in the various grants.

Needs related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIA section 134(e)(3). Adult/Dislocated Workers must be (a) unemployed, (b) not qualify for, or have ceased qualifying for, unemployment compensation and enrolled in training services under WIA by the end of the 13<sup>th</sup> week. For Adults the amount of funds cannot exceed the poverty levels for the equivalent period. For Dislocated Worker the amounts cannot exceed the weekly level of UI benefits. The amount of up to \$5 a day times the number of days in training can be determined by the Employment and Training Specialist. Any additional Needs Related Payments or One-time Emergency Assistance needs to have the approval of a manager and be provided to the Director for final approval.

**Procedure for Approving Exceptions to Supportive Service Limits:**

Employment and Training Specialists will prepare the file to request an exception to the ITA or supportive services limits, and present the file with all supporting documentation of need to the Program Manager (PM) for review and concurrence. The PM will review and ensure that funds are available prior to approval. Upon approval by the Manager the request will be sent for final written approval by the Director.

**Responsible Official:** Program Managers

**Reviewed Date:** November 7, 2011

**Revised Date:** November 7, 2011