

# Central Alabama Partnership for Training and Employment (CAPTE)

## Supportive Services Policies

### Background:

*Section 3(59)*, of The Workforce Innovation Opportunity Act (WIOA), defines supportive services as: “transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this title, consistent with the provisions of this title.” Supportive services are provided only when those customers are unable to obtain such service from other sources. Supportive Services may only be provided to individuals who are enrolled in the WIOA program and are receiving career services and/or training services, and are unable to obtain supportive services through other programs providing such services. (WIOA, § 134(d)(2) and (3)) §§ 134(c)(2)1 and (3)2 of WIOA; 20 CFR § 680.900)

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Supportive Services may include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child-care and dependent care;
- Assistance with housing;
- Needs-related payments, as described at §§ 680.930, 680.940, 680.950, 680.960, and 680.970;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.

## **Who is Eligible for Supportive Services?**

Supportive service awards are intended to enable an individual to participate in WIOA funded programs and activities to secure and retain employment. Supportive services may be provided to Adult, Dislocated Workers and Youth participants following:

1. To WIOA eligible participants that are enrolled in career or training services; and
2. When supportive services are necessary to enable the WIOA eligible participant to participate in career or training services, and
3. When the WIOA eligible participant is unable to obtain supportive services through other programs providing such services.

Condition one is met when the WIOA eligible participant is active in a Career or Training services on the date the support service is authorized.

Condition two is met when a determination has been made and documented by the case manager that the supportive service is necessary for the WIOA eligible participant to participate or to continue to participate in the Career or Training services.

Condition three is met when it is determined and documented that the WIOA eligible participant is unable to obtain the supportive service from other programs providing such services.

Upon meeting all three conditions, supportive services can be authorized.

## **Supportive Services**

Supportive services will only be provided to participants unable to obtain such services from other sources and when such services are necessary for the participant to achieve the goals outlined in the Individual Service Strategy. Therefore, the Supportive Services Coordinator must determine the participants supportive services needs and document efforts to fulfill those needs from other resources. When a participant is unable to obtain assistance from other services, WIOA funds may be provided. The Supportive Services Coordinator must document all efforts to secure services through non-WIOA sources, before WIOA resources can be provided.

## **Allowable Supportive Services**

### **Transportation**

Transportation is described as expenses for commuting to and from WIOA supported activities such as public transportation fare, carpool arrangement or gas for personal auto.

When it is determined that a participant is unable to attend a WIOA supported activity or training due to the lack of transportation, the Case Manager may refer the participant to the Supportive Services Coordinator for an evaluation. Transportation should first be attempted through other providers or agencies if available. Public Transportation should also be utilized when available. The Supportive Service Provider may also pay an individual selected by the participant subject to an agreement specifying the costs. Prior to the agreement, the participant must provide proof that the individual providing transportation has a valid driver's license, current vehicle registration and proof of insurance. At the discretion of the Supportive Services Provider, transportation reimbursement may be made to the participant who will then reimburse the transportation provider or, reimbursement may be made to the transportation provider directly.

Participants who own their own vehicle, or have access to a vehicle may receive assistance to help with the out-of pocket expenses associated with participation in the WIOA training or activity. The Supportive Services Provider must maintain adequate source documentation to support the transportation reimbursement. Travel expenses will be provided only for the actual days the customer travels to the WIOA supported activity or training.

Transportation will be provided at a rate of \$10.00 per day for actual days the participant travels to WIOA supported activity or training. If a participant is providing transportation for another WIOA participant, the driver providing the transportation may be provided 50% (\$5.00) for each additional participant. The Supportive Services Provider must verify that the driver is actually providing the transportation. This may be done by a simple statement signed by the provider and the rider such as:

"I certify that \_\_\_\_\_ rides with me to \_\_\_\_\_ on \_\_\_\_\_ days per week."

When it is determined to be appropriate and cost effective, group transportation may be arranged and provided using WIOA funds.

Additional funds may be provided for travel in excess of 25 miles each way. Mileage in excess of 25 miles each way is authorized at the prevailing federal government mileage reimbursement rate. However, this reimbursement may not exceed \$50 per day.

#### Child Care Assistance

As with all supportive services, every other possible means of providing child care should be exhausted before WIOA funds are used. Only then may WIOA funds be used to provide child care assistance. CAPTE and the Supportive Services Provider will make every effort to

accommodate the normal policies of the licensed child care provider, including maintaining child's enrollment during holidays for returning students, if required.

Child care payments will be made directly to a licensed child care service provider. Child care payments may be made to a non-licensed provider on a case by case basis. Child care payments will be reimbursed after services are provided. Documentation and/or invoices must be provided to the Supportive Services Provider before reimbursement of any cost associated with child care. Invoices should show the name(s) of each child or children; names of the parents; time and dates of services; and the total charges. Child care payments must be linked to participant's attendance at/in WIOA supported activity. If a participant is absent or did not participate in the WIOA supported activity, payment will not be made for that period. Child Care registration fees are reimbursable, if required. Payment for child care shall not exceed \$50 per day per child or a flat rate of \$200 per week per child. Childcare may be provided to:

- child or children up to 14 years of age
- Children incapable of self-care (verification of emotional, mental or physical incapacity must be provided)

No reimbursement for child care will be made for:

- Child Care Providers under the age of 18.
- A Child Care Provider that is a parent or legal guardian.

#### Needs-Based Payments

Needs-based payments are supportive services in the form of monetary assistance necessary to enable individuals to participate in an eligible WIOA supported activity. Needs-based payments are provided through cash assistance or arrangement with another human resource agency.

Financial assistance for adult participants enrolled in a WIOA supported activity may be provided to enable the participant to participate and complete the activity. To be eligible to receive needs-based payments:

1. The Individual Service Plan must indicate that the needs related payment is necessary for the participant to complete WIOA supported activity.
2. The participant was unemployed and economically disadvantaged in accordance with the Lower Living Standard Income Level or receiving public assistance, including food stamps, at the time of registration.

3. The assistance is not available from other community agencies.

“Funds may be used to provide needs-related payments to adults and dislocated workers, respectively, who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation for the purpose of enabling such individuals to participate in programs of training services under subsection”.

If approved for needs-based payments, the payments will be made on a bi-weekly basis. The maximum amount per week is \$50 per week for not more than 26 weeks or \$1300. To receive bi-weekly payments, the participant must not miss more than one session during the two-week period. Proof of participation must be provided.

Recipients of Needs-based payments should be referred to financial counseling and budget management classes for the purpose of learning proper budgeting and money management to assist them with achieving their goal of obtaining economic self-sufficiency.

Needs-based payments are not an allowable post-employment/post-exit follow-up service.

#### Medical Assistance

Medical assistance covered by the WIOA is limited to pre-employment physicals and immunizations that are required for employment. Payments for such services should be made to the provider. The maximum amount that can be paid per participant is \$150.

#### Employability and Emergency Assistance

A participant may receive Employability and Emergency Assistance during WIOA activities provided that support is determined to be necessary to: a) facilitate or continue participation; b) maintain or increase employability; and/or c) assist with meeting emergency needs. In order for emergency assistance to be provided, there must be a reasonable expectation that the assistance will resolve the situation; for example, if rent is paid for one month, there must be a reasonable expectation that the individual will obtain the resources to pay rent for the following months. Assistance may include, but is not limited to:

- Clothing (\$200)
- Housing assistance (\$500); including mortgage, rent, payment for temporary housing, emergency repairs, utility bills; participant must be named on lease, mortgage or utility bill.
- Grooming supplies/services (\$50)
- Personal vehicle repair and maintenance (\$300). Vehicle must be registered in the name of the participant or participant's spouse.

- Medical, dental or optical services (\$400); also includes drug screenings, background checks and other pre-employment expenses not already covered by the employer.
- Drivers License (\$50); Only if required as a condition of training or employment; No payments will be made to pay penalties or fines.
- Fee for GED testing (\$120); when not available through other sources.
- Relocation Assistance (Not to exceed \$3500); Cost must be approved before relocation and reimbursed only upon presentation of receipts. Relocation must be in excess of 100 miles of current address; Up to \$1000 may be reimbursed for relocation of less than 100 miles but more than 50 miles. No relocation will be paid for less than 50 miles from current address. All cost must be reasonable and necessary as determined by the CAPTE and Supportive Service Provider.
- Safety Gear, books, supplies tools and equipment (Not to exceed \$300); Must be required for training and/or employment and not already provided by training provider during training.
- Other tests, fees, examinations, food handler permits, (Not to exceed \$400); Must be required for certification, training or for employment.

Receipts will be required to verify that the expense was incurred for the purpose stated.

#### **Other limitations and Procedures**

Payments under this policy will be made only after referral by a CAPTE Case Manager or authorizes CAPTE representative.

The Supportive Services Provider must establish internal controls that result in the equitable treatment, maximized allocations and ensure coordination with, and referral of participants to other community resources. Under no circumstances, except in the case of an approved relocation, may any payments exceeding a total \$4000 be made to, or on behalf of, any participant during a twelve-month period. Up to \$6000 may be expended for those participants whose training exceeds twelve months in length.

Supportive Services may not be provided to Adult or Dislocated Workers after exit from the WIOA program.

Supportive Services may be provided to participants that are enrolled in the Youth program for up to one year after the date of exit from the WIOA program, provided that service is necessary to retain employment or continue in a post-exit training program, and there is a financial need documented in the participant files.

Payments towards goods or services received prior to a participant's enrollment in the WIOA program are prohibited.

The following may not be paid with WIOA funds:

- Fines or penalties
- Legal fees
- Bad debts
- Union initiation fees
- Payments for participant memberships, dues, subscription, unless it is a specific requirement of a training program or necessary and reasonable as a condition of employment
- Cigarettes or alcoholic beverages
- Firearms or ammunition
- Rental deposits
- Purchase of goods or services illegal under any federal, state, local or municipal law or statute

Supportive Service payments made with WIOA funds shall not duplicate services available from other sources. (*WIOA, Section 134(d)(2) and (3)*).

CAPTE reserves the right to reduce or eliminate any funding under this policy. In such circumstance, the Supportive Services Provider will work with the service providers to determine equitable measures to affect the reduction or elimination, including sufficient notice to the participants.

On an individual basis, limitations for supportive services may be waived by the supportive Service Provider, with the concurrence of the Economic Development Manager and Director or Deputy Director of the Community & Economic Development Department. Consideration of a waiver request shall ensure, to the extent possible, that other similarly situated participants receive similar payments. Copies of the approved waiver documenting the extraordinary circumstances that exists/existed will be maintained in the participant's master record and in the fiscal records.

Reasonable accommodations will be made for those with disabilities.

**Any participant submitting false documentation of any kind will lose all CAPTE support immediately. That participant will not be allowed to participate in any other CAPTE funded activity.**

