



BRINGING EMPLOYERS
AND JOB SEEKERS TOGETHER

TRIDENT

Trident Workforce Development Board Workforce Innovation and Opportunity Act

SUPPORTIVE SERVICES POLICY

TO: SC Works Trident Operators, WIOA Program Provider, Staff, and Partners

ISSUANCE DATE: September 13, 2022

EFFECTIVE DATE: September 13, 2022

SUPERSEDES: July 1, 2022, January 26, 2021, August 28, 2018, January 31, 2018, August 29, 2017, September 27, 2016, July 1, 2014, February 18, 2014, November 12, 2013, March 18, 2013, May 15, 2012, February 14, 2012, November 7, 2011, July 1, 2011, March 31, 2009, November 6, 2008, June 30, 2008 and September 13, 2006

SUBJECT: Supportive Services Policy

PURPOSE:

The purpose of this policy is to establish guidelines for the provision of supportive services to WIOA eligible participants as authorized under WIOA for the Trident Workforce Development Area participants.

POLICY:

Under the Workforce Innovation and Opportunity Act (WIOA) of 2014, the Trident Workforce Development Board will provide supportive services to WIOA eligible participants on an as-needed basis to enable their entry and retention in training and the workforce. Supportive services may only be provided to WIOA participants who are 1) Participating in youth services or Adult/Dislocated Worker individualized career or Training Services and 2) Unable to obtain supportive service through other programs providing such services.

Eligible youth may receive supportive services in an amount not to exceed **\$3,000** per enrollment. Eligible Adult and Dislocated Workers may receive supportive services in an amount not to exceed **\$3,000** per enrollment. Funds from other resources will apply to the WIOA supportive services maximum amount per enrollment for all WIOA programs.

Supportive services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c) (2) and (3). These services may include but are not limited to the following:

- a) Linkages to community services;
- b) Assistance with transportation;
- c) Assistance with childcare and dependent care;
- d) Assistance with housing;
- e) Needs-related payments (currently not being offered in the SC Works Trident area);
- f) Assistance with educational testing;
- g) Reasonable accommodations for individuals with disabilities;
- h) Legal aid services;
- i) Referrals to health care;
- j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes;
- l) Payments and fees for employment and training-related applications, tests, and certifications.

Supportive services may only be provided to individuals who are:

- 1. Participating in career or training services as defined in WIOA secs. 134 (c) (2) and (3) and
- 2. Unable to obtain supportive services through other programs providing such services
- 3. Supportive services may only be provided when they are necessary to enable individuals to participate in career services and training activities.
- 4. Youth supportive services may be provided during participation in WIOA activities as well as during the required 12-month follow-up period after exit.

Documentation in SCWOS case notes must be maintained on what steps were taken to secure services from other sources and how this service is allowing the participant to participate in WIOA.

****Note:** Only one source may be family and friends.

PROCEDURES FOR SUPPORTIVE SERVICES:

Participants should need supportive services to obtain or retain a job as documented in their case notes to receive any Supportive Service. ALL supportive services payments must be substantiated by documentation and appropriate approval from the Regional Manager or designee. Documentation must be maintained in the participant's SCWOS (documents) or hard file and case notes. Case notes should be created with relevant information to support the need for supportive services. In general, payment for supportive service with WIOA funds is approved only when the service is needed to remove a barrier to participation in WIOA or partner activities and/or employment. Supportive service funded by WIOA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted. Supportive services using WIOA funds may be provided only when necessary to enable the individual to participate in Title I activities. Therefore, supportive services are not stand-alone services.

- I. **Career & Training Services:** Supportive services may be used to pay for certain career and training services if they are needed to allow the participant to go into training or obtain or retain a job. Sufficient documentation must be maintained to demonstrate that other sources do not exist or have been exhausted. Examples of expenses that can be paid are tools, exams, books, uniforms,

background checks, drug screens, and any items that are required for participation in training and/or employment. **Legal aid Services:** Supportive services may be used to assist with legal aid services. SC Works Trident Case Management Team and partners will follow the state's instruction letter number 16-05. Local supportive services may now include legal services when services are not available through other agencies or organizations and are necessary for the individual to participate in Title I activities.

1. **Other Services:** All items below shall be approved by the Regional Manager or designee. Tools Required to attend training or employment will be recorded under supportive services. A reasonable cost determination is required for the purchase of tools and must be established by getting quotes from at least three sources.
2. Uniforms required for training or employment will be recorded under supportive services. Uniforms & work attire, appropriate to the type of industry, required to obtain or retain employment will be recorded on the supportive services ledger and the supportive service voucher should be created.
3. Books and other expenses related to training will be recorded under supportive services. Books and other expenses related to training may be paid from supportive service funds if training funds have been exhausted.

Exam fees will be recorded on the supportive service ledger and under the supportive service budget.

Adult, Dislocated Worker, and Youth Programs

If supportive services are provided, they will be as follows:

- II. **Transportation:** To receive transportation payments sufficient documentation must be maintained to demonstrate participation. Participants may receive CARTA or Tri-county Link bus passes if feasible, as well as qualify for the use of vanpool services for eligible participants of the WIOA program. This would cover the \$30 per month as long as they are in a work-based training program. The vanpool program also has an Emergency Ride Home policy that pays up to \$55 if the participant is unable to use the vanpool services. This will be covered for eligible WIOA participants in a work-based training program. Information on how to obtain discount bus passes for use on the CARTA bus lines should be provided to all eligible participants. If the bus is not a reasonable choice for the participant, then a check or gas card for transportation assistance will be provided. **To provide transportation assistance the case notes must show all other sources have been exhausted and a clear need is demonstrated.**

Transportation: transportation assistance of a flat rate of \$15.00 per day may be paid for active WIOA participants traveling 20 miles or more round trip for training or employment activities.

- a) **Traveling locally:** When it is deemed necessary and appropriate for participants to travel within the region for testing or any other valid request such as GED preparation or exam, ESL, short-term pre-vocational Services, Adult Literacy, or Basic Skills, amounts will be approved based on the rates above. Career Coaches must have approval from the Regional Manager or designee.
- b) **Job Searches:** Transportation assistance at the rate under transportation may be paid for participants who are conducting a verifiable job search for a minimum of three (3) days per week. This assistance can be provided for up to four (4) weeks only. Sufficient documentation will be the Job Search Sheet with the signature and contact information of each job applied for.
- c) Transportation assistance may be provided to participants in OJT contracts for the first four weeks of the contract. The amount paid will be as stipulated under transportation.

- d) In the event of an emergency and that other means of transportation have been exhausted, cab fare will be an allowable cost not to exceed \$15.00 per day documentation that notes the circumstance and includes cost analysis and duration should be reflected in the case file. Career Coaches must see Regional Manager or designee for approval.
- e) **Travel outside of the area:** When it is deemed necessary and appropriate for participants to travel outside of the region for training, testing, or any other valid reason, amounts will be governed by the General Services Administration (GSA) travel regulations. Approval for travel outside of the area must be obtained from the Regional Manager or the designee. This will include travel for gas and/or lodging. **Note:** Evidence that the hotel and per diem rates are within the GSA rates for the area of travel must accompany the payment request. This information can be found at GSA.gov

III. **Child Care:** To receive childcare payments sufficient documentation must be maintained to demonstrate participation. The Childcare Vendor Agreement must be in place before any payments. Payment must be made directly to the childcare provider. **No reimbursements are provided.** All supporting documentation must be maintained in the file. Attempts to secure other funding for childcare must be documented before committing WIOA funds for daycare services.

1. Child care payments will be made in a reasonable amount based on the prevailing rates in the area.
2. Family members or anyone other than a licensed daycare provider will only be paid a maximum of \$50.00 per week per child and are required to submit a childcare agreement.
3. Daycare registration fees will be paid one time. If a participant changes child care providers, the new registration fees will be the responsibility of the client. A new agreement must be completed for the new provider to be paid.

Other Supportive services such as temporary shelter, rent or housing assistance, or any other supportive services needed to remove a barrier to career and/or training services will be on an individual case basis and require the approval of the Regional Manager or designee. Rent, mortgage, insurance, phone bill, cellular bill, vehicle repair, or any monthly maintenance charges, i.e. electricity, water, will not be paid for more than one month of service. This month must fall within the WIOA enrollment period and is one-time assistance only.

Needs-related Payments may be provided as follows:

Needs-related payments are designed to provide a participant with financial assistance to enable them to participate in training services. ETA recognizes that many individuals in need of training services may not have the resources available to participate in the training. Needs-related payments can help individuals meet their non-training expenses and help them to complete the training successfully. The maximum level of needs-related payments must be established by the Local WDB and must follow the criteria of 20 CFR 680.970. According to sec. 134(d)(3)(B) of WIOA, a participant must be enrolled in a training program described in sec. 134(c)(3) of WIOA to receive needs-related payments. Specific criteria for Adult and Dislocated Worker eligibility may be found in 20 CFR 680.940 and 680.950.

What are the eligibility requirements for adults to receive needs-related payments?

Adults must:

- (a) Be unemployed;
- (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (c) Be enrolled in a program of [training services](#) under [WIOA](#) sec. 134(c)(3).

What are the eligibility requirements for dislocated workers to receive needs-related payments?

To receive needs-related payments, a dislocated worker must:

(a) Be unemployed, and:

(1) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and

(2) Be enrolled in a program of [training services](#) under [WIOA](#) sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or

(b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of [training services](#) under [WIOA](#) sec. 134(c)(3).

Needs-Related Payments:

Needs –Currently not offered; however, in the event, that this service is offered, the following process will be followed.

Eligible adults and dislocated workers may be certified to receive a needs-related payment (NRP) in the amount of \$100 per week for active participation in full-time training services. The length of Needs Related Payments will be determined based on the participant's training plan.

Time and attendance sheets are to be used to ensure adequate participation in training services and are to be submitted along with each needs-related payment request. **An online provider must provide proof of log-in time for students receiving NRP.**

Please note adults and dislocated workers who were receiving UI payments or TRA at the point of registration in WIOA but exhaust such assistance may be certified eligible to receive *Needs-Related Payment*.

Certain income requirements and other stipulations apply to qualify for the receipt of WIOA needs-related payments. The WIOA Staff is responsible for certifying individuals to receive any form of a needs-related payment.

NOTE: To qualify for needs-related payment, the WIOA customer is expected to attend training each week and the eligible training provider program minimum online required log-in time hours per week; however, excused absences as defined by the provider will be accepted by the WIOA program.

Needs-related payments are not wages but training payments used to assist participants with related costs for participating in training services. Needs-related payments are not subject to tax withholdings.

Eligibility

To be eligible for NRPs, a customer must,

- **Be unemployed;**
- **Not qualify for, or have ceased to qualify for, unemployment benefits; and**
- **Be enrolled full-time in a WIOA-approved training program.**

In addition to the above requirements, for a dislocated worker to qualify for Needs-related payments, training needs to begin on or before the Saturday of the 13th the week after a dislocation.

Under WIOA regulations, these services will be provided **ONLY** when customers are unable to obtain assistance through other programs providing such services and are required for the customer to participate in WIOA. Documentation must be maintained on what steps were taken to secure services from other sources and how this service is allowing the customer to participate in WIOA.

Supportive Services for Follow-Up (Youth): In general, payment for follow-up supportive services with WIOA funds is approved only when the service is needed to remove a barrier to participation in education or employment after exit. Amounts and methods of payments during follow-up will be made following the aforementioned procedures.

NOTE: Any caps in place during active participation remain in effect, limits do not start over.

Services that may be provided and funded during follow-up are:

- SS-Transportation –At the same level offered while in open status
- SS- Purchase Work uniforms/Attire-- At the same level offered while in open status
- SS- Purchase Work-Related Tools-- At the same level offered while in open status
- SS – Housing Assistance-- At the same level offered while in open status
- SS – Utilities-- At the same level offered while in open status
- SS - Dependent Care-- At the same level offered while in open status
- SS - Medical -- At the same level offered while in open status

Follow-up services funded by WIOA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted.

Follow-up Services must be provided at a minimum of 12 months after exit unless the participant declines to receive them or cannot be located.

Access to Follow-up Service records is available after case closure has been entered into SCWOS.

PROCEDURES:

Customers should need services to obtain or retain a job as documented in their case notes to receive any Supportive Service. ALL supportive services payments must be substantiated by documentation and appropriate approval. Documentation must be maintained in the customer's hard file.



Ronald Mitchum, Executive Director
BCDCOG

September 13, 2022
Date