

# SOUTHWESTERN AREA WORKFORCE DEVELOPMENT BOARD

## SUPPORTIVE SERVICES POLICY 17-09.2

### DATE OF ISSUE

April 25, 2019

### EFFECTIVE DATE

May 1, 2019

### APPLICABILITY

This applies to Southwestern Area Workforce Development Board (SAWDB) providers of Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, out-of-school youth employment, and training services.

### PURPOSE

To provide SAWDB contractors of WIOA, Adult, Dislocated Worker and Youth supportive services with a supportive services policy.

### BACKGROUND

To provide the SAWDB WIOA contractors with a guideline for determining supportive services, the restrictions hereto, and eligibility criteria and procedures for payment of supportive services to participants enrolled into WIOA programs.

To provide guidance regarding the roles of the training institution(s), local Board and/or service providers with respect to tracking certification of participant time, attendance, and other related issues as applicable to payment to supportive services, On-the-Job Training (OJT) contracts, and the issuance of Individual Training Accounts (ITAs).

### ACTION

SAWDB service providers shall adopt this Supportive Services Policy and forms as referenced herein.

### GENERAL PROVISIONS

- A. All WIOA program applicants and participants shall be informed by their case manager of paid and unpaid supportive services available through the local One-Stop system including the One-Stop partners, service providers, and any applicable community resources.
- B. Supportive services may only be provided to individuals who are: (a) participating in career or training services (b) unable to obtain supportive services through other programs providing such services. Additionally, supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.
- C. To ensure successful participation in the appropriate employment or training activities, program staff shall determine the supportive service needs of each individual to be enrolled. Such determination shall be based on the comprehensive assessment along with the documented justification and approval of supportive services as outlined in the participant's Individual Employment Plan (IEP)
- D. As a requirement for applying for supportive services under WIOA, other related resources in the area (including One-Stop partners) must first be explored. Applicants and participants shall secure documentation of denial from all other available community resources the applicant was referred to by case manager. Such efforts shall be documented in the participant's file. To prevent the duplication of costs and efforts, participants first must exhaust related available services before WIOA services will be authorized.
- E. Service providers will review the participant's need for, and the receipt of supportive services, and will document actions in the participant's

online files (case note, etc.). Changes in supportive service needs are to be reflected in the assessment and IEP, and case noted appropriate. Sound case management and timely participant follow-ups are essential to ensuring completion of activities, and in meeting IEP goals and objectives.

- F. Authorization of supportive service payments shall be made via WIOA SUPPORTIVE SERVICES REQUEST AND APPROVAL FORMAT/GUIDELINES to request approval of supportive service payments for groups of participants, local boards will adopt a SUPPORTIVE SERVICES REQUEST AND APPROVAL form. A new SUPPORTIVE SERVICES REQUEST is required when there are changes in payment amounts or duration.
- G. All required documents must be uploaded in the New Mexico Workforce Connection Online System (NMWCOS) and appropriate service activity created in NMWCOS, vouchers shall be created at that time. Youth payment of supportive service will be made directly by the youth provider in agreement with the youth contract scope of work. Payments issued should have copies of the checks uploaded to participant files. For payments issued directly to participants, proof of receipt of payment, such as copy of the check signed and dated by participant, should be uploaded to the electronic record.
- H. Service providers are responsible for tracking participant attendance, time keeping, and related duties. For educational/training institutions receiving ITAs, an administrative overhead (not exceeding administrative costs normally charged for related functions) may be charged for performing time keeping, participant activity tracking, and related duties. For OJT employers, the reimbursement negotiated in each contract includes time keeping, reporting, and other related duties as specified in the OJT contract.

- I. Provision of paid WIOA supportive services shall be limited to the overall time participation limitation established in the local area plan or local board policy.
- J. Supportive services request and payment forms or their subsequent replacements are located on Employnm.com. SAWDB forms shall not be modified without prior written authorization from SAWDB staff.

#### **ALLOWABLE WIOA PAID SUPPORTIVE SERVICES**

##### **Transportation and Temporary Shelter Allowable Supportive Services include the following:**

##### **Transportation Mileage/Commuting Assistance Determination**

To compute distance for transportation assistance, participants may determine actual point-to-point mileage between locations traveled to (i.e. city-to-city, etc.), or the local board may establish a standard methodology. The SAWDB will allow Individual Training Account (ITA) participants living 25 (rounded to nearest mile) or more miles from the training site to receive \$0.25 per mile for travel for attendance. This need must be verified and documented by the case manager in the participant's counseling record and must be maintained in the participant's online file.

##### **A. Bus Passes**

Bus Passes will be provided based on scheduled days and will be supported by a class schedule, work schedule or attendance log. Passes may be obligated for the duration of the training, not to exceed a semester. Passes may be distributed no more than 30 days at a time. Daily bus passes may be issued for job search; a job search log will be needed to support the voucher.

##### **B. Vehicle Repair**

Vehicle repair costs may be provided but must be directly linked to an allowable activity. Required documentation includes: 1) copy of

title or registration showing that the client or their spouse, parent/guardian legally owns the vehicle; 2) proof of car insurance. Only one vehicle repair will be allowed per program year, no cosmetic repairs will be paid from WIOA funding.

The participant cannot receive mileage reimbursement and vehicle repairs during the same week. If vehicle repairs are paid, no transportation will be paid concurrently.

### **Other Supportive Services**

#### **A. Background check/finger printing**

This service must be work or education related in order for the participant to obtain employment or for admission in post-secondary education; documentation must include a statement from the employer or educational institution indicating the requirement.

#### **B. Application or exam fees**

The post-secondary educational provider must require a fee for the application or exam; documentation must be provided from the educational institution stating exam or application fee if required.

#### **C. Medical testing fee**

The post-secondary educational provider must require the medical testing; documentation must be provided from the education institute stating the testing is required.

#### **D. Clothing and footwear assistance**

The clothing items must be directly related to their occupation goal. Clothing that can be purchased includes uniforms and footwear required as a condition of training or employment. No undergarments, makeup, hair accessories, or personal hygiene items are allowed. Clothing is limited to \$300.00 per program year. The participant must submit proof from the employer or training site the items are required.

#### **E. Tools or equipment**

The participant must submit proof that the employer or training provider requires the participant to have specific tools or equipment to perform job duties or complete training. The participant must submit documentation from the employer or training institute that the items are required.

#### **F. Rent assistance**

The participant must indicate a need and sign an applicant statement requesting the assistance. Rent assistance is limited to one time per household per program year. Deposits are not allowable since the amount may be reimbursed to a participant at a later date. Payment of late fees or interest charges are not allowable. Required documentation for payment includes: copy of a signed lease with participant's signature documenting monthly amount due and participants name.

If the lease is not in the participants name, an applicant statement must be made explaining the relationship between the participant and person named in the lease.

#### **G. Gas or electric utilities assistance**

The participant must indicate a need and sign an applicant statement requesting the assistance. Gas or electric utilities assistance is limited to one time per household per program year. Deposits or start-up costs are not acceptable. Required documentation include: shut off notice and a service note documenting that the participant attempted to receive this assistance elsewhere, but was determined ineligible.

#### **H. Car insurance assistance**

Documentation of linkage to authorized activity must be in case note; the participant must complete an applicant statement and indicate a need. Car insurance assistance is limited to one time and only for start-up costs and one-month premium. No pre-payment of premiums

is allowable. Required documentation include: copy of title or registration showing that participant or their parent/guardian legally owns the vehicle and invoice from insurance provider.

I. Vehicle registration renewal

Documentation of linkage to authorized activity must be in case note; the participant must complete an applicant statement and indicate a need. Vehicle registration is limited to one time per household. Required documentation includes; copy of renewal letter and proof of insurance showing that the participant or their parent/guardian legally owns the vehicle.

J. Laptop and software purchase assistance

Documentation is required from the training site that participant must provide their own personal laptop at the training facility for in person classes. Laptop assistance may not exceed \$1,000.00 and will only be provided onetime per participant. Online programs of study are currently excluded from this service.

The need for the above services must be necessary and the cost reasonable to the purpose of the program defined by the Service Provider unless otherwise stated.

**Temporary Shelter**

Participants that choose to attend training institutions with temporary shelter arrangements outside of their local community may receive Temporary Shelter Assistance as verified by participant's attendance report. The service provider must document that the service is necessary and that the cost is reasonable. Participants must provide appropriate documentation to verify no other sources of temporary shelter are available.

**Exclusions**

Financial assistance for transportation, and/or temporary shelter shall not be authorized to any participant who:

- A. is receiving 100% support for transportation or temporary shelter from another source, or
- B. is absent, entirely or in part, from his/her regular scheduled training activity. This includes holidays, except in instances where partial days of attendance in observance of a holiday or related events are approved by the training provider. This latter case shall be documented.

**Child Care**

Child care assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been identified in their IEP. To qualify, participants must have legal responsibility or custody of the children thirteen (13) years of age or younger and must furnish documentation that they do not have any other source available including family members. Children placed in a licensed day care facility, or with a certified day care provider as verified by the case manager must furnish documentation of a paid receipt in order to continue to receive child care payment at this level. A participant may receive payment of thirty-five dollars (\$35.00) per day per child for certified or licensed childcare. Service providers must verify the participant's children's age(s).

**Exclusions**

Child care payment shall not be authorized when the individual:

- A. Is receiving 100% of needed child care payments from another source and if the participant isn't receiving thirty-five dollars (\$35.00) a day per child from another Government source
- B. Is absent, entirely or in part, from his/her regular scheduled training activity. This includes holidays, except in instances where partial days of attendance in observance of a holiday or related events are approved by the training provider. This latter case shall be documented.

### **Medical and Health Care Supportive Services**

Minor medical and health care services that may be provided include, but are not limited to:

- A. Physical examinations
- B. Eye and/or ear examinations
- C. Filling of eyeglass prescriptions
- D. Purchase of hearing aids
- E. Purchase of orthopedic devices (must to refer to Vocational Rehabilitation)

Other minor medical or health care services not listed herein that are necessary in order for the individual to participate in the program. With the exception of hearing aids, a one-time maximum of five hundred dollars (\$500.00) for minor health or medical care services may be provided to participants enrolled in a WIOA funded training activity that require such assistance in order to participate in the program. The participant must provide proof of need (statement from health care or medical practitioner). The participant shall only be eligible for this assistance if he/she cannot obtain such services from other available resources as documented in the participant file by the case manager (i.e. One Stop partners, local community health care programs, etc.). Payment for services shall be made directly to the vendor or provider upon receipt of billing. Participants shall not be paid directly or reimbursed after-the-fact for these services.

Participants in the "HOLD" status are not eligible to receive payments for this service.

Documentation should be tracked by a case manager in a participant's online file based on their minimum need. The *need* is to be greater than or equal to the amount of supportive services that will be received.

### **NEEDS-RELATED PAYMENTS**

Needs-related payments provide financial assistance for the purpose of enabling individuals

to participant in training and are one of the supportive services authorized by WIOA. Eligibility requirements for adult and dislocated worker to receive needs-related assistance are as follows: §CFR680.950 – 680.990

**Adults** must:(a) be unemployed due to no fault of their own (b) not qualify for, or have ceased qualifying for unemployment compensation (c) be enrolled in a program of training services.

**Dislocated Workers must:** (a) be unemployed, and (1) have ceased to qualify for unemployment compensation or trade adjustment allowance under the Trade Adjustment Assistance Act (TAA) or the North American Free Trade Agreement (NAFTA)-TAA due to no fault of their own, and (2) be enrolled in a program of training services by the end of the 13<sup>th</sup> 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 8<sup>th</sup> 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 adjustment assistance under TAA or NAFTA-TAA. (c) Needs-related payments may be provided to a participant waiting to start training classes if the participant has been accepted to a training program that will begin within 30 calendar days. Local boards may submit a written request to the SAE for a 30-day extension to this time limitation to address appropriate circumstances.

### **DETERMINATION OF THE LEVEL OF NEED-RELATED PAYMENTS §680-970**

The level of needs related payments shall be determined as follows:

- A. At the level for adults will be the same as the level for dislocated workers
- B. For dislocated workers, payments must not exceed the greater of either of the following levels:
  - 1) For participants who were eligible for unemployment compensation as a result of

the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit for the participant's situation (such as working at spot jobs or part time) or

- 2) 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 based on family size for an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income.

#### **SUPPORTIVE SERVICES FOR YOUTH**

Supportive services are one of the 14 required program elements for youth and shall be made available to all WIOA youth participants, and may include the following:

- A. Linkages to community services
- B. Assistance with transportation costs
- C. Assistance with child care and dependent care costs
- D. Assistance with housing costs
- E. Referrals to medical services
- F. Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eyeglasses and protective eye gear.
- G. Needs related payment for youth 18-24 years of age

Other Types of Supportive Services Not Listed in this Policy

Contingent upon the availability of funding, other types of supportive services may be provided based on the need of the participant. The need for such services must be necessary and the cost reasonable to the program.

#### **Waivers**

A waiver may be requested for a supportive service that will exceed any monetary limits listed in this

policy. The waiver must demonstrate the need and that the cost is reasonable. The waiver must be submitted to the administrative entity of the local board for approval.

#### **SUPPORTIVE SERVICES PAYMENT PROCESS**

Timesheets need to be completed and sent to the Fiscal Agent's office following the WIOA supportive service payment schedule developed by the Fiscal Agent.

- A. Fiscal Agent processes timesheets for payment
- B. Payment is then sent to the Workforce Connection Center office

#### **DIRECT PAYMENT TO PARTICIPANTS**

The appropriate Supportive Services Request and Approval forms shall be used to authorize supportive services payments for participants. Need supporting payment documentation e.g. timesheets, paystubs and receipts uploaded in NMWCOS.

#### **PAYMENT TO VENDORS AND SERVICES PROVIDERS**

For payment to vendors and providers of medical care, and other health care services, the supportive service forms approved by the SAWDB are available at [www.employnm.com](http://www.employnm.com).

#### **GENERAL LIMITATIONS**

- A. Time Limits

For eligible Adults and Youth, supportive services may be provided for a period of time required to complete the IEP objectives; however, shall not exceed the participation time limitations established in the Southwestern Area plan or board policy.

- B. Budget Limitations

The amount and types of supportive services in each local area is based on funding available to the local boards. No supportive services in any WIOA title is to be considered an entitlement.

- C. Participants in "Hold" Status

Participants who are in a “hold” status, for whom continued training is scheduled, will not be eligible for health care and minor medical services, group services and/or other supportive services that are not paid directly to the participant during this “Hold” status.

**SERVICE PROVIDER AND TRAINING INSTITUTION  
TIME AND ATTENDANCE REPORTING AND  
RELATED RESPONSIBILITIES/ROLES**

Service providers are responsible for overall tracking and reporting on participant activities as specified in their sub grants or contracts. They are also responsible for coordinating with area training institutions on time and attendance for those participants concurrently enrolled in classroom training, WE, OJT, or enrolled in a customized training activity and receiving supportive services. As part of the ITA agreements, training institutions are required to track and report participant time and attendance. In order to help defray some of the administrative overhead associated with additional responsibilities including item keeping and reporting, training institutions may charge a

reasonable administrative cost normally charged for performing related functions. WE and OJT employers are responsible for tracking/reporting time and attendance of participants assigned to them. WIOA program staff shall be available to assist employers as necessary.

**INQUIRIES**

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

**ATTESTED**

This policy was reviewed and approved by the  
SAWDB on: \_\_\_\_\_

\_\_\_\_\_  
SAWDB Chairman

\_\_\_\_\_  
Date