



ADMINISTRATIVE BULLETIN NO. 13A

TO: WIA ADULT CONTRACTING AGENCIES

SUBJECT: SUPPORTIVE SERVICES

EFFECTIVE: JULY 1, 2009

I. BACKGROUND

The Workforce Investment Act, Section 101(46) defines supportive services as services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA. Supportive Services may be provided through in-kind or cash assistance, or by arrangement with another human service agency when necessary to enable an individual who is eligible for training under a WIA assisted program, but who cannot afford to pay for such services, to participate in such WIA-assisted programs. These services shall be provided in the absence of other resources.

- 1.) Supportive services may only be provided to individuals who are:
 - (a) Participating in core, intensive or training services; and
 - (b) Unable to obtain supportive services through other programs providing such services.
 - (c) Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.

Financial assistance (cash payments) is not available prior to registration. Financial assistance (cash payments) is not an allowable

follow-up service. Post-placement supportive services are to be limited and justified by the IEP.

II. POLICY

Supportive services must be necessary to the success of the training plan and beyond the ability of the participant to pay. Services may take the form of in-kind or cash assistance.

1. Childcare: The following stipulations apply:

- (a) Participant shall access “Working Childcare Connections” at DSHS prior to authorization of WIA funding for Childcare.
- (b) Priority will be given to single heads of household. Reimbursement will not be made for day care if the participant has an unemployed spouse at home. Special cases, such as handicapped spouse unable to work, shall receive individual consideration and be documented by the contracting agency.

Childcare services shall be paid to a licensed vendor unless the vendor is providing services in the participant's home. Exceptions can be made if it is clearly demonstrated (documentation must be maintained) that childcare as described above is not readily available due to: the child's age, child's needs requiring special care, or lack of childcare in the area. This exception is intended as a temporary measure to allow the client to participate in training until acceptable childcare can be found.

- (c) The payment may be two times per month and will be based upon actual costs but may not exceed the scales listed below:

Daily:

The Daily Rate shall be at a maximum of \$23.00 for 1st child per day; and all other charges need to be

negotiated per child.

Hourly:

\$3.50 for 1st child per hour.

\$2.50 for 2nd child per hour.

Childcare payments are based on either a daily or hourly rate. For either rate, payments are sequenced according to the number of children being cared for. The hourly rate paid should never be more than the maximum daily rate.

2. Transportation: Assistance may include bus tokens, mileage allowance or other travel assistance that is determined reasonable and necessary
3. Tools: A participant may receive additional supportive service, clothing/uniforms, boots, helmets, gloves, and tools required for participation in training or to succeed in their employment. Contractors are required to have a tool policy in place to safeguard property and which outlines the requirements for tool ownership.
4. Clothing: **Assistance is limited to \$400 per year** to purchase appropriate dress and work clothing including a uniform required by the employer. The year shall be calculated on a 12-month period following the first clothing purchase, and shall carry across programs and titles with the same contractor.
5. Emergency Services: Emergency Services include payments for overdue electric, home heating fuel and water bills, food and/or temporary shelter. Each emergency situation will be dealt with on an individual basis. **Assistance is limited to \$1,000 per participant.**

In the case of shelter for "Homeless" participants, assistance may not exceed two months' rent if required by the landlord, consecutive or separate months.

When providing rental assistance a copy of the rental agreement from the landlord must be maintained in the file. If a rental agreement is not

available, the landlord must complete and sign the Emergency Rental Assistance Request form. The Emergency Rental Assistance Request form must be maintained in the file.

6. Automobile repairs/maintenance: Assistance may be provided for vehicles used as the primary source of transportation to training or work. The participant should be the registered owner of the vehicle. Contractors must document who owns the vehicle and a valid reason why the vehicle cannot be registered to the participant. **Assistance is limited to \$1,000 per participant.**
7. Referrals to medical services: Assistance for medical or dental services not covered by other insurance policies or by the State Labor and Industrial Insurance may be provided. Contractors must exhaust all other resources for medical assistance before using WIA funds. **Assistance is limited to \$500 per participant.**
8. Linkages to community services: A non-financial supportive service.

III. ACTION REQUIRED

Contractors shall ensure that appropriate documentation is maintained in each participant file to justify the expenditure of Supportive Service funds. Each Support Service expenditure will have the corresponding Comprehensive Assessment section completed in SKIES to substantiate the expenditure. Contractors are required to provide a yearly participant report to the WDC detailing supportive service types and amounts. Requests for Supportive Services exceeding the specified limits for exceptional circumstances must be made in writing to the WDC.

Attachment 1 – Supportive Service Form

Attachment 2 – Child Care Application

Attachment 3 – Request for Payment for Child Care

Attachment 4 – Mileage Reimbursement Form

Attachment 5 – Emergency Rental Assistance Request Form