

YOUTH ADMINISTRATIVE BULLETIN NO. 12

TO: WIA YOUTH CONTRACTING AGENCIES

SUBJECT: SUPPORTIVE SERVICES

EFFECTIVE: July 1, 2007

I. BACKGROUND

The Workforce Investment Act, Section 101(46) defines supportive services as services such as transportation, child care, 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.

- a) Supportive Services may be provided only if necessary to enable individuals to participate in the program
- b) Supportive Services (with the exception of financial assistance, defined as cash payments such as wages and/or cash incentives) may be provided for up to one year following termination as post-termination or follow-up services to assist in retaining employment.

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. The following types of supportive services, within the prescribed parameters and monetary limits, are allowable:

- A. Child Care: The following stipulations apply:

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1. Priority will be given to single heads of household. Reimbursement will not be made for child care if the participant has an unemployed spouse at home. Special cases, such as a handicapped spouse who is unable to work, shall receive individual consideration and be documented by the contracting agency.

Child care 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 child care as described above is not readily available due to the child's age, the child requiring special care, or a lack of licensed child care in the area. These exceptions are intended as temporary measures, to enable the client to participate in an activity, until acceptable child care can be found.

2. Payment may be two times per month and will be based upon actual costs but may not exceed the rates listed below:

Daily Rate:

- A maximum of \$23.00 per day for the 1st child
- Rates for additional children will be negotiated.

Hourly Rate:

- A maximum of \$3.50 per hour for the 1st child
- A maximum of \$2.50 per hour for 2nd and subsequent children

3. Day care payments are based on either a daily or an hourly rate. For either rate, payments are graduated according to the number of children being cared for. The hourly rate paid should never be more than the maximum daily rate.
- B. Transportation: Assistance may include bus tokens, mileage allowance or other travel assistance that is determined reasonable and necessary.
- C. Tools: A participant may receive supportive services, such as clothing/uniforms, boots, helmets, gloves, and tools required for participation in training or to succeed in their employment.

Contractors are required to obtain the participants signature on a tools and equipment agreement. The signed tools and equipment agreement, along with a detailed tools list, must be maintained in the participant's file. The approved tools and equipment agreement is attached (Attachment 5). Contractors may use their own tools and equipment agreement with prior written approval from Council staff. Exceptions to the tools and equipment policy

must be approved by Council staff. If the conditions for retaining the tools and/or equipment are not met by the participant, the Contractor shall retrieve the tools and/or equipment. The Contractor must report to Council staff all instances in which they are unable to retrieve the tools and/or equipment.

Contractors must maintain a centralized system to inventory tools and equipment. All tools purchased with WIA funds must be inventoried on the attached tool and equipment log (Attachment 6). Contractors may use their own tools and equipment inventory form with prior written approval from Council staff.

- D. Clothing: Assistance is limited to \$400 per year to purchase appropriate dress and work clothing, including clothing 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.

* Contractors are required to develop a written policy defining a process for the purchase of **Tools** and **Clothing** that will provide for protection from inappropriate purchases and missing documentation.

Note: The following services (E - G) are limited, per participant, to a combined amount of \$1,500 in a program year.

- E. 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. In the case of shelter for "homeless" participants, payment may not exceed two months' rent if required by the landlord, consecutive or separate months. Emergency services assistance is limited to \$1,500 per participant.
- F. 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. An exception can be made for youth under the age of 21. Contractors must document who owns the vehicle and a valid reason why the vehicle cannot be registered to the participant. Assistance is limited to \$1,500 per participant.
- G. Referrals to medical services: Assistance for medical or dental services not covered by non-WIA resources, 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 \$1,000 per participant.
- H. Linkages to community services: A non-financial supportive service.

III. ACTION REQUIRED

Contractors shall ensure that appropriate documentation is maintained to justify the expenditure of Supportive Service funds. Contractors are required to report supportive service payments to the Council on an annual basis or as requested. The report shall include: type of payment; amount spent; vendor; and date of payment. Requests for Supportive Services exceeding the specified limits for exceptional circumstances must be made in writing to the Council.

- Attachments
1. WIA Supportive Service Approval
 2. Application for Child Care
 3. Request for Payment of Child Care
 4. Mileage reimbursement
 5. Tools and Equipment Agreement
 6. Tools and Equipment Inventory