



Mississippi Valley Workforce Development Board

Support Services Policy

Approved Date: August 23, 2021

Effective Date: August 23, 2021

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PURPOSE

To provide MVWA contractors of WIOA, Adult, Dislocated Worker, and Youth with guidelines and restrictions on supportive services.

BACKGROUND

Support services are available to WIOA Adult, Dislocated Workers, and Youth who meet WIOA eligibility requirements as described below. As WIOA programs are not an entitlement, supportive service payments are made on a case-by-case basis only when determined necessary and allowable. Due to funding limitations, WIOA supportive services are always the last resort. All other sources of funding must be sought first and documented to avoid duplication of services. All attempts to find other supportive service funding and the reasons for needing WIOA funding must be documented in the state case management system. Potential sources for other funding may include state-funded sources, Pell Grants, or Trade Adjustment Assistance (TAA).

ELIGIBILITY

Supportive services, including needs-related payments, may only be provided to participants who:

- Are participating in Career services or Training services approved by WIOA Title I.
- Are unable to obtain supportive services via their support network or through other programs including community agencies that provide these services; and
- Require those services to enable him/her to participate in WIOA Title I activities.

A review of the Adult, Dislocated Worker participant's budget shall be completed to determine the need. Details of the budget will be provided in the state case management system. In all cases, staff must review service notes prior to making any supportive service payments to avoid duplicate payments from multiple sources and to ensure the participant has not exceeded any limits set forth in this policy. The supportive service(s) must be necessary for the customer to achieve the goals outlined in their Employment Plan (EP).

The Comprehensive and Affiliate Job Centers must keep an up-to-date listing of available community resources (paper and/or electronic) and make them available to participants prior to any WIOA payment for supportive services. Providing information about the availability of, and referrals to, alternate supportive services sources is required by 20 CRF 678.430 (a) (9).

Support Payments

OVERVIEW

The MVWA has a per-participant support cap maximum of \$6,000.00 per program year.

The board has a 60-day limit for supportive services after a customer completes training or is no longer participating in an approved WIOA activity, excluding Youth participants. Youth participants are provided support services through follow-up. Following are the allowable types of Support Service Payments and a description of each. Payments may be made directly to vendors on behalf of a participant, or as a reimbursement to the individual unless otherwise noted below.

CLOTHING (CHG)

- Payments for items such as clothes and shoes (uniforms, safety equipment, etc.) that are necessary for participation in WIOA Title 1 activities, including interviewing, employment, or work experience are allowable.
- Itemized invoice or receipt is required.
- Maximum expenditure is \$300.00 per activity.
- This support service should be classified as CHG in the Iowa *WORKS* system.

DEPENDENT CARE (DPC)

- The costs of dependent care from licensed daycare providers or from private sources agreed upon by the participant are an allowable expense.
- Dependent 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 linked to an activity.
- Dependent care includes child or adult care for which the participant would normally be responsible.
- If an unemployed parent of the child resides in the home, no childcare support will be provided.
- DPC payments are paid directly to the participant after verification by the case manager.
 - The case manager will verify:
 - the childcare provider form identifying the person(s) for whom they are providing care,
 - the provider is not being paid by other sources (or verification of participant co-pay),
 - documentation of the days/hours the care is provided, and the attendance/progress form from the training provider verifying that the childcare is necessary.
- Dependent care support should only be used when the participant is not eligible for or is pending approval of childcare assistance through DHS/Promise Jobs.
- Maximum of \$50 per day for one dependent.
- Maximum of \$100 per day for two or more dependents.
- Maximum of \$500 per week for two or more dependents.
- This support service should be classified as DPC in the Iowa *WORKS* system.

EDUCATIONAL ASSISTANCE (EST)

- Assistance with books, fees, school supplies, laptops, internet access, and other necessary services/items for students enrolled in high school, alternative high school, high school equivalent, or post-secondary education classes are allowable.
- This includes background checks, physicals, and screenings that are necessary for acceptance or participation in educational classes.
- In the event a program participant has been awarded a Pell Grant, the Pell Grant must be applied against the cost of allowable educational expenses before WIOA funds are utilized.
- Participants that need laptops, internet service, and other supportive services must provide written documentation from the training site indicating the need for these services.
- The laptop may be retained by the participant after the completion of training and will only be provided one time per program year.
- Services for the Internet are limited to the time that the individual is in a training activity.
- Itemized invoice/receipt or syllabus is required. Documentation from the instructor is required from the training site for laptop and/or internet access.
- This support service should be classified as EST in the Iowa*WORKS* system.

EDUCATIONAL TESTING (EDT)

- Assistance with educational testing required for participation in WIOA Title 1 activities is allowable.
- Some examples of educational testing include but are not limited to, high school equivalency testing and vocational testing.
- If required for employment, the costs for licenses and application fees are allowable, examples include nursing boards.
- Itemized invoice or receipt is required.
- This support service should be classified as EDT in the Iowa*WORKS* system.

HEALTH CARE (HLC)

- Health care assistance can be made available to participants when a lack of assistance will affect their ability to obtain or maintain employment, or if it is a requirement of an educational program.
- Allowable expenses include but are not limited to:
 - physical exams,
 - drug tests, and
 - co-pays for prescription drugs.
- This supportive service should be used only when there are no other resources available to the participant.
- Itemized invoice or receipt is required.
- Maximum expenditure is \$300.00 per program year.

- This support service should be classified as HLC in the Iowa *WORKS* system.

SERVICES FOR INDIVIDUALS WITH DISABILITIES (SID)

- The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in an education or employment-related activity are allowable.
- It is not an allowable use of WIOA Title 1 funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements.
- Itemized invoice or receipt is required.
- This support service should be classified as SID in the Iowa *WORKS* system.

TRANSPORTATION (TRN)

The cost of transportation necessary to participate in WIOA Title 1 activities and services, including job searching and job interviews, is allowable.

Assistance can consist of:

- Per mile reimbursement
- fuel purchase orders
- ride share services, like Uber and Lyft for example
- bus and/or taxi passes
- Bicycle and safety equipment purchases capped at \$500
- Bus passes must not be provided for more than 30 days in advance, 1-day bus passes are also allowable.
- Mileage will be reimbursed at the federal IRS rate.
- Mileage expenses must be supported with a map from a web mapping service.
- Itemized receipts/invoices are required for other transportation.
- This support service should be classified as TRN in the Iowa *WORKS* system.

HOUSING/RENT/UTILITIES

- The participant must indicate a need and sign an applicant statement requesting assistance.
- Deposits are not allowable since the amount may be reimbursed to a participant at a later date.
- Payment of late fees or interest fees or charges associated with payments not made on time are not allowable.
- Required documentation for payment includes a copy of a signed lease with the participant's signature and the monthly amount due or proof of a mortgage in the participant's name.
- If the lease is not in the participant's name, an applicant statement must be made explaining the relationship between the participant and the person named in the lease.

- Payments will be based on actual rent expense minus any subsidies.
- Rent or mortgage assistance is limited to one time per household per program year.
- Maximum for rent is \$850, and the maximum for a mortgage is \$1,000.
- Utilities are allowed up to \$500 per program year and must be supported by actual bills.
- This support service should be classified as FAS in the Iowa *WORKS* system.

CAR REPAIRS/INSURANCE

- Vehicle repair costs may be provided but must be directly linked to an allowable activity.
- Required documentation includes:
 - copy of title or registration showing the client or their spouse, parent/guardian legally owns the vehicle
 - proof of car insurance.
- No cosmetic repairs will be paid using WIOA funds.
- Vehicle insurance premiums for up to 6 months are also an allowable expense and is a one-time-only payment. Two quotes for repairs are required unless the vehicle has to be towed.
- The participant cannot receive mileage reimbursement and vehicle repairs during the same week. If vehicle repairs are paid, no transportation will be paid.
- Maximum per participant is \$1,000 per program year.
- This support service should be classified as FAS in the Iowa *WORKS* system.

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.
- This support service should be classified as MSS in the Iowa *WORKS* system.

EMPLOYMENT RELATED EXPENSES

- Employment-related expenses include various fees not covered in other categories that are related to education and/or employment, including licensing, bonding, background checks for work-based learning, and application fees.
- The cost of required identification documents for education or employment is allowed.
- The cost of a laptop for a participant doing a remote work-based learning activity is allowed.
- The maximum amount per participant is \$500 per program year.
- This support service should be classified as MSS in the Iowa *WORKS* system.

SUPPORTED EMPLOYMENT AND TRAINING (SET)

- Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with one-to-one instruction and with the support necessary to enable them to complete occupational skill training and/or obtain and retain competitive employment.
- SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. An example of SET use in conjunction with occupational skills training would be hiring a tutor to assist with classes.
- SET may be conducted in conjunction with experiential learning activities. An example of SET use in this situation would be the hiring of a job coach to assist an individual who has been placed in competitive employment.
- The length of a Supported Employment and Training contract may not exceed six months per enrollment.
- The service provider must have an established rate for the service and charges must be in the same manner and at the same rate as other entities purchasing similar services.
- Itemized invoice or receipt is required.
- This support service should be classified as SET in the Iowa*WORKS* system.

Needs Related Payments

OVERVIEW

Needs Related Payments (NRP) are cash payments to WIOA participants for general living expenses to enable them to continue and succeed in the WIOA Program. Needs-related supportive services must be approved by the WIOA Project Director and paid directly to the participant. The maximum for a Need Related Payment per participant is \$500 per program year. NPRs are one of the supportive services authorized by WIOA. Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.

NRPs are available for the following fund sources:

- Adult,
- Dislocated Worker,
- Out-of-School Youth, and
- In-School Youth.

ADULT ELIGIBILITY

Participants enrolled in the Adult program must meet the following criteria to receive needs-related payments:

- Be unemployed,
- Not qualify for, or have ceased qualifying for, unemployment compensation,
- Be enrolled (applied and accepted) in training services under WIOA Title I that has already begun or will begin within 30 calendar days.

DISLOCATED WORKER ELIGIBILITY

Participants enrolled in the Dislocated Worker program must meet the following criteria to receive needs-related payments:

- Be unemployed, and
- Have ceased to qualify for unemployment compensation or Trade Readjustment Allowance, and
- Be enrolled in a program of training services under WIOA Title I 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
- Be unemployed and not qualify for unemployment compensation or Trade Readjustment Allowance (TRA) under TAA and be enrolled (applied and accepted) in training services under WIOA Title I that has already begun or will begin within 30 calendar days.

For dislocated workers, payments must not exceed the greater of either of the following levels:

- The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
- The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff.
- The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies.
- At least quarterly, the amount of family income must be reviewed to determine if adjustments must be made in the amount of NRP payments.

YOUTH ELIGIBILITY

Participants enrolled in the Youth program must meet the following criteria to receive needs-related payments:

- Be unemployed
- Not qualify for or have ceased qualifying for unemployment compensation.

APPROVAL OF SUPPORT PAYMENTS

A WIOA Project Director and/or Operations Supervisor in each center will be responsible for reviewing and approving support payment requests for WIOA Adults, Dislocated Workers, and Youth to ensure all WIOA requirements have been met, and the request is appropriate and to ensure sufficient funds are available.

In the event that any supportive service not previously outlined in this policy is requested or requires more than the allowable maximum amount or cap, as stated in policy a waiver may be submitted to the board Executive Director. In consultation with the appropriate committee chairs and authorization to exceed the maximum will be awarded on a case-by-case basis. Proper justification must be outlined on the waiver. Written justification from the customer is required prior to making the payment.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities