

FRESNO REGIONAL WORKFORCE DEVELOPMENT BOARD



WORKFORCE INNOVATION AND OPPORTUNITY ACT

Supportive Services Manual

TABLE OF CONTENTS

Section Number	Description	Page
SECTION I:	Introduction	
	A. Overview	2
	B. Co-enrolled Young Adult	2
	C. Overall Restrictions/Exceptions.	2-3
SECTION II:	What's Available and Requirements	
	A. Supportive Services Costs and Waivers.	4
	B. Supportive Services Eligibility Determination	4
	C. Allowable Supportive Services	5-9
	1. Child Care.	5
	2. Transportation	5-6
	3. Housing	6
	4. Utilities.	6-7
	5. Medical/Healthcare	7
	6. Needs-related Payments.	7-8
	7. Out of County Employment Interview, Relocation Assistance and Out of County Training Travel Assistance.	8-9
	8. Ancillary Expenses.	9
SECTION III:	Appendices	
	Appendix A – Maximum Cost Limitation Guide	10
	Appendix B – Needs Related Payment	11
	Appendix C – Child Care Payments	11
	Appendix D – Definitions	12
	Appendix E – Forms Listing	12

SECTION I: INTRODUCTION

A. Overview

The term “Supportive Services” refers to those financial-based or physical accommodations that are reasonable and necessary, and required, in order for a participant to engage in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA). In addition, any young adult, adult, or dislocated worker who is enrolled and receiving WIOA services, may be eligible for supportive services if they are unable to obtain assistance from other programs providing such services. Participants could be eligible to receive supportive services during the 12 month follow-up period after closure. In general, supportive services may include needs-related payments, child care, transportation, housing assistance, and a variety of other related (ancillary or non-ancillary) expenses.

Maximum Allowable Limits

1. Supportive services for adults, dislocated workers and young adults are available up to a maximum lifetime total amount of \$1,000.

The availability of and referral to supportive services is one of the services that must be made available to enrolled adults and dislocated workers through the One-Stop delivery system, and is a required young adult program element to be made available based on demonstrated need.

The need for supportive services must be considered when developing the Individual Employment Plan (IEP) for adults or the Individual Service Strategy (ISS) for young adult. Under no circumstances should a participant be denied supportive services without the documented concurrence of a supervisor or manager.

All efforts to secure supportive services from other sources must first be exhausted by the participant and documented in the participant’s case notes before expending WIOA funds. Therefore, a thorough understanding of the resources and services available from other state, federal or local agencies or family members are pivotal before providing services with WIOA funds. Additionally, the current benefit status of any employed participant or family member needs to be verified before deciding that WIOA supportive services are needed.

B. Co-enrolled Young Adult

The ACA is responsible to ensure that all young adult supportive service funds are expended prior to utilizing any Adult supportive service funds.

When accessing adult supportive services funds, co-enrolled young adults are subject to all adult supportive services guidelines and restrictions outlined in this manual.

C. Overall Restrictions/Exceptions

- Participants who are actively engaged in the process of becoming job ready are eligible to receive only those supportive services directly related to, becoming Job Ready and/or training activities, e.g.: bus tokens, child care (once in a training activity), transportation, ancillary expenses directly related to training (not tuition) and not included in the cost of training.
- The participant must demonstrate financial need for supportive services. The Supportive Services Request form should show that total household income is equal to or less than the total household expenses. If the budget shows a neutral or negative cash flow and there appear to be

discretionary expenses, the participant should take steps to reduce those discretionary expenses.

- If a participant is employed or a family member is employed and receives benefits as part of their compensation package, and those benefits can be used to pay for a participant's supportive service need, then the participant is not eligible to receive certain types of supportive services.
- Young Adults participants are not eligible for Needs Related Payments (NRP) under the Young Adult funding stream.
- WIOA funds cannot be used to pay fines incurred when breaking the law (i.e. speeding or DUI tickets), penalties (i.e. late fees or DMV penalties) or for a down payment or contracted payment on an automobile, real property or interest. Supportive Services funds cannot be used for treatment of medical condition or illnesses.
- Supportive services funds may not be used to pay for tuition for any training activity.
- Participant reimbursement for expenditures that have already occurred (also known as "retroactive")-, will be reviewed on a case by case basis.
 - There may be some emergency or extenuating circumstances where payment for qualified expenditures may be permitted. In those cases, the provider is to submit a request for waiver, with clear justification and supporting documentation as to why the participant should receive the payment. Refer to the Waiver Request Process.

SECTION II: WHAT'S AVAILABLE AND REQUIREMENTS

A. Supportive Services Costs and Waivers

While not all inclusive, the allowable supportive services listed in the Maximum Cost Limitation Guide (see Appendix A on page 8) represent the most common obstacles to a participant's involvement in WIOA activities.

Supportive services are one of fourteen (14) WIOA service elements that must be made available to eligible young adults based on each participant's need to enable an individual to participate in activities authorized under the Act. This need is based on each participant's assessment and Individual Service Strategy (ISS). The standard to authorize supportive services for young adults shall not vary from those for adults and dislocated workers, with the exception that Needs-Related payment funds are not authorized for young adults.

In those situations for which the provider of services has extenuating circumstances for which a waiver should be considered, the provider of services should submit written requests and recommendations to FRWIB staff, following the process outlined in the Waiver Request Process OD.

The amounts listed in the Maximum Cost Limitation Guide are maximum amounts by category, unless so specified. The participant's files must include the providers of services' documented supervisor/management approval and the Fresno Regional Workforce Development Board's (FRWDB) approved waiver for any supportive service(s) that, either individually or combined, exceeds the amount listed in the Maximum Cost Limitation Guide and/or the maximum lifetime amount of \$1,000, if applicable.

In all cases, supportive services expenditures must be requested and approved prior to expending or directing a participant to expend funds. **Supportive Services funds cannot be expended or reimbursements made for expenditures, if funds were expended prior to enrollment into WIOA.** Non-compliance will result in disallowing all costs related to the specific service in question.

Providers of services cannot withhold supportive services payments to participants to satisfy any non-WIOA debts incurred by the participant with their agency.

B. Supportive Services Eligibility Determination

1. Needs Related Payments – use form SUP-006
2. All Other Supportive services – use form SUP-007

At the time of the initial supportive services request, providers must document the household income and monthly expenditures in Form # SUP-007.

Each request must be considered on a case by case basis and the ERS/ACA will be responsible for determining which expenses are necessary and which are not. When determining eligibility, only necessary expenditures are to be considered when determining the need for supportive services.

C. Allowable Supportive Services

Typical supportive services categories and costs for eligible adults, dislocated workers and young adults are outlined in the Cost Limitation Guide and include the following:

1. Child Care

Reimbursement/payment for child care may be made available to eligible participants to cover costs for the care of their legally **dependent children who have not reached their 12th birth date**. (The provider of services must document that a participant has legal custody (copy of court order, previous year's federal income tax return or applicant statement).

Child care reimbursement must be for only the actual number of hours a WIOA participant is participating in a WIOA activity {Individualized or Training services}, including actual travel time to and from the activity. Child care supportive services must be reviewed frequently to ascertain continued need.

Under no circumstances is a participant to be reimbursed more than the actual cost for childcare. An invoice, agreement or other document from the childcare provider (agency or family member) specifying the hours of care and the cost, is to be maintained in the participant's case file. This document is to be sent with any waiver request for childcare supportive services.

If the participant is requesting payment for childcare supportive services provided by a relative or other non-licensed childcare provider, a request for waiver must be submitted and approved prior to payment. The waiver justification must demonstrate that the relative or non-licensed childcare provider is incurring a negative impact to their income or ability to earn income as a result of providing the childcare services.

The Childcare Payment table on page 9 provides the maximum monthly amount. If childcare is needed for less than a month, the provider of services must compute the allowable amount to be reimbursed. To compute a daily rate, take the amount listed in the table and divide by 20.66. The result is the daily rate. To compute an hourly rate, compute the daily rate then divide by 8.0. The result is the hourly rate.

2. Transportation

Expenses may be provided to an eligible participant when transportation assistance is needed to allow participation in WIOA activities, including employment or training activities such as Skills Training, On-the-Job training, Work Experience, or Customized training. Transportation expenses for eligible WIOA participants, including expenses to and from a childcare provider, are authorized but limited to usual and customary public/community transportation, such as a bus line, or on a mileage reimbursement basis.

It is the responsibility of the provider of services to determine if a participant is in need of transportation assistance to enable access to, or return from, the WIOA service location or training facility or job search. Participants can receive a bus pass only if enrolled into planned daily activities that last longer than 30 days, such as any WIOA or Non-WIOA training activities. For all other activities, participants are eligible to receive public transportation assistance in the form of bus tokens.

The providers of services are to maintain a log which states the purpose/use; Application #; signature of participant; and staff initial. This supportive service is available to assist all enrolled participants accessing WIOA services.

Typically, mileage assistance is provided to any participant who uses a vehicle currently registered to the participant or immediate family member in order to participate in certain eligible WIOA activities. The participant must provide proof of insurance for liability and property damage with minimum policy limits, as required by the state of California. The participant or immediate family member must be properly licensed to operate a vehicle in the state of California and must be a named insured on the insurance policy.

For automobile repairs, the provider of services is authorized to approve payment only for those repairs that directly relate to the safe operation (see Definitions, page 10) of the motor vehicle and/or determined to be reasonable and necessary to provide reliable transportation for a WIOA participant's involvement in a WIOA activity. Requests for vehicle repairs must be accompanied by at least two estimates prepared by licensed repair facilities. The vehicle to be repaired must be currently registered in the participant's name or family member and be insured for liability and property damage with minimum policy limits, as required by the state of California. In the case where the vehicle is not registered in the participant's name, the participant must be named on the insurance certificate and there is to be an applicant's statement from the registered owner that the car is used by the participant for transportation.

Any mechanical repair by other than a licensed facility requires an approved waiver request prior to any costs incurred. Reimbursement will be for the cost of parts only. Any request for parts only must be accompanied by two estimates and the final purchase must be supported by receipts. Supportive services will not pay for non-licensed repair labor.

It is important that providers of services implement internal controls to ensure they do not pay for automobile repairs until the repairs have actually been completed. Providers of services must have a copy of the repair receipt that shows the work has been completed and accepted by the participant.

3. Housing

Any requests for housing assistance must be submitted, via waiver, to FRWDB staff and approved, prior to payment.

Supportive services may be used to make a one-time payment for a WIOA participant who has been confronted with an eviction proceeding and is a named party in the eviction proceeding, e.g., three, five, or 30-day notice to quit or pay rent has been served on the WIOA participant by the property owner, or a duly authorized representative. The WIOA participant must be a resident of the subject residence **and be legally responsible for the payment of the rent**. An eviction proceeding may also be a complaint filed in the appropriate jurisdiction of a local court of law and the WIOA participant must be the named defendant. In the event of such an occurrence, the maximum rental to be paid shall not be for more than one month of tenancy and for no more than the normal monthly rental fee. Rent payments must not be duplicative or contrary to existing assistance from any other agency. **WIOA cannot pay late fees or other penalties.**

4. Utilities

Any requests for utilities assistance must be submitted, via waiver, to FRWDB staff and approved, prior to payment.

Supportive services may be used to make a one-time payment for a WIOA participant who has been confronted with a shutoff notice from a utility company (electricity, gas and/or water only). The WIOA participant must be named on the rental agreement, lease or mortgage of the subject residence **and**

be legally responsible for the payment of the bill (the participant's name must be on the notice). Evidence is to be submitted with the waiver that demonstrates other sources of assistance, such as Home Energy Assistance Program (HEAP), were applied for and denied. In the event of such an occurrence, the maximum bill to be paid cannot exceed \$750 or 2 months in arrears (whichever is less). Utility payments must not be duplicative or contrary to existing assistance from any other agency. **WIOA cannot pay late fees or other penalties.**

5. MEDICAL/HEALTHCARE

Participants may be able receive financial assistance with certain types of medical or healthcare services in order to support their activities in training or securing/retaining employment. These services can include (but are not limited to) eyeglasses, safety eyewear, tattoo removal, dental work, employer requested drug testing, employment or training related physical exams and immunizations. If medical services are needed for training, check to see if it is covered in the cost of training before authorizing supportive service payments.

6. Needs-related Payments (NRP) – Adult and Dislocated Workers only

NRP may be provided to unemployed adults and dislocated workers if the eligible participant has been enrolled in an allowable unsubsidized training activity. While in training, up to 30 minutes of travel time each way may be included in the calculation for Needs-related Payments.

NRP are available for adults and dislocated workers who meet the following criteria:

(a) Specific eligibility requirements for adults

1. Must be unemployed;
2. Does not qualify for, or has ceased to qualify for, Temporary Assistance for Needy Families (TANF) or unemployment compensation; and
3. Must be enrolled in a program of training services under WIOA.

The amounts to be paid are based on a set rate (see Maximum Cost Limitation Guide, Attachment I) only for the actual number of hours the participant is enrolled and/or participating in a training activity plus 30-minutes travel time to and from the training activity. All documentation and eligibility determination is the sole responsibility of the provider of services.

(b) Specific eligibility requirements for dislocated workers

1. Must be unemployed; and
2. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA or NAFTA-TAA, and
3. Must be enrolled in a program of training services under WIOA.

The level of payment made to a dislocated worker who is eligible for unemployment insurance as a result of the qualifying dislocation shall not exceed the applicable weekly level of unemployment compensation. If the dislocated worker did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period.

The ERS and participant must complete form# SUP-006, Needs Related Payment Approval, to document the need. In the event a waiver is required, this completed form is to be submitted with the waiver request.

7. Out of County Employment Interview Travel, Relocation Assistance and Out of County Training Travel Assistance

Out of County Pre-employment interview, relocation assistance and Out of County Training travel combined shall not exceed a total of \$2,500.

Pre-employment interview and/or relocation assistance is available to participants who are registered in the WIOA Adult or Dislocated Worker program to enable them to be gainfully employed. Services for pre-employment interview and/or relocation assistance are not entitlements and shall be provided to participants on the basis of documented need and the absence of other resources. Pre-employment interview and/or relocation assistance shall only be provided to registered participants who:

1. Cannot obtain employment within 60 miles of the city of Fresno that meets their documented employment goals; and
2. For pre-employment interview assistance, have secured a pre-employment interview for a verified job opening, documented by a letter on company letter head from the prospective employer, or
3. For relocation, have secured suitable, regular full-time employment, verified in writing on company letter head.

WIOA funds may only be used to cover the cost of pre-employment interviews and/or relocation assistance which is in excess of the amount paid for by the prospective employer.

Allowable costs include:

1. Transportation and per diem for the participant's pre-employment interview. No more than \$500 may be provided for actual expenses (i.e., per diem, airfare or surface transportation) incurred for a pre-employment interview for a verified job opening.
 - a. Actual expenses for lodging and meals cannot exceed the maximum allowable amount for the area of job location as stated on the IRS Per Diem rate sheet or \$50 per day, whichever is less, for the participant. Lodging and meals is paid for the registered participant only.
 - b. Mileage cannot exceed the per mile amount specified by the IRS for the year the travel expense is incurred.
2. Transportation for the participant and family to relocate to the job location.
 - a. Transportation assistance for travel by privately owned automobile may be paid for the most direct route from the participant's home to the job location. No additional mileage expense is payable for family member(s) who travel with the participant (i.e. in a second vehicle). Travel by common carrier can be paid up to the allowable \$2,000 limit.
3. Per diem for the participant only during transition.
 - a. Actual expenses for lodging and meals cannot exceed the maximum allowable amount for the area of job location as stated on the IRS Per Diem rate sheet or \$50 per day, whichever is less, for the participant only.
4. Transporting household goods to the job location.
5. The maximum amount allowed for pre-employment interview travel and/or relocation is \$2,500.

Circumstances, such as the sale of a home, may preclude the movement of household goods prior to program closure. In these cases, relocation assistance may be provided as a post closure service up to 90 days following program closure, providing the request is initiated and approved prior to the actual closure.

Relocation assistance will only be provided for moves within the continental United States.

Form# SUP-008, Participant Pre-Employment Interview/Relocation Request, must be submitted to the FRWDB for approval, with all required documentation (as listed below). There can be no expenditures prior to the approval of the request.

Documentation for Pre-employment Interview assistance must include, at a minimum, the following:

1. Name and WIOA Application number of the participant,
2. Name, address and Federal employer ID number of employer,
3. Copy of the job announcement and letter from the employer who is scheduling the interview,
4. Copy of the Participant Pre-Employment Interview/Relocation Request.

Documentation for Relocation assistance must include, at a minimum, the following:

1. Name and WIOA Application number of the participant,
2. Name and address and Federal employer ID number of employer,
3. Job title with SOC and brief job description,
4. Starting date, and starting wage,
5. Identification of transportation and per diem expense to be provided,
6. Two estimates for the cost of commercial carrier mover or trailer rental,
7. Cost of relocation minus employer contribution,
8. Copy of the completed Participant Pre-Employment Interview/Relocation Request form.
9. Letter of confirmation from the employer (on company letterhead).

Once the request has been approved by the FRWDB and the travel or move completed, the participant must complete form# SUP-009, Pre-Employment/Relocation Expense Report and submit it to the ERS/ACA. The ERS/ACA is to review the report and verify that it does not exceed the amount approved by the FRWDB. Once the review is complete, the form with all required attachments is to be forwarded to the provider's management for approval. Once approved, the document is to be kept in the participant's case file.

8. Ancillary Expenses

Ancillary expenses are expenses not covered in sections 1-7 above and include, but are not limited to: tools, clothing/uniforms, background checks, drug tests, certifications and other costs necessary to obtain or retain employment only.

These supportive services can only be provided for participants who have been determined to be Job Ready.

SECTION III: Appendices

APPENDIX A: Maximum Cost Limitation Guide

(Maximum lifetime total amount of \$1,000)

Description	Allowable Amounts/Restrictions
Birth Certificate	Prevailing state/county fee
Bus Tokens or Bus Pass	Prevailing public or non-profit transportation rate. See pages 2 & 5 for additional criteria.
Car Repair	\$250 maximum per WIOA participant and can only be funded for the purpose of safe operation of the motor vehicle. The motor vehicle must be registered in the WIOA participant's name or family member with proof of insurance and current registration. The WIOA participant must be a named insured if the vehicle is used by the participant for transportation.
Child care	See Appendix B
Clothing (SEE NOTE BELOW)	Based on individual need and job/activity requirements. May not exceed a total of \$200.00 per WIOA participant (does not include uniforms - see #15).
Dental	Non-medical condition that is necessary to obtain and retain employment only.
DMV Printout	Prevailing state fee
DMV Registration Tags	Actual amount, excluding penalties, late charges, etc.
Driver's License	Prevailing state fee; excluding penalties, etc.
Fingerprinting and Background Check, drug testing	Usual and customary fee for employment purposes; employer documentation required
Mileage	\$0.15 per mile not to exceed \$150 in a four-week calendar period.
Union Initiation Fees	Actual amount for initiation fee only; (not for monthly dues)
Out of County Relocation, Job Interview, or Training	By Waiver Only with supporting documentation (see page 8 for requirements)
Tattoo Removal	Cost of complete removal for tattoos that is considered detrimental to obtaining and/or retaining employment.
Tools, Uniforms (SEE NOTE BELOW), Testing, Certifications	When necessary to obtain or retain employment. Uniforms are defined as not suitable as typical street attire.
Vision (Includes Eye Glasses or Safety Eyewear)	\$125 for single vision lenses; up to \$150 for bifocals as required to attend training or to obtain/retain employment. Participant cannot be covered by any benefit plan.

NOTE: Clothing may not exceed a total of \$200 per WIOA participant (does not include uniforms). Clothing is defined as any attire that could be worn outside of the work environment. Clothing is limited to appropriate clothing items needed for job search activities.

Uniforms: Allowable Amount – A limit of 2 sets, when necessary to obtain or retain employment. Uniforms are defined as clothing not suitable for typical street attire. IE: scrubs, shirts with company name, logo, patches, identification mark. Need must be documented by employer on their letterhead. If a participant claims her/his employer requires her/him to attire in specific clothing such as a polo shirt and pants or skirt, then this would be categorized as clothing, not a uniform. The reason being that the clothing can also be worn outside of work.

APPENDIX B: Needs Related Payment

Needs-rated Payment based on actual hours attended for training only. The allowable rate for Adults is hourly rates based on the most current Poverty Guidelines.	
Family Size (Including WIOA Participant)	Maximum Allowed
One	\$ 5.00
Two	\$ 6.73
Three	\$ 8.46
Four	\$ 10.19
Five	\$11.92
Six	\$13.65
For each additional family member	\$ 1.73
<p>Note: The maximum allowable weekly rate for a dislocated worker must not exceed the greater of either of the following levels:</p> <p>For Dislocated Workers who were eligible for unemployment compensation as a result of the qualifying dislocation, the amount of NRP must not exceed the applicable weekly level of the unemployment compensation benefit identified on the Unemployment Insurance Benefit Table; or</p> <p>For Dislocated Workers who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment level must not exceed an hourly wage based on the most current Poverty Guidelines, as reflected in the above Adult table, for a weekly period.</p>	

(Maximum lifetime total amount of \$1,000)

APPENDIX C: Child Care Payments

**COST LIMITATION GUIDE
MAXIMUM AMOUNT OF CHILD CARE**

Age of Child	Maximum Monthly Rate/child
0 to 12 months	\$ 800.00
13 months to 24 months	\$ 640.00
25 months up to Kindergarten	\$ 600.00
Kindergarten to 12 years	\$ 500.00

Providers are to compute appropriate adjustments for less than full time, monthly childcare. At no time is the provider to reimburse the participant for more than the actual cost paid. Documentation supporting the actual cost of childcare is to be maintained in the participant case file.

If a participant chooses to use a family member or other non-licensed provider for child care, there will be a maximum limit of \$ 400.00 total per month, regardless of the number of children.

APPENDIX D: Definitions

- A.** All definitions are based on the Workforce Investment Act, federal regulations, the state of California, and FRWIB local policies and procedures.
1. **Non-Ancillary Expenses:** Non-ancillary supportive services are supportive services that are based on time spent in a training type of activity and supported by a timesheet.
 2. **Ancillary Expenses:** Ancillary supportive services are any supportive service not based on time, as documented on a timesheet.
 3. **Provider of Services Representative:** A staff member, regardless of title, who is authorized to enter into and contract on behalf of the provider of services.
 4. **Immediate Family Members:** Immediate family refers to two or more persons related by blood, marriage, or decree of court, living in a single residence, **and** included in either one of the following categories:
 - a) A husband, wife, and dependent children
 - b) A parent or guardian and dependent children
 - c) A husband and wife
 5. **Safe Operation (vehicle):** Vehicle meets California Vehicle Code for safe operation on public roadways. Examples: tires, brakes, windshield wipers, lights (head, tail and brake).

APPENDIX E: Forms Listing

The following hardcopy forms will be used when working the supportive services process.

Form Number	Form Description
SUP-002	Participant Self-Certification
SUP-006	NRP Eligibility Determination
SUP-007	Supportive Services Request
SUP-008	Job Seeker Pre-Employment Interview/Relocation Request
SUP-009	Pre-Employment/Relocation Expense Report
GEN-001	Applicant's Statement
GEN-002	Bi-weekly Time Sheet