



POLICIES AND PROCESURES

POLICY TYPE:	WIOA Adult Participant Supportive Services Policy
EFFECTIVE:	October 1, 2016
REVISED:	July 1, 2017

BACKGROUND

Supportive Services is the use of WIOA funds to pay for services that are necessary to enable an individual to participate in activities authorized under WIOA.

REFERENCES:

Workforce Investment Act (WIOA) - Public Law 113-128, Section 134 (d) (2) Permissible Local Employment and Training Activities

20 CFR 680.900 - What are Supportive Services for Adults and Dislocated Workers

20 CFR 680.910 - When may Supportive Services be provided to participants

20 CFR 680.920 - Are There Limits on the Amounts or Duration of Funds for Supportive Service

Training and Employment Guidance Letter (TEGL) 19-16 Guidance on Services through Adult and Dislocated Worker Programs under WIOA.

2 CFR Part 200 → Subpart E Cost Principles

PURPOSE

The purpose of this policy is to establish procedures and limits under the Workforce Innovation and Opportunity Act (WIOA) for providing Supportive Services to adults and dislocated workers. The WIOA regulations require a policy on Supportive Services that ensures equitable resource and service coordination in the local area. As the Local Workforce Development Board (Local WDB), the Lane Workforce Partnership (LWP) Board of Directors has established a system-wide policy for the provision of supportive services. This policy and implementing procedures contain guidelines for referral to such services, including researching first sources for participants. The provision of accurate information about the availability of and referral to other programs where support services are accessible in the local area, is one of the key elements that must be researched and made available to adults and dislocated workers through *WorkSource Lane* delivery system.

POLICY

Supportive Services may only be provided to WIOA eligible individuals who are Registered in the State of Oregon's *WorkSource Oregon MIS System*; who have completed documentation in I-Trac and are specifically enrolled in a Training Service supported by WIOA funds and there

must be documentation in participant files in eBridge that they are unable to obtain support services through their own means or through other programs which provide such services. Supportive Services are only allowable when they are necessary to enable eligible individuals to participate or remain in WIOA authorized training.

All *WorkSource Lane* program staff and subcontractors will be trained to understand this policy and carry it out in a uniform and equitable manner. Participants will be provided information concerning the availability of Supportive Services for their program area, to assure understanding of the terms and conditions of assistance.

WIOA mandates partnering at the local area. Staff will work with partner agencies to provide support service packages made up of assistance from different sources to complete the provision of the participant's service needs, without which the participant would be unable to continue in WIOA activities.

CATEGORIES OF SUPPORTIVE SERVICES

- A. General Supportive Services
 - 1. Child Care Reimbursement
 - 2. Mileage Reimbursement (Actual Miles)
- B. Support Services for Special Circumstances
 - 1. Driver's License Reinstatement & Fees
 - 2. Public Transportation (Bus Passes)
 - 3. Counseling and Referral Services
 - 4. Tutoring Services
 - 5. Clothing/Uniform
 - 6. Out-of-area job search assistance

SUPPORTIVE SERVICES FOR PARTICIPANTS IN TRAINING

In order to receive reimbursement for Supportive Services, eligible participants must have been awarded a Scholarship through *WorkSource Lane*. The following reimbursement criteria will apply:

- A. **Child Care.** Participants enrolled in Training may request to receive child care reimbursements based on individual need. Before requesting WIOA supportive service funds for child care, participants must document that they have explored other options. If other programs are not available or appropriate, and supportive service funds are authorized for child care, reimbursement will be made to the participant. Reimbursement to the participant requires verification that one of the following Oregon approved child care providers are being used: 1) a licensed child care provider, or 2) a registered child care provider, or 3) a child care provider operated by a school district or government agency. Reimbursement will only be made for times when the participant is actually participating in or attending a WIOA training service.

- B. Mileage Reimbursement. Participants enrolled in Training may request to receive a mileage reimbursement based on their specific individual need. Participants must document in writing that public transportation is not available or would create an undue hardship based on school hours, work, and/or childcare commitments. Mileage reimbursement will be paid on actual miles traveled for scheduled training activities. The mileage reimbursement rate is designed to cover fuel costs, maintenance, tire wear, oil changes and wear-and-tear on the vehicle. A mileage rate and limit will be published by the LWP Director of Workforce Investments.

SUPPORTIVE SERVICES FOR SPECIAL CIRCUMSTANCES

If, during the participant's training period, it is determined that the participant is in need of additional assistance in order to successfully complete training and gain employment in his/her field of study, the participant may request assistance in the following areas: Driver's license reinstatement; Counseling and Referral Services; Tutoring; Clothing/Uniforms; and/or Out-of-Area Job Search. Requests must be submitted in writing to the LWP Director of Workforce Investments for consideration. Awards will be based on the following 3 criteria: 1) justification of need; 2) documentation of "last resort" and; 3) WIOA funding availability.

- A. Drivers License Reinstatement. Participants enrolled in Training who are eligible for Oregon Department of Motor Vehicles Driver's License Reinstatement may request a one-time supportive services reimbursement for reinstatement of their Driver's License and fees.
- B. Public Transportation. Participants enrolled in Training will be encouraged to use public transportation to attend training activities whenever feasible. Since the majority of Lane Workforce Partnership's participants attend Lane Community College, this option is paid for under student fees. Participants outside the community college system who are accessing public transportation to attend school may request to be reimbursed for a monthly bus pass.
- C. Counseling and Referral Services. Participants enrolled in Training may request to receive counseling and referral services. Generally, these services can be obtained free of charge from partner agencies, however, if the career advisor determines that the participant is in need of additional assistance, outside of our partner programs, he/she may submit a written request to the Workforce Investment Manager.
- D. Tutoring Services. Participants enrolled in Training may request to receive reimbursement for tutoring services. These services may be reimbursed from any Oregon Registered business or educational institution. Payment will not be made for the use of friends, family members or peer students.
- E. Clothing/Uniform. Participants who successfully completed their WIOA training program and are now engaged in job search activities such as internships, externships, and/or clinical may request assistance for the purchase of clothing to attend job interviews and/or clothing to begin work with an employer.

F. Accommodations. Reasonable accommodations for participants with documented disabilities.

G. Out-of-Area Job Search Assistance

This service is designed to assist participants in seeking employment outside of Lane County but inside Oregon. The LWP Director of Workforce Investments may authorize job search for participants enrolled in training under the following circumstances:

1. The Participant must be enrolled in training or have successfully completed a WIOA funded training program.
2. The participant must have a reasonable expectation of securing employment in the job search area, and must provide the career advisor with verification of employer contacts.
3. The career advisor must include case log or other participant file documentation which shows evidence that the employment sought by the participant in this activity is not available in the traditional labor market area.
4. Transportation will be by the most economical means available which reasonably meets the needs of the participant at the established rates.
5. Costs associated with this activity must be approved prior to the participant's job search. Costs incurred that did not receive prior approval will not be reimbursed. The participant must provide lodging, gasoline, and miscellaneous purchase receipts to obtain reimbursement for the agreed upon items.

CATEGORIES THAT ARE DIRECT TRAINING.

A. Direct Training Payments. The following costs are NOT supportive services. The cost of direct training may include: tuition, fees, lab fees, training certifications, class required books, occupational testing or licensing fees, uniforms or other items required by a training/educational institution or provider necessary to participate in or successfully complete a training program.

Participants enrolled in Training may include the costs associated with Communications Technology to access the Internet as part of their training Scholarship Award.

B. Participant Purchase of Computer. Participants enrolled in Training may request to receive a reimbursement of up to \$500.00 dollars for the purchase of a new computer. Participants must present a valid receipt from a computer retail business. Participants will only be eligible to receive this reimbursement one-time, regardless of the number of program years the individual is enrolled.

APPROVAL PROCESS

Once it has been determined that supportive services are appropriate and not available from other resources or agencies, the following processes will be followed:

- A. Reimbursement for Child Care - Participant must complete a child care reimbursement form with days, hourly/daily rate, number of children, and reason for childcare. The form is approved by the career advisor and submitted for reimbursement to the participant. (See Childcare Support Reimbursement Request)
- B. Mileage - The participant completes a mileage form stating days, odometer readings, total miles, and purpose of travel. The form is approved by the career advisor and submitted for reimbursement. (See Request for Mileage Reimbursement)
- C. Reimbursements for training items such as uniforms, computers and tools will be accomplished by check made payable to the participant. The participant reimbursement request must include a receipt with the request form and be approved by the Career Advisor. (See Request for Training and other Training Related Items Reimbursement)

REQUIRED DOCUMENTATION TO SUPPORT PAYMENTS

The following documentation requirements apply to each supportive services request:

- A. All forms must be completed with original ink. Signatures shall be original ink signatures. The use of pencil or erasable ink will disqualify the request.
- B. Requests must be on approved forms of the Lane Workforce Partnership.
- C. Requests must have all attachments as outlined in this policy required to adequately support the expenditure at audit.
- D. Receipts must clearly state the date of purchase, the vendor's name and the amount.
- E. Child care reimbursements made under this policy shall be based on actual amount(s) as verified via participant signature. Original receipts must be provided for all child care paid in advance and be made out in the name of the participant. Additionally, the receipt must display the name, address and phone number of the provider.

NOTE: All reimbursements to participants shall be made within 60 calendar days in a program year. Reimbursements to participants older than 60 calendar days cannot be made.

RESPONSIBILITIES

- A. In applying the provisions of this policy system-wide to *WorkSource Lane*, the responsibilities listed below may be delegated upon written application to an outside subcontractor or agency. The request shall contain the name(s) and position titles of those persons delegated responsibility and identify specific areas of responsibility. Upon

approval by the LWP Director of Workforce Investments, the subcontractor or agency shall be authorized to administer this policy.

- B. The Lane County Workforce Program Supervisor is responsible for administering this policy and ensuring compliance with procedures.
- C. The LWP Director of Finance is responsible for ensuring compliance with the Act, Rules and Regulations under the Act including the allowable, allocable and reasonableness of costs.
- D. The LWP Director of Workforce Investments may approve exceptions to categories and limits upon the written request of the Lane County Workforce Program Supervisor. Such approval will be documented in the accounting records of Lane Workforce Partnership.
- E. The LWP Executive Director is the final authority for the approval of Exceptions to this policy. **The Executive Director may delegate approval authority as necessary to implement this policy including the approval of Exceptions.**

IMPLEMENTATION

The LWP Director of Workforce Investments will annually issue limits applied to reimbursements made for Supportive Services and Training Payments. When necessary the LWP Director of Workforce Investments may modify this policy through the issuance of procedural memorandum or formal policy modification. These documents shall be considered a part of this policy issuance.

FORMS

- A. Request for Training and Other Training Related Items Reimbursement
- B. Request for Mileage Reimbursement
- C. Child Care Support Reimbursement Request
- D. Mileage and Childcare Worksheet
- E. Support Services for Special Circumstances

ISSUED:

Date:

LWP Director of Workforce Investments