



South Central
WORKFORCE
Investment Board

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Local Policy 03-2015

Approved: July 28, 2015

Effective: July 28, 2015

Revised: July 1, 2020

Subject: Local Supportive Service Policy

1. Purpose: This policy is written to provide guidelines on local supportive service limits and requirements.
2. Background: Supportive services are allowed by Federal Law, Federal Rules, and State Issuance. This policy is necessary to further define the limits and requirements for supportive services in the South Central Region.
3. Substance:
 - Transportation allowance
 - \$0.25 per mile is allowed for participants traveling more than 20 miles roundtrip.
 - Transportation allowance will be determined using MapQuest or other standard program from the participants' home address to the activity location.
 - Participants who choose to attend activities outside of the local community when the same activities are provided within the community will not be eligible for a transportation allowance.
 - Documentation of insurance coverage is required prior to transportation allowance payments.
 - Exceptions may be allowable under extreme circumstances and shall require prior approval from the WIB Executive Director.
 - Childcare assistance
 - Childcare assistance is limited to \$25.00 per day per child.
 - All participants must first seek assistance from Child Care Services. If the participant is denied by Child Care Services or is responsible for co-pay childcare assistance is allowable up to the limits above.
 - Childcare assistance is paid directly to the provider and is limited to Child Care Services approved providers only.
 - Exceptions may be allowable under extreme circumstances and shall require prior approval from the WIB Executive Director.
 - Emergency Aid
 - Vehicle Repair
 - Limited to \$250.00 per program year.

Partner of  network

South Central Workforce Investment Board is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

- Vehicle must be the primary vehicle used by the participant to participate in a WIOA activity.
- Vehicle Insurance
 - Limited to \$300.00 per program year.
 - Only payable for three months per program year.
 - Vehicle must be the primary vehicle used by the participant to participate in a WIOA activity.
- Clothing
 - Must be training or work related.
 - Limited to \$200.00 per program year.
- Temporary Shelter/Housing/Utilities
 - Limited to \$1000.00 per program year.
- Medical Assistance
 - Limited to \$100.00 per program year.
- Testing and Certification Fees
 - Limited to \$500.00 per program year.
- Exceptions may be allowable under extreme circumstances and shall require prior approval from the WIB Executive Director.

4. Supportive Services may only provide to participants who:

- Are participating in career services or training services (except Youth) approved by WIOA Title I;
- Require those services to participate in those career service or training activities (except Youth); and
- Are unable to obtain Supportive Services first through other programs providing such services

5. Needs-based analysis

- Individuals must *request* Supportive Service payments for specific needs. WIOA programs are not an entitlement, therefore Supportive Service payments are on a case-by-case basis, and only when determined necessary and reasonable. Payments may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA activity.
- WIOA Supportive Services are important to the success of many WIOA participants; however, all other alternate sources of funding must be sought first. *Every* attempt to find other Supportive Services sources, leading to the determination to use WIOA funding, must be documented in the case notes for the participant. The availability of community resources will vary by LWDA. The LWDA must keep and make available to participants an up-to-date listing of resources that referrals can be made to 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 CFR 678.430(a)(9).

6. Case Notes –

- All Supportive Services must be documented in the statewide electronic case management system and include at a minimum *all* of the following:
 - The type of Supportive Service paid (e.g., transportation, childcare, etc.);
 - The amount paid for the Supportive Service;

- The timeframe or duration for which the Supportive Service was paid;
 - The justification of need for the Supportive Service; *and*
 - Documentation of the lack of availability of alternatives or other community resources.
7. In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments.
 8. Action: This policy is effective July 28, 2015. Please distribute to appropriate individuals.
 9. Contact: Please direct comments or questions regarding this policy to Valarie Haring, Compliance Manager at 417-257-2630 or email vharing@scwib.org.
 10. Reference: Workforce Innovation and Opportunity Act of 2015, Department of Labor Proposed Rules.
 11. Recessions: None
 12. Attachments: None