



NWGRC – Area 1
ADULT/DISLOCATED WORKER
SUPPORTIVE SERVICES POLICY & PROCEDURES

I. Definition:

Supportive Services are defined 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 WIOA.

WIOA §3 (59)

II. Supportive Services

Supportive Services are services which are reasonable and necessary to enable a WIOA participant, who cannot afford to pay for such services, to participate in career and training activities funded under WIOA. **The provision of Supportive Services must be determined on an individual basis.** Limited Supportive Services may be provided to individuals receiving Basic Career Services; however such individuals must be registered as a WIOA participant, are subject to performance outcomes and must receive prior approval from the Northwest Georgia Regional Commission.

Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive Service, like follow-up services, does not make an individual a participant or extend participation (TEGL 19-16).

A participant may waive WIOA payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment start at a later date, but may not claim retroactive payments. Advances against future payments are not allowed.

To be eligible for any WIOA financial assistance payments, a participant must have been determined WIOA eligible and:

- A. Participating in career services and/or training services. *Exception:* Limited supportive services may be provided to eligible applicants (e.g., paying for a birth certificate) before they are enrolled as participants to permit participation in assessment activities;
- B. Are unable to obtain supportive services through other programs providing such services; and
- C. Must have complied with program regulations and policies during the period of training and/or enrollment.

Service providers should provide no further payments to participants that fail to participate without good cause. Participants must be attending classes on campus, be registered as full-time students, and attending *all required* hours. In order to receive support while in training, students must be in good standing and making satisfactory progress (a minimum of 2.0 on a 4.0 scale or a minimum of “C” on an “A, B, C, D, F” scale or 70% on a 100% scale). Those in pre-vocational or other approved career services must meet required attendance and make satisfactory progress as provided by the signed agreement.

Except for extenuating circumstances (such as an approved exception for child care specified below), payments will not be made for days that the participant does not attend training (sick days, holidays).

The Career Adviser will use forms provided to document all support payments. These payment requests shall be submitted on a bi-weekly basis. Participants are expected to comply with these requirements. However, in the event that they do not, for extenuating circumstances such as illness, incapacity, etc., any support claims not submitted shall be limited to three months recovery of these payments and must have approval of the Career Adviser. Northwest Georgia Regional Commission will issue the

transportation, dependent, and child care payments directly to the participant. Other support payments may be made to the Vendor. This will be addressed case-by-case and will be upon Career Adviser recommendation and NWGRC approval, represent extenuating circumstance, and have proper documentation in the participant's file.

The use of supportive services is encouraged to enable the hard-to-serve population to participate in longer-term interventions. The provision of supportive services must be determined on an individual basis and require proof of expenditure in the participant's file.

- III. The policies are consistent with all applicable federal regulations and requirements mandated by the State Workforce Board and Technical College System of Georgia, Office of Workforce Development.
- A. Eligibility and determination of need for supportive services:**
1. All participants will be determined eligible as WIOA participants utilizing the Northwest Georgia Eligibility Manual. They will be enrolled in the Georgia Work Ready Online Participant Portal (GWROPP) prior to the support service being provided.
 2. Each support service provided will have justification in the file as to the need for the service. (See forms attached). These services must be necessary to enable the individual to participate in activities authorized under WIOA, Title I.
 3. The Career Adviser will conduct the needs assessment for support services on a case-by-case basis.
- B. Documentation of eligibility and determination of need for supportive services:**
1. The Career Adviser will document the participant's eligibility and determination of need in each participant's case file and/or their GWROPP utilizing forms as provided by Northwest Georgia Regional Commission.
 2. The documentation must cover:
 - a.) Financial/physical need:

There must be documentation in the case file that participants are incapable of providing these services for themselves.

Examples: low income status as documented by family/household income determination, receipt of federal or state public assistance, UI benefits, documentation of skill upgrading that would lead to employment in a local or state in-demand occupation, documentation of lack of employment or underemployment, separation notice, birth certificates for children receiving childcare, documentation of transportation distance to attend training, etc.
 - b.) Resource Coordination:

There must be documentation supporting that these services or funds for these services were not available from any other state and/or federal grant/program/funding stream/agency. There should be an analysis of all federal/state/local resources available in the LWIOAs and how they are being coordinated to promote the most efficient use of resources.

Examples: UI records, application for applicable state and federal funds (HOPE, Pell, etc.). The cost of attendance form will show both training and support needs and resources and the unmet need that the support services are meeting in public institutions receiving Hope, Pell, and other resources.

- c.) Type of supportive service requested and how the supportive service will assist their participation in WIOA Title I activities. (See supportive service request form.)
 - d.) Amount approved and justification for the amount being necessary and reasonable to enable participation in qualifying WIOA activities. (See supportive service request form.) Case notes must be entered in the GWROPP to document the justification. The supportive service request form and case notes in the GWROPP will stipulate the time frame for support service.
3. This documentation should be collected and included in the participant's case file and/or the participant's GWROPP profile.

C. Process of how supportive services will be provided:

NWGRC will reimburse participants for transportation, dependent, and child care costs to the participant at specified limits through check issuance bi-weekly. Proper authorization and documentation is provided to NWGRC by the Career Adviser. All other support costs will be paid by check to the vendor providing the support service. Proper documentation must be provided by the vendor prior to issuance of checks. Extenuating circumstances may necessitate payment to the participant. This will be done upon recommendation by the Career Adviser and approved by NWGRC.

D. Allowable Supportive Services:

- 1. The supportive services are primarily provided to qualifying participants in classroom training and to youth in out-of-school programs. Others included in career services such as pre-vocational training must receive prior approval from Northwest Georgia Regional Commission.
- 2. Those enrolled in Work-Based Training where wages are paid will not qualify for supportive services except for work-related tools, clothing, shoes, equipment, or other necessary items needed for the job. In addition, cost of credential training and books and supplies may be paid as support. These can be paid the day training begins.
- 3. Flat rate payments are made to qualifying adults and dislocated workers (who must attend a minimum of three hours per day, or hours available to attend, to receive a payment for that day) for the following support services:
 - a.) Assistance with Transportation:

Providing transportation for a participant enables him/her to get to and from WIOA activities approved or applicable by the WDB. A reimbursement to the participant is limited to amounts specified below and represents round trips:

 - 0.5 – 10 miles = \$7.50 per day
 - 11 – 25 miles = \$10.00 per day
 - 26 + miles = \$12.50 per day
 - b.) Assistance with Childcare for children ages 12 and under:
 - Child(ren) must reside in the home of the participant and the participant must have documentation to show they are providing 100% support to the child(ren). (Ex. Court custody papers, guardianship papers, tax forms, food stamp letter, etc.)
 - Reimbursement to the participant is limited to a maximum of \$15.00 per

day, per child, up to two (2) children,

- Birth certificates are necessary to verify the age of the child(ren),
- Childcare may *not* be paid to a provider who resides in the same residence with the participant (example: spouse, older child, live-in parent). Therefore, ALL documentation of provision of daycare services must include, Provider's full name and license number (if applicable), address, phone number, relationship to the participant and the Provider's signature verifying that they are being paid for their services.
- Payments for child care may be required by the provider for a space to be maintained for the child even when the child is not in attendance for sickness or holidays. If this is the policy of the child care center, the provider must provide verification of that for the day(s) in question.
- Weekly receipts will be necessary to verify payments by the participant to the provider.

c.) Assistance with Dependent Care:

Dependent care - may be paid when an immediate family member (spouse, child, father or mother of the participant or of the participant's spouse, or any relative domiciled in the participant's household) residing in the home has to be cared for by the WIOA participant and this care prohibits the WIOA participant from attending training. If a WIOA participant cannot find adequate outside care for the dependent care family member and no other agency is providing or can provide the cost of the care, then WIOA may pay up to a total weekly amount of \$75 or \$15 per day to whomever the WIOA participant has chosen to aid in the care of the dependent family while the participant is attending school. The dependent's doctor must provide a medical statement for the dependent indicating that care is needed. A copy of the statement must be given to the WIOA Career Adviser. Weekly receipts will be necessary to verify payments by the participant to the provider.

d.) Assistance with Lodging:

Lodging – Lodging may be requested if a participant's training location is more than 50 miles, one way, from their residence. The participant will be required to obtain three (3) lodging quotes, within the area of the training provider, if the training provider does not offer their own lodging. After all the quotes are received, basis for the selection of the lodging would be the lowest quote. If the basis is something other than the lowest quote, the Career Advisor will prepare justification for the selection, relevance of need, and the advantage of choosing the lodging other than the one with the lowest quote. The Career Advisor will need to submit the completed lodging form, the approved quote, and the bill to NWGRC for payment.

Total lodging cost should not exceed \$2,500 per participant. Participants are not eligible for transportation support costs if they receive lodging, but childcare support costs can be determined on a case-by-case basis.

e.) Other supportive services:

Other allowable supportive services include but are not limited to (based on the recommendations of the Career Adviser):

- 1.) Assistance with educational testing;
- 2.) Needs-Related Payments;
- 3.) Reasonable accommodations for individuals with disabilities;
- 4.) Assistance with uniforms or other appropriate work attire and related tools*, including eyeglasses and protective eye gear and other essential safety equipment;
- 5.) Emergency auto repair
- 6.) Emergency Health care and medical services - these services are of a one-time nature, such as a physical examination, prescription drugs, prescription eyeglasses, immediate dental care, and mental health care which are needed to enable an individual to participate in any training activity.
- 7.) Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- 8.) Payments and fees for employment and training-related applications, tests, and certifications; and
- 9.) Legal Aid Services

*If the total cost of required tools exceeds \$1,000, there will need to be three (3) quotes and documentation from the instructor that the tools are required for the program of training.

f.) Allowable supportive services provided while the participant is still participating in career or training services in order to obtain employment include, but are not limited to:

- Assistance with uniforms or other appropriate work attire and related tools, including eyeglasses and protective eye gear;
- Tools, work clothing, and boots/shoes required for employment;
- Drug testing required by employer;
- Financial counseling; and
- Auxiliary aids and services necessary for persons with disabilities to obtain and retain employment

g.) Unallowable Supportive Services

Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:

- 1.) Rent deposits or housing deposits;
- 2.) Mortgage payments;
- 3.) Car payments;
- 4.) Purchase of vehicles; and
- 5.) Fines

E.) Documentation of the provision for supportive services:

a.) All supportive service information for participants *must* be entered into the GWROPP

(type of supportive service, amount, date of service, etc.). All supporting documentation for a participant's supportive services can either be scanned into the GWROPP or maintained in another system or physical case file (participant time sheets, income determination, UI records, supportive service request form, etc.).

- b.) All participants' supportive service information is required to be accurate in the GWROPP within sixty (60) days of their exit. The amount, type, and timeframe in which the supportive service was given must be accurate and reconciled with the case file and all accounting records. If a participant receives a supportive services increase, whether that is the addition of a new service or the increase in the amount of an existing service, that information must be updated in the GWROPP in real time. No payment can be made to the participant until that amount has been updated in the GWROPP. Supporting documentation of the participant's qualifying WIOA activity, for which the participant is receiving supportive services, should be included in the case file and/or scanned into the participant's GWROPP profile.

Examples of this supporting documentation include, but are not limited to, in-training participant time sheets signed by instructor/supervisor/career adviser, documents providing participation in other types of intensive or training services.

F.) Financial cap to be placed on supportive services:

- a.) There is a limit on total supportive service expenditures for an LWDA by funding stream. No more than 35% of the allocation for a particular funding stream (i.e., adult, dislocated worker, or youth) will be spent on support unless a waiver is granted by the State. The 35% determination will be taken from that program year's total allocation per funding stream. Separate caps will be determined for each funding stream.
- b.) All supportive service costs which are expended on participants affected by a declared emergency situation will be exempt from the 35% cap.
- c.) Waivers to this policy will be requested from Technical College System of Georgia, Office of Workforce Development on a case-by-case basis unless specific populations, groups, or classes are approved.