

## Policy and Procedure

**Policy Name:** Supportive Services

**Policy Number:** 03-116

**Effective Date:** April 4, 2003

**Revised:** October 1, 200  
April 7, 2006

### Purpose

To establish guidelines for provision of supportive services using WIA funds.

### Reference

P.L.105-220 Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3).

### Policy

Supportive services may be provided only to WIA clients who are participating in WIA programs and who are unable to obtain supportive services through other programs. No program operator may provide supportive services funded by a WIA program until other local area programs (which generally provide the supportive service needed by the client) have been contacted. If a non-WIA program is capable of providing the supportive service needed by the client, a referral will be made by the program operator. However, if alternative resources cannot be found, then supportive services will be provided using WIA funds, if it is necessary to enable eligible individuals to participate in intensive services, training, or other program activities under WIA.

Supportive services may include such services as:

- Transportation;
- Child care;
- Assistance with the purchase of uniforms for occupational skills training, or appropriate work attire for work activities;
- Training/work-related tools, and other reasonable expenses required to keep a participant in intensive services or training, or
- Other program activities – for example, auto repairs, test fees, rent, etc.

Supportive services may be provided either in kind or through cash assistance. In order to obtain payment for any supportive service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include, at a minimum, the following:

1. Justification for the need for supportive services (which must include training attendance records, documentation of miles traveled, receipts, etc.);
2. A description of the supportive service provided;
3. A list of all organizations contacted and why supportive services could not be obtained through such programs; and
4. An invoice or receipt for payment received (itemized and dated) for the supportive service.

The following are special regulations established by the Western Virginia Workforce Development Board to govern the provision of supportive services:

- 1) Travel Allowance:** A travel allowance will be paid for travel to and from the training facility. Payment will be reimbursed at a rate of 32½ cents (\$0.325) per mile for actual mileage only.

The maximum per-week allowance shall not exceed \$100 as documented by usage of a travel voucher.

Program operators who have participants who travel unusually long distances to and from a training facility may request a waiver from the WVVDB president to increase the maximum weekly allowable amount for those participants. The written request must document the need for the increase in the travel allowance.

Travel allowances will be paid for actual days participated only, and must be documented by an attendance record, which is signed by the appropriate activity representative at the facility and by the participant. Actual round-trip miles per day must be reported correctly by the participant. Attendance documentation must be kept, and in no instance will payment be made in advance. The participant will be required to sign a receipt documenting payment received for the applicable period.

- 2) Child Care:** To receive child-care payments, participants must show evidence of need, and such payments can be made only when participants cannot afford to pay the child care themselves. The amount of child care that can be paid is either the amount charged by the child-care provider, or the rate shown in the chart below, whichever is the lower. Payment will be made only for those days the participant attends training or as required by the child-care provider.

To document the actual cost of child care that has been provided, the participant must furnish a Documentation of Child Care Form, which gives the dates and hours per day of child care, and the signature of the child-care provider (including date form is signed) and the cost of the child care provided. As stated above, attendance documentation must be kept, and in no instance will payment be made in advance.

Maximum Child Care Payment Amounts	DAY CARE CENTERS		PRIVATE PROVIDER	
	Daily Rate	Weekly Rate	Daily Rate	Weekly Rate
Age				
Infant (0-2)	\$ 39	\$ 155	\$ 23	\$ 80
Toddler (2-5)	\$ 30	\$ 150	\$ 23	\$ 77
School Age (6-12)	\$ 25	\$ 111	\$ 17	\$ 77
Before School		\$ 43		\$ 35
After School		\$ 63		\$ 40
Before & After		\$ 81		\$ 73

- 3) Assistance with Training Uniforms, Work Attire and Related Tools:** To receive assistance with training uniforms or appropriate work attire and training/work-related tools, the participant must show evidence of need and the inability to pay for the items himself or herself. The amount of assistance that can be paid is set at a maximum of \$200 for training uniforms and/or appropriate work attire, and \$250 for training/work-related tools. Documentation will consist of a completed Supportive Service Documentation form and an invoice (itemized and dated) for the items purchased. The maximum dollar amounts listed above are for the entire length of WIA participation for each client. A waiver to the above maximum specifications may be requested from the WVVDB president on a case-by-case basis. The need for additional assistance must be sufficiently justified in order for a waiver to be considered.
- 4) Other:** Other supportive services required to help an individual remain in training or be able to successfully complete program participation, and which the trainee cannot afford, will be provided on a case-by-case basis. Each situation will be evaluated as the need arises, and

determination of whether support is needed is at the discretion of the WIA Program Operator. Of course, all proper documentation and verification are required.

**5) Limitations:** The amount of supportive services available to each participant will vary based on individual circumstances, but is limited to no more than \$2,000 per participant per 12-month period, excluding mileage. No single transaction may be in excess of \$500.

**6) Waivers:** Program operators may request a waiver to any of the above parameters or limitations from the WWWDB president.

Supportive services are intended as temporary assistance and should not be considered or provided as long-term support. Provision of supportive services is not guaranteed and is contingent on availability of funding. All payments must be made directly to the vendor.

**Board Approval Date**

<<date>>