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PY 2016 LOWCOUNTRY WORKFORCE INSTRUCTION NUMBER 05

TO: Lowcountry Workforce Innovation and Opportunity Act
Contractors/Service Providers/Sub-recipients/One-Stops

ISSUANCE DATE: November 17, 2016

EFFECTIVE DATE: November 17, 2016

REVISED DATE: N/A

SUBJECT: Supportive Services

EXPIRATION DATE: Indefinite

PURPOSE:

The purpose of this instruction is to transmit the Lowcountry Workforce Board’s Supportive Service Policy under the Workforce Innovation and Opportunity Act.

REFERENCES:

Workforce Innovation and Opportunity Act (Public Law 113-128) sec. 3(59) and secs. 129(c)(2)(G); 134(d)(2) and (3); Title 20 Code of Federal Regulations (CFR) “WIOA, Final Rule” § 680.900-970, § 681.460(a)(7), § 681.570, § 681.580(b)(1)

BACKGROUND:

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions and the flexibility to tailor the public workforce system to the needs of the local community. To ensure maximum flexibility, the regulations provide local areas the discretion to provide the supportive services they deem appropriate subject to the limited conditions prescribed by WIOA. Local Workforce Development Boards (WDBs) must develop policies and procedures to ensure coordination with other entities to ensure non-duplication of resources and services and to establish limits on the amount and duration of such services. Local WDBs are encouraged to develop policies and procedures that ensure that supportive services are WIOA-funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in title I activities. Supportive Services may be made available to anyone participating in WIOA title I activities.

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POLICY:

WIOA funds may only be used for supportive services when they are not available through other agencies or organizations and that the supportive services are necessary for the individual to participate in Title I activities.

For Adults and Dislocated Workers, supportive service may only be provided to individual participating in career or training activities.

For Youth, supportive services may be provided by during participation in WIOA activities, as well as during the required 12-month follow-up period after exit.

For Youth, the Lowcountry will limit the supportive services available to youth during follow-up to critical, emergency, short-term services (preferably 1 day and no more than 1 month) that are directly related to the Youth's Placement and Credential Attainment. Availability of funds for currently active (not exited) youth clients is a priority. Youth should receive services to remove or mitigate barriers while they are active participant clients, therefore follow up supportive services should only be necessary if a youth has experienced an unplanned change in circumstance after exit.

Assurance of non-duplication and necessity:

Only if a client cannot obtain services elsewhere should supportive services be provided by or procured by the WIOA-system.

Supportive Services must not be provided for costs incurred by the participant prior to their "participation date" into the program.

To receive any supportive services, participants must:

- (1) have a need for the supportive service identified on their Individual Service Strategy (ISS)/Individual Employment Plan (IEP), and
- (2) be eligible, registered/enrolled and actively participating in WIOA Services (including Youth Follow Up services), and
- (3) have a case note entered in the stateside MIS System (currently SCWOS) documenting that the supportive services are:
 - (a) Necessary for the client to participate in WIOA services, and
 - (b) The supportive services required are not available elsewhere
 - i) Must indicate any referrals and results to other programs providing such services.

Participants/Clients may receive a **lifetime maximum** of \$3,000 per person total for supportive services.

A system will be maintained by the contractor/providers/service providers to ensure that the maximum amount of services and line-items are not exceeded. The system must allow for a clear audit trail that includes check records, copies of Bills, Receipts, Invoices, etc.

In addition to the paperwork stated above, as applicable, participant files must contain the Application for Supportive Services and/or Training, Child Care Vendor Agreement, Child Care Customer Agreement, Child Care Invoices, Transportation Application, Mileage calculation (Map Quest, etc.), Attendance Sheets, and justification for paying the supportive service on the IEP/ISS, case notes.

TRANSPORTATION ASSISTANCE

Direct Transportation

If a client is unable to attend an activity or training because he or she lacks a driver's license and/or access to a car, an Intensive Services Contractor/provider can provide or procure transportation. Transportation may be provided temporarily while clients make a transition plan to provide their own transportation. Direct transportation may be provided for the duration of the activity. Services Providers/Contractor should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport clients and for-profit businesses may be utilized. The Services Provider/Contractor should have an agreement with the transportation provider specifying the cost, and billing arrangements. Contractor/providers may choose to pay private individuals selected by the client to provide transportation. Prior to using a private individual to provide transportation, the contractor/provider must verify the individual has a valid driver's license and insurance. Contractor/providers may arrange for transportation of groups for services/workshops/youth field trips, etc. If the contractor/provider arranges for group transportation, individual clients will not be required to develop a transportation plan.

Transportation Reimbursement

Clients not receiving direct transportation services may receive transportation assistance to help defray the out-of-pocket expenses associated with attending activities/training. The mileage covered is the total distance from the client's home to the activity site and back. A Transportation Assistance Application must be completed by each client PRIOR to the activity begin date. The Case Manager will complete the form including the signatures of both the client and the case manager and will ensure the mileage calculation is the most efficient route. The customer receives a copy and the original is maintained in the client's file, a copy will also be transmitted to LCOG Administrative staff responsible for making transportation assistance payments. A new application will be completed and submitted as outlined above any time a client moves or changes training location. In order to receive payment a completed (all signatures and dates) Lowcountry Attendance form must be submitted to document each day of attendance. Payments are made to the client according to the distance driven, round-trip, per day.

- **Between 10.0 and 50.9 miles per day will be paid at \$5.00 a day**
- **51.0 miles per day and above will be paid at \$10.00 a day**

CHILDCARE ASSISTANCE

Clients who have out-of-pocket childcare expenses associated with attending training or activities may receive childcare assistance to help defray the out-of-pocket expenses associated with attending activities/training. The client selects the childcare provider and must submit a Child Care Application to request approval of child care supportive services. Reimbursements are linked to attendance. If a client is absent from training or activities, a reimbursement may not be made for that day. Payments for childcare will be made to the provider not the client. After the client's child care supportive service application is approved, the Provider is required to furnish a completed W-9 and an executed Child Care Vendor Agreement prior to receiving payment. The client is responsible for the balance of any child care costs above the approved assistance. In order to receive payment a completed (all signatures and dates) Lowcountry Attendance form and Child Care Invoice must be submitted to document each day of attendance and child care.

- **\$10.00 a day per child 12 years old or younger**

LEGAL AID SERVICES

Expungement

Expungement of records requires working with the local solicitors' office and there may be different forms, fees, procedures in each circuit and for adult records and juvenile records. South Carolina solicitors can only expunge charges filed in South Carolina. Information on eligibility, contacts and process for payment of fees can be found on each Circuit Solicitor's website. The following contains a guide to expungement in South Carolina, including a list of all solicitors' offices and contact information. Please note the guide was last modified in August of 2013 and the guide is not the application for expungement which must be obtained from the appropriate solicitor's office. <http://scjustice.org/wp-content/uploads/2013/10/full-expungement-guide.pdf>. Payment for expungement of records will be made by money order to the appropriate solicitor's office.

- The maximum amount that may be paid for expungement of South Carolina records on behalf of a client is **\$250**.

MEDICAL ASSISTANCE

Limited funding is available to provide medical services required for an individual to participate in services, training or to obtain or retain unsubsidized employment. Medical assistance may include pre-employment/training physicals, and required immunizations. Payments for medical assistance will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **\$600**.

WORK CLOTHING

Assistance with required uniforms or other appropriate work attire and required work-related tools, including such items as eyeglasses and protective eye gear. Required training or work clothing and related equipment such as steel-toed shoes, hard hats and helmets may be purchased for clients if the employer/training provider does not furnish them. Payments for work clothing will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **\$250**.

EDUCATION SUPPORT

Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; Assistance with educational testing, payments and fees for employment and training-related applications, tests, and certifications. Miscellaneous costs generally associated with certification, registration or licensing (for example NCCT examination fee for Certified Patient Care Technician, driver's licensing fee, etc.); study materials (for example Adult Education requires the purchase of a GED book, etc.); Driver's Education; Post-Secondary/Advanced Training fees and testing that are not included in tuition. Payments for Education Support will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **\$500**.

OTHER

Limited funding is available to provide other services required for an individual to participate in services, training or to obtain or retain unsubsidized employment. Other assistance may include housing, utilities, car repairs, insurance, registration, reasonable accommodations for youth with disabilities, may be requested. Payments will be made to the provider not the client.

- The maximum amount that may be paid on behalf of a client is **\$200**.

LODGING

Lodging may be applied for if a client attends a training facility that is located more than seventy-five (75) miles from their home (one-way) AND the client is scheduled to attend training three or more days per week. The lodging facility must be approved in advance by the LCOG Administration. Payments will be made to the lodging facility not the client.

- The maximum amount that may be paid on behalf of a client is **\$1,500**.

Exceptions to the policy contained herein may be granted upon written approval from the Lowcountry Workforce Area (LWA) Administration. Approval, including approval of exception, occurs when a Voucher is issued.

Contractor/providers/service providers will insure that all policies and procedures relating to supportive services are implemented.

ACTION:

The information provided herein should be reviewed by all Lowcountry Contractors/Service Providers/Sub-recipients/Staff/One-Stops, a copy should be maintained in a central location, and distributed to as applicable. All appropriate deletion of outdated information and replacement with current information should be made.

CONTACT:

Inquiries pertaining to this instruction should be directed to Shelly Campbell, Lowcountry Council of Governments, Post Office Box 98, Yemassee, SC 29945, (843) 726-5536
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