

## **CATAWBA WIA INSTRUCTION PY00-016**

**TO:** All PY'00 WIA Grantees

**SUBJECT:** Supportive Services Policy

**ISSUANCE DATE:** May 17, 2001

**EFFECTIVE DATE:** Immediately

**EXPIRATION DATE:** Indefinite

**Purpose:** The purpose of this instruction is to issue guidelines for providing supportive services for Workforce Investment Act customers.

**Background:** The Workforce Investment Act allows for payments of supportive services for WIA registered customers participating in core, intensive and training activities. Supportive services may include transportation, child-care, dependent care, housing and need-related payments that are necessary to enable the customers to participate in activities authorized under WIA. The WIA stipulates that supportive services be provided only to those customers who are unable to obtain such services through other programs.

**Determination of need for Supportive Services:** Since the WIA requires that supportive services be provided only to those customers unable to obtain such services through other programs, and such services must be necessary for the customer to achieve the goals outlined in the Individual Service Plan. Therefore, the Case Managers when developing the Individual Service Plan must determine the customer's supportive service needs and document efforts to secure appropriate resources from other community agencies. Only if a customer is unsuccessful in obtaining services from other community agencies should such services be provided or procured by the WIA system. Case Managers must document all efforts to secure services through non-WIA sources, including a determination of what services the customer can access through their support network.

### **Allowable services for Adults, Dislocated Workers and eligible Youth who are registered in WIA funded activities:**

#### **Transportation**

When it has been determined that a customer is unable to attend a WIA activity or training due to the lack of transportation, the Intensive Services Case Manager can provide or procure transportation. The Case Manager should attempt to arrange transportation through other community agencies or a private provider. Public transportation should also be utilized when

available. The Case Manager also may choose to pay an individual selected by the customer to provide transportation. Prior to any agreement, the customer should verify and provide evidence to the Case Manager that the private individual has a valid drivers license and insurance. The Intensive Services Provider should have an agreement with the transportation provider specifying the cost and reimbursement arrangements. Transportation services should be provided on a temporary basis while the customers and the Case Manager develop plans for the customer to provide their own transportation.

Customers who own a vehicle or have access to a vehicle may receive assistance to help with the out-of-pocket expenses associated with participation in activities or training. The Case Manager must verify that the customers are driving and determine the actual number of miles traveled each day. The Intensive Services provider is required to maintain adequate source documents to support transportation costs. The Intensive Services provider must also ensure that the travel costs are expended only for the actual days the customer travels to the activities/training.

### Transportation Reimbursement

<u>Miles(one-way)</u>	<u>Daily Allowances</u>
2 – 10 miles	\$3.00
11-18 miles	\$4.00
19-27 miles	\$5.00
28 + miles	\$6.00

If a customer who is driving to the activities/training agrees to transport another WIA customer, the driver may be reimbursed 50% of the daily allowance for each additional customer. The Intensive Services provider must verify that the driver is actually transporting the customer(s). The verification may be as simple as a statement such as “I certify that I provide transportation for \_\_\_\_\_”, and list the customer(s) name, SS#, and the total miles transported per trip. The customer who is driving and the customer(s) who are being transported should sign the statement.

### Child Care Cost

Due to the limited amount of WIA funds it is important that the Case Manager exhaust every possible means to provide child care through other community resources. If it is determined that there is no other means of providing the child care and that child care is necessary for the customer to participate in the activities/training, then child care assistance may be provided.

Child care payments will be made directly to the service provider. Documentation and/or invoices must be secured and maintained by the Intensive Services provider. To pay child care costs, the Intensive Services Provider must secure from the provider an itemized invoice showing the name(s) of the child or children; of the parents; time and dates covered; and total charges. Payment of child care costs must be linked to the customer’s attendance. If the customer is absent from the activities/training, the payment may not be made for that particular day. Due to the limited funding Child care assistance will be provided on a temporary basis (up to two months), while the Case Manager and the customer develop a transition plan.

Payments for child-care shall not exceed \$10 per day.

### Needs-related payments

Financial assistance for Adult customers registered in WIA funded training may be provided to enable the customers to participate in the training activity. To be eligible to receive need-related payments Adult customer must meet the following criteria:

1. The assessment results and the Individual Service Plan must justify the need-related payments as necessary for the customer to achieve the employment goals.
2. The customer was unemployed and economically disadvantaged in accordance with the Lower Living Standard Income Level or receiving cash public assistance, including Food Stamps, at the time of registration.
3. The assistance is not available through any other community agencies.

If a customer is approved for the needs-related payment, the payments will be made on a bi-weekly basis. The maximum amount per week is \$25 and the total amount per customer will be \$500. To receive the weekly payment, a customer must attend at least 90% of the scheduled training each week.

### Medical Assistance

The medical assistance covered by the Workforce Investment Act will be limited to pre-employment physicals, and any immunizations that are required for employment. Payments for such services should be made to the provider. The maximum amount that can be paid per customer is \$150.

**INQUIRES:** If you have any questions regarding this instruction, please contact me or Mary Ann McDow at 327-9041.

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Robert A. Barber  
SDA Administrator