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North Country Workforce Development Board Supportive Services Policy - Adult and Dislocated Worker

Purpose:

To establish policy on the use of Workforce Innovation and Opportunity Act (WIOA) funds for stipends, incentives, support services and wages for adults and dislocated workers participating in WIOA Title I Activities. The regulations include services such as transportation, childcare, dependent care, housing and needs-related payments in the definition of supportive services.

Background:

WIOA supportive services may only be provided to individuals who are:

1. Participating in intensive training services; and
2. Unable to obtain supportive services through other programs providing such services;
3. Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities;

Eligibility:

The North Country Workforce Development Board (NCWDB) establishes the following eligibility criteria for adults and dislocated workers:

1. **For Adults:** WIOA supportive services are provided based on need. Eligible adults are:
 - a. Individuals receiving some form of public assistance; or
 - b. Individuals having incomes at or below the Self-Sufficiency Standard;
 - c. Basic skills deficient;
 - d. Exceptions may be approved by the NCWDB Executive Director;
2. **For Dislocated Workers:** Individuals determined eligible for WIOA enrollment under the dislocated worker provisions are eligible to receive supportive services.

Approval Process:

The WIOA Title I Provider will develop an approval process for WIOA supportive services that:

1. Determines the participant meets all other applicable WIOA eligibility requirements; and
2. Verifies the supportive services are necessary for the individual to participate in approved training or employment-related activities; and
3. Ensures other resources have been explored and no other resource is available to pay for the necessary service; and
4. Ensures each recommendation for WIOA supportive services is approved by the:
 - a. WIOA Adult and Dislocated Worker Title I provider for a lifetime amount per client of up to \$500;
 - b. NCWDB Executive Director for amounts over \$500;

Required Documentation:

Appropriate documentation must be provided to support payments of support services. Case notes verifying the need for such services as part of the participant's plan must be included in OSOS and the participant's file. A copy of the actual payment/reimbursement documentation must be maintained in the participant's file along with a copy of the original invoice.

Types of supportive services:

The types of supportive services offered under WIOA are:

- a. Transportation;
- b. Child care;
- c. Ancillary services/ Needs-related payments;

Transportation:

Transportation is available to WIOA participants to cover the cost of transportation to and from a WIOA approved activity, including transportation to and from a childcare provider.

In general, assistance is provided for transportation only within a four-county region consisting of Clinton, Essex, Franklin, and Hamilton Counties. Transportation assistance for destinations outside this four-county region is provided only on a case-by-case basis with prior approval of the NCWDB Executive Director.

The reimbursement rate for travel will be paid in gas cards at a rate of \$0.28 per mile; up to a maximum of \$25 per day.

Gas cards for job search purposes, given at two week increments, will be capped at \$50 per month.

To receive this service, clients must provide the following information:

- a. Proof of physical residence;
- b. Proof of address of training facility/school/employment;
- c. Proof of the training facility/school/employment of the client's attendance;

Mileage reimbursement outside of the parameters highlighted above, will need prior approval from the NCWDB Executive Director.

Child Care:

Child care referrals and payments are available to WIOA participants with children under thirteen (13) years of age, children incapable of self-care, and/or children under court order who need care while the participant is attending his/her WIOA activity. Verification of emotional, mental, or physical incapacity or court order must be provided. Before considering the use of WIOA funds to pay child care costs, the Title 1 provider must check the availability of other resources within the community.

WIOA payment for child care is based on the Regional Market Rates (RMR), which are researched and published annually by the State for use in computing rate ceilings.

Ancillary Services:

Ancillary services are available to WIOA participants to assist with expenses needed to continue in, or complete an approved WIOA activity.

Ancillary expenses may include, but are not limited to, the following:

1. Books as required by the education provider or instructor;
2. Tools, uniforms, safety equipment, and special shoes if required by an employer or vocational educational provider;
3. Vehicle repair, if alternative means of transportation is not available, or if it would create an extreme hardship to participant;
4. Clothing for a job interview, if needed. Documentation of need and justification must be on file in the case folder. Payment for clothing is limited to one outfit per participant, unless the clothing is purchased at a local thrift store, in which case it may be reasonable to purchase several coordinated pieces of clothing;
5. Clothing to attend education or training classes. This is allowed only if the provider has a specific dress code;
6. Fees, unless they can be waived. WIOA participants are expected to apply for fee waivers wherever available;
7. Physical and eye examinations not covered by other sources;
8. Eyeglasses if required by an employer or vocational educational provider;
9. Driver's License, New York Identification Card, and/or DMV driver's record printout. These costs can be allowed only if required as a condition of employment or training. Only the standard fee is allowed. WIOA funds cannot be used to pay any penalties or fines;
10. Birth certificate, when required as a condition of employment or training and where it cannot be obtained from other County records;
11. Fees for HSE testing, when not available through another source;
12. Student Body Cards, for obtaining discounts at the school bookstore, and determined by the WIOA Title I manager to be cost-effective;

The NCWDB authorizes the use of WIOA Youth funds, if available, for incentives, stipends, support services, and wages when appropriate and documented in OSOS and the ISS. Provision of support services, incentives, stipends, and / or wages without appropriate supporting documentation of need may be considered a disallowed cost.

Auxiliary aids and services are available upon request to individuals with disabilities.

This policy shall remain in effect until revised or canceled by the North Country Workforce Development Board.