

**Approved Date:**

**Effective Date:** July 1, 2023

**Subject:** Support Services Policy

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### **Purpose**

To provide Iowa Plains WIOA Title I Adult, Dislocated Worker, and Youth programs with guidelines and restrictions on support services.

### **Background**

- I. Support services are available to WIOA Title I Adult, Dislocated Workers, and Youth who meet WIOA eligibility requirements as described below.
- II. As WIOA programs are not an entitlement, support service payments are made on a case-by-case basis only when determined necessary and allowable.
- III. Title I Career Planners must clearly state how the support services will help the participant reach their employment goals as documented in the IEP/ISS.
- IV. The completed IEP/ISS must be sent to the Title I Manager and Title I Program Coordinator for approval before any funds are expended.
- V. Due to funding limitations, WIOA Title I support services are always the last resort.
- VI. All other sources of funding must be sought first and documented to avoid duplication of services.
- VII. All attempts to find other support service funding and the reasons for needing WIOA Title I funding must be documented in the state case management system.
- VIII. Potential sources for other funding may include state-funded sources, Pell Grants, or Trade Adjustment Assistance (TAA).
- IX. The maximum amount for support services will not exceed \$6,000 for the duration of time that the participant is enrolled in the WIOA Title I program.

- X. In documented emergency situations, the AJC Division Administrator may approve additional support services funds not to exceed \$1,000 above the \$6,000 maximum established in this policy. All other funding sources must have been explored and documented.
- XI. All participants who have support services in their IEP/ISS, must submit a W-9 to receive payment reimbursement through Electronic Funds Transfer (EFT). If support service payments are to be issued to a vendor, the vendor must have a W-9 on file, at all times.

NOTE: Training related expenses that maybe be covered under a participant's Individual Training Account (ITA) do not count against the support services limit, however, ITA costs and support services combined will not exceed \$16,000.00 per participant, per enrollment in WIOA Title I program.

### **Eligibility**

- I. Support services may only be provided to participants who:
  - A. Are participating in career services or training services, or a Youth 14-Element service approved by WIOA Title I.
  - B. Are unable to obtain support services via their support network or through other programs including community agencies that provide these services; and
  - C. Require those services to enable him/her to participate in WIOA Title I activities.
- II. A review of the Adult, Dislocated Worker, and Youth participant's budget shall be completed to determine need. Details of the budget will be provided into the state case management system. In all cases, staff must review service notes prior to making any support service payments to avoid duplicate payments from multiple sources and to ensure the participant has not exceeded any limits set forth in this policy.
- III. The support service(s) must be deemed necessary for the participant to achieve the goals outlined in their Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- IV. The Comprehensive and Affiliate Job Centers must keep an up-to-date listing of available community resources (paper and/or electronic) and make available to participants prior to any WIOA Title I payment for support services. Providing information about the availability of, and referrals to, alternate support services sources is required by 20 CRF 678.430 (a) (9).

## Overview

- I. Youth participants are provided support services through follow-up.
- II. Following are the allowable types of support service payments and a description of each. Payments may be made directly to vendors on behalf of a participant, or as a reimbursement to the participant unless otherwise noted below.
  - A. Clothing (CHG)
    1. Payments for items such as clothes and shoes (uniforms, safety equipment, etc.) that are necessary for participation in WIOA Title I activities, including interviewing, employment, or work experience are allowable.
    2. Itemized invoice or receipt is required.
    3. Maximum expenditure is \$300.00 per participant per program year.
  - B. Dependent Care (DPC)
    1. The costs of dependent care from licensed daycare providers or from private sources agreed upon by the participant are an allowable expense.
    2. Dependent care assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been linked to an activity.
    3. Dependent care includes child or adult care for which the participant would normally be responsible.
    4. If an unemployed parent of the child resides in the home, no childcare support will be provided.
    5. DPC payments are paid directly to the participant after verification by the career planner.
    6. The career planner will verify:
      - a) the childcare provider form identifying the person(s) for whom they are providing care
      - b) the provider is not being paid by other sources (or verification of participant co-pay)
      - c) documentation of the days/hours the care is provided, and the attendance/progress form from the training provider verifying that the childcare is necessary.
    7. Dependent care support should only be used when the participant is not eligible for, or is pending approval of, childcare assistance through HHS/PROMISE JOBS.

8. Any participant who utilizes Dependent Care, will be required to be enrolled in a financial literacy activity.
9. Maximum of \$50.00 per day for one dependent.
10. Maximum of \$100.00 per day for two or more dependents.
11. Maximum of \$500.00 per week for two or more dependents.
12. Maximum of \$1,500.00 per participant per program year.

C. Educational Assistance (EST)

1. Assistance with books, fees, school supplies, laptops, internet access, tools, equipment, and other necessary items for students enrolled in high school, alternative high school, high school equivalent, or postsecondary education classes are allowable.
2. Participants that need laptops, internet service, and other support services must provide written documentation from the training site indicating the need for these services.
3. The laptop may be retained by the participant after the completion of training and will only be provided one time per participant per program enrollment. If participant does not complete the training, the laptop must be returned.
4. Services for internet are limited to the time that the individual is in a training activity.
5. Itemized invoice/receipt, or syllabus is required. Documentation from the instructor is required from training site for laptop and/or internet access.
6. The participant must submit documentation that the employer or training provider requires the participant to have specific tools or equipment to perform job duties or complete training.
7. The tools and equipment may be retained by the participant after the completion of training and will only be provided one time per participant per program enrollment. If participant does not complete the training, the tools and equipment must be returned.
8. Maximum of \$2,500.00 per participant per program year.

D. Educational Testing (EDT)

1. Assistance with educational testing required for participation in WIOA Title I activities is allowable.
2. Some examples of educational testing include, but are not limited to, high school equivalency testing and vocational testing.

3. If required for employment, the costs for licenses and application fees are allowable, examples include nursing boards.
  4. Itemized invoice or receipt is required.
  5. Maximum of \$1,000.00 per participant per program enrollment.
- E. Health Care (HLC)
1. Health care assistance can be made available to participants when lack of assistance will affect their ability to obtain or maintain employment, or if it is a requirement of an educational program.
  2. Allowable expenses include but are not limited to:
    - a) physical exams,
    - b) eye exams,
    - c) counseling,
    - d) drug tests.
  3. This support service should be used only when there are no other resources available to the participant.
  4. Itemized invoice or receipt is required.
  5. Maximum expenditure is \$300.00 per participant per program year.
- F. Services for Individuals with Disabilities (SID)
1. The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in an education or employment related activity are allowable.
  2. It is not an allowable use of WIOA Title I funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements. Itemized invoice or receipt is required.
  3. Maximum of \$500.00 per participant per program year.
- G. Transportation (TRN)
1. The cost of transportation necessary to participate in WIOA Title I activities and services, including job searching, job interviews, and new employment up to first paycheck.

2. Assistance can consist of:
  - a) Per mile reimbursement,
  - b) ride share services, like Uber and Lyft for example,
  - c) bus and/or taxi passes.
  - d) Bicycle and safety equipment purchases capped at \$500.00
3. Bus passes must not be provided for more than 30 days in advance, 1-day bus passes are also allowable.
4. Mileage will be reimbursed at the Federal rate.
5. Mileage expenses must be supported with a map from a web mapping service.
6. Itemized receipts/invoices are required for other transportation.
7. Maximum of \$2,500.00 per participant per program year.

H. Financial Assistance (FAS)

1. The purpose of a Financial Assistance payment (FAS) is to make a payment to a service provider or vendor on behalf of a participant. This payment is used to cover an emergency financial need that, if unmet, would prevent the participant from participating in WIOA Title I activities. FAS may be used for such things as: housing assistance, auto repair, eyewear repair, and other critical participant needs. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, state, local law or statute. Any participant who utilizes FAS will be required to be enrolled in a financial literacy activity at the time the support service is provided.
  - a) Housing/Rent
    - (1) The participant must indicate a need and sign an applicant statement requesting the assistance.
    - (2) Deposits are not allowable since the amount may be reimbursed to a participant at a later date.
    - (3) Payment of late fees or interest fees or charges associated with payments not made on time are not allowable.
    - (4) Required documentation for payment includes a copy of a signed lease with the participant's signature and monthly amount due or proof of a mortgage in the participant's name.
    - (5) If the lease is not in the participant's name, an applicant statement must be made explaining the relationship between the participant and person named in the lease.

- (6) Payments will be based on actual rent expense minus any subsidies.
  - (7) Rent or mortgage assistance is limited to one time per household per program enrollment.
    - (a) Maximum for rent \$850.00, maximum for mortgage \$1,000.00.
  - (8) Utilities are allowed up to \$500.00 per program year and must be supported by actual bills.
- b) Car Repairs/Insurance
- (1) Vehicle repair costs may be provided but must be directly linked to an allowable activity.
  - (2) Required documentation includes:
    - (a) copy of title or registration showing the client or their spouse, parent/guardian legally owns the vehicle
    - (b) proof of car insurance.
  - (3) No cosmetic repairs will be paid using WIOA Title I funds.
  - (4) Vehicle insurance premiums for up to 6 months are also an allowable expense and is a one-time only payment. Two quotes for repairs are required unless the vehicle must be towed.
  - (5) The participant cannot receive mileage reimbursement and vehicle repairs during the same week. If vehicle repairs are paid, no transportation will be paid.
  - (6) Maximum per participant is \$500.00 per program year.

I. Miscellaneous Expenses / Employment Related Expenses

- 1. Employment related expenses include various fees not covered in other categories that are related to education and/or employment, including licensing, bonding, background checks for work-based learning, and application fees.
- 2. The cost of required identification documents for education or employment is allowed.
- 3. The cost of a laptop for a participant doing a remote work- based learning activity is allowed.

4. The maximum amount per participant is \$500.00 per program year.

J. Supported Employment and Training (SET)

1. Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-to-one instruction and with the support necessary to enable them to complete occupational skills training and/or obtain and retain competitive employment.
2. SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. An example of SET use in conjunction with an occupational skills training would be hiring a tutor to assist with classes.
3. SET may be conducted in conjunction with experiential learning activities. An example of SET use in this situation would be the hiring of a job coach to assist an individual who has been placed in competitive employment.
4. The length of a Supported Employment and Training contract may not exceed six months per enrollment.
5. The service provider must have an established rate for the service and charges must be in the same manner and at the same rate as other entities purchasing similar services.
6. Itemized invoice or receipt is required.
7. The maximum amount per participant is \$500.00 per program year.

K. Needs Related Payments (NRP)

1. Needs Related Payments (NRP) are not authorized in Iowa Plains.



L. Youth Incentive Payments (YIP)

1. YIP must be tied to the goals of the specific program. The career planner must outline in writing before the commencement of the program, that there may be an opportunity to provide incentive payments. Examples of appropriate YIPs are attendance or achievement of basic education skills; pre-employment/work maturity skills; occupational skills as identified in the Individual Service Strategy (ISS) for the participant, or Incentive payments directly tied to the completion of experiential learning activities.
2. The YIP payment must be a lump sum based on achievement/attendance, for a specific time frame and may not be based on an hourly rate. The YIP policy may be based on a combination of attendance and achievement or one or the other.
  - a) High school diploma attainment - \$100.00
  - b) HiSED attainment - \$100.00
  - c) Achievement of Basic Skills or Benchmark goal as identified on the ISS (per goal) - \$50.00
  - d) Completion of 30 hours leadership activity - \$100.00
  - e) Completion of a Workplace Readiness curriculum - \$100.00
  - f) Achievement of a recognized post-secondary credential in a high demand industry-\$100.00
  - g) One or two-year diploma through post-secondary education in a high demand industry: \$250.00
  - h) Employed at the 2nd quarter after exit - \$100.00
  - i) Employed at the 4th quarter after exit – \$100.00

- M. The following items are prohibited to be purchased with WIOA Title I support service funds. All costs will be considered to be disallowed and WIOA Title I funds utilized to purchase these items must be returned to the funding grant:
1. Support services purchased prior to the participant's program enrollment.
  2. Fines and penalties such as traffic violations, late fees, and interest payments.
  3. Entertainment, including tips.
  4. Contributions or donations.
  5. Vehicle payments.
  6. Refundable deposits.
  7. Alcohol, tobacco, or marijuana products.
  8. Food (meals, groceries)
  9. Items for family members or friends.
  10. Out-of-state job search and relocation expenses that are paid for by the prospective employer.
  11. Needs Related Payments are not authorized.
  12. Any other item that is not required for the participant to successfully complete their training and employment goals.
- N. Approval of Support Payments
1. The Title I Manager and a Title I Program Coordinator will be responsible for reviewing and approving support payment request for WIOA Adults, Dislocated Workers, and Youth to ensure all WIOA Title I requirements have been met, and the request is appropriate and to ensure sufficient funds are available.
  2. In the event that any support service not previously outlined in this policy is requested or requires more than the allowable maximum amount or cap, as stated in policy a waiver may be submitted to the AJC Division Administrator. In consultation with the appropriate committee chairs and authorization to exceed the maximum will be awarded on a case-by-case basis. Proper justification must be outlined on the waiver. Written justification from the customer is required prior to making the payment.
  3. Related Information
    - a) N/A

***Equal Opportunity Program / Employer – Auxiliary aids and services available upon request for individuals with disabilities***