

REGION 16 WIOA SUPPORT SERVICES POLICY

Support Services are payments made to participants or service providers which enable participants to take part in a WIOA program (Support Service Payments) or which reward participants for attendance and achievement (Incentive and Bonus Payments).

Support Service Payments

Support Service Payments may be provided when necessary to enable a participant to participate in a WIOA program. Support Service Payments may also be made to youth during the provision of Post-program Services, based upon the needs of the youth. Support Service Payments can be made only when the participant is unable to obtain the service through other programs providing such services.

Support Services may be provided to adults and dislocated workers who are participating in core, intensive and training services, and to youth participating in youth activities. Support Service Payments must not be made for activities in which the participant failed to participate without good cause.

The need for and the amount of Support Service Payments must be documented in the participant's Individual Employment Plan (IEP)/Individual Services Strategy (ISS). Support Service Payments which assist a parent, spouse, or legal guardian's participation in a youth participant's training are allowable under the Youth Program. Such payments might include reimbursement for transportation costs or childcare for a parent to attend a conference regarding a child's progress toward achievement of the objectives of the ISS.

Support services are based on need with the exception of Incentive and Bonus Payments. Eligibility is determined by completion of the FND (Financial Needs Determination) form. Specialist recommendation and administrative approval are required for all support services.

There is a support cap maximum of \$4500.00 per participant per program year. Support caps can be altered with written permission of an administrator.

Following are the allowable types of Support Service Payments and a description of each.

1) Clothing (CHG)

The costs of items such as clothes and shoes, which are necessary for participation in WIOA activities, are allowable. Items such as uniforms and safety equipment are included. Maximum expenditure is \$300.00 per activity.

2) Counseling (CLG)

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. However, major personal or emotional problems affecting employability may require referral to an approved counseling or health care agency. Generally, major personal or emotional problems are outside the scope of WIOA services. WIOA resources will be used as the resource of last resort for counseling. Maximum expenditure is \$500.00.

3) Dependent Care (DPC)

The costs of dependent care from licensed institutions or from private sources agreed upon by the participant and WIOA Service Provider staff are allowable. Dependent care includes child or adult care. For those individuals not eligible for dependent care from other entities, a maximum of \$2.50/hr. per person or the rate of the provider, whichever is less. \$20/day maximum per person or \$35/day maximum for family. Maximum hours for care may equal time in the activity plus travel time. Travel time can only be included as one round trip per day per activity. If the unemployed parent of the child(ren) resides in the home, no childcare support will be provided. DPC payments are paid directly to the participant.

4) Financial Assistance (FAS)

The purpose of a Financial Assistance Payment is to make a payment to a service provider or vendor on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA activities. FAS may be used for such things as housing assistance, auto repair, eyeglasses repair, etc. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, state or local law or statute. There is a \$500.00 limit per participant per fiscal year.

5) Health Care (HLC)

Health care assistance could be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This supportive service would be used only when there are no other resources available to the participant.

6) Miscellaneous Services (MSS)

Bonding is an allowable cost, if it is not available under federally or locally sponsored programs. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation. The cost of required tools is allowed. All policies and procedures set forth in the property section of this handbook apply to property purchased with WIOA funds for \$2,000 or more. The costs of licenses or application fees are allowable if occupationally required. The cap for this service is \$1,000 per fiscal year.

7) Needs-Related Payments (NRP) - Adults and Dislocated Workers Only

REGION 16 does not make Needs-Related Payments.

8) Relocation (RLT)

The costs of relocation are allowable if it is determined by WIOA SERVICE PROVIDER staff that a participant cannot obtain employment within a reasonable commuting area and that the participant has secured suitable long-duration employment or obtained a bona fide job offer in the area of relocation. The maximum reimbursement is \$500.00 per participant.

9) Residential/Meals Support (RMS)

The costs of lodging for each night away from the participant's permanent home, required for continued program participation, are allowable. The costs for meals, while the participant is

away from home or in travel status for required training, are allowable. Residential costs and meal costs will either be determined by the training provider or based on current state rates. Meal costs can be combined on a daily basis as long as the daily limit is not exceeded. The length of training will determine duration.

10) Services for Individuals With Disabilities (SID)

The costs of special services, supplies, equipment, and tools necessary to enable a participant with a disability to participate in training are allowable. It is not an allowable use of WIOA funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act requirements. Costs are limited to \$500.00 per participant.

11) Stipends (STI) - Youth Only

Reasonable stipends may be used to assist the participant with additional or subsistence costs incurred by participating in any of the ten youth services provided the provision of a stipend is included in the participant's individual assessment and service strategy. Stipends must be a lump-sum amount for a specific time frame and may not be based on an hourly rate. Local Boards should take into account the cost effectiveness of providing stipends based upon local youth funding levels and the capacity of the local youth program to provide a quality offering of the required youth program elements as well as stipends.

A stipend of \$65 per week will be awarded to students meeting a minimum attendance threshold for GED classes.

12) Supported Employment and Training (SET)

Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment.

SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment. Employment positions supported at sheltered workshops or similar situations may not utilize SET.

SET may be conducted in conjunction with LIN, OJT, VEP and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment. Region 16 funds are the resource of last resort for Supported Employment and Training. The length of a Supported Employment and Training contract may not exceed six months. 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.

13) Transportation (TRN)

The cost of transportation necessary to get to and from WIOA activities and services, including job interviews, are allowable. Assistance can consist of per mile reimbursement, fuel purchase orders, bus and/or taxi passes and bicycle purchases (capped at \$250). Maximum mile reimbursement is \$.23/mile. Daily travel reimbursements are limited to one round trip per day per activity, capped at \$18.00 per day.

Incentive and Bonus Payments (INB) – Youth Only

Incentive and Bonus Payments are allowable for youth participants for significant benchmarks that are identified on each ISS. Those benchmarks are listed below

High school diploma attainment.....	\$250.00
HiSED/GED attainment.....	\$250.00
Achievement of Academic or Career goal as identified on the ISS (per goal).....	\$75.00
Completion of a Workplace Readiness curriculum (At least 6 hrs in length and 80% or better on test at the end).....	\$75.00
Obtainment of 10 Future Economic Opportunity Credits.....	\$100.00
Maximum FEO bonus.....	\$400.00
Completion of 30 hours leadership activity.....	\$100.00
Perfect attendance for subsidized or unsubsidized work in a month.....	\$100.00
Maximum perfect attendance bonus.....	\$600.00
Achievement of any of the following credentials.....	\$100.00
Certified Nurse Aide	
Pre-Apprenticeship Construction Certification (PACT)	
ServeSafe	
Microsoft Office Certification (Word, Excel, Powerpoint)	
Retail Operations Certification	
Certified Production Technician	
Para Educator Certification	
One-Year diploma through post-secondary education	
Production Welding	
Employed for both the 2 nd and 4 th quarter after exit.....	\$500.00