

<u>MESA COUNTY WORKFORCE DEVELOPMENT BOARD</u>	
Policy and Procedure	
Title: Supportive Services Policy Program: Career Development Program (WIOA)	State Policy Guidance Letter: WIOA/WIA-2000-01 Effective Date: 7/1/2000 Revision Date: N/A
Authorized Signature(s):	

I. REFERENCE(S):

- Workforce Investment Act (WIA) signed into law on August 7, 1998, Section 134 and WIA Interim Final Regulations, Part 663 – Adult and Dislocated Worker Activities, Subpart H – Supportive Services §663.800, §663.805, §663,810, §663.815, §663.820, §663.825, §663.830, §663.840, and Part 664, Subpart D, Youth Program Design, §664.440 of the Federal Register, 20 CFR Part 652, et al. Workforce Investment Act; Interim Final Rule.

II. PURPOSE:

To provide guidance to the Career Development Program (WIOA) regarding policy and procedure for Supportive Services.

III. POLICY/ACTION:

A. Adult and Dislocated Worker Programs:

1. Based on individual need and lack of availability of other resources, supportive services may be awarded to eligible participants in the Adult and Dislocated Worker programs. Supportive service awards are intended to enable an individual to participate in WIOA funded programs and activities that lead to entered employment and/or retention of employment.
2. The total amount of supportive services per adult/dislocated worker participant is \$750.00. Supportive services can be provided for the following:
 - a) Transportation (purchase of bus passes, use of gas cards...see below for more detail)
 - b) Clothing (as required and necessary for job and/or completion of training program(s))
 - c) Health/Medical (Physical, immunizations, vaccinations, reimbursement of drug screens, and eyeglasses as required for completion of training and/or employment)
 - d) Fees (Health care licensing, certification fees, GED fees, exam registration fees, clearances, stackable credential fees as required for job, etc.)
 - e) Child care
 - f) Relocation (reimbursement of hotel costs, food, transportation)
 - g) Counseling fees
 - h) Other support services as deemed necessary

Transportation expenses may be paid utilizing gas cards. \$25.00 worth of gas cards per week may be issued to participants traveling to WIOA funded training/activities, and/or employment within city limits. \$30.00 worth of gas cards per week may be issued to participants traveling to WIOA funded training/activities, and/or employment outside of city limits. Transportation expenses may also be reimbursed to participants who have incurred

transportation costs during WIOA funded training/activities. Documentation of mileage reimbursement may be recorded with a signed supportive services voucher and receipt of purchase.

3. Participants who request, or require additional supportive services above the listed maximum may be reviewed and approved by authorized management of the Contractor for the Career Development Program (WIOA Title I services).

4. Documentation:

Program service providers are required to maintain documentation sufficient to satisfy the requirements of this policy and the State PGL. At a minimum this includes:

- a) Progress notes documenting a participant's need for supportive services, and the attempt to use other resources before WIOA funding.
- b) Signed supportive service voucher completed and scanned into Connecting Colorado with a record of payment, such as a receipt.
- c) Service entry in Connecting Colorado and progress note with description of payment.
- d) When applicable, gas card(s) signed by the participant, copies made, and scanned into Connecting Colorado.

B. Youth Program:

1. Based on individual need and lack of availability of other resources, supportive services may be awarded to eligible participants in the Youth program. Supportive service awards are intended to enable an individual to participate in WIOA funded programs and activities that lead to entered employment and/or retention of employment.
2. Supportive services for youth, as defined in WIOA Sec. 3(59), are services that enable an individual to participate in WIOA activities. The total amount of supportive services per eligible youth participant must not exceed \$2,000. These services include, but are not limited to, the following:
 - a) Linkages to community services;
 - b) Assistance with transportation;
 - c) Assistance with child care and dependent care;
 - d) Assistance with housing;
 - e) Needs-related payments;
 - f) Assistance with educational testing;
 - g) Reasonable accommodations for youth with disabilities;
 - h) Legal aid services;
 - i) Health/Medical (Physical, immunizations, vaccinations, reimbursement of drug screens, and eyeglasses as required for completion of training and/or employment)
 - d) Fees (Health care licensing, certification fees, GED fees, exam registration fees, clearances, stackable credential fees as required for job, etc.)
 - f) Relocation (reimbursement of hotel costs, food, transportation)
 - g) Counseling fees
 - j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear;
 - i. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
 - ii. Payments and fees for employment and training-related

- applications, tests, and certifications.
- h) Other support services as deemed necessary

3. Incentives For Youth Participants:

Incentive payments are considered supportive services (“IN” activity code in ConnectingColorado) and set up as rewards for the completion of a specific activity, including work experiences. Incentives may be paid to WIOA youth customers, but not adults or dislocated workers. According to IRS publications, incentives are considered miscellaneous compensation and are taxable.

- a) Obtainment of high school diploma, GED or post-secondary certificate. Acceptable forms of documentation include copies of transcripts, certificates or verification from training provider
 - a. Earning a High School Diploma
 - b. Successfully completed GED subject.
 - c. Completion training certificates.
- b) Completion of Measurable skills gain.
 - a. Increasing literacy or Numeracy proficiency by at least one Educational Functioning Level (as defined by TEGl 17-05, change 2). This incentive can be awarded one time per year, up until the participant reaches the 9th grade level or above in reading and mathematics. The only acceptable documentation is a copy of the test results.
- c) Maintaining at least 90% weekly attendance with D-51 High School. Hourly attendance reports for GED classroom. Documentation may include attendance reports from schools and GED classroom.
 - a. At least 90% attendance for a given week.
 - b. Hourly positive/on task attendance at GED classroom.
- d) Credits earned during their achievement of graduation. A, B, or C as specified. Documentation may include report cards, transcripts, or certificates of completed credits. Credits do not include study lab, teacher assistant, or some electives.
- e) Work readiness and Vocational education attainment through internships and On-The-Job Trainings with completed evaluations forms from employers.
 - a. Work readiness/Vocational education evaluations
 - b. Completion of Job readiness workshops at WFC. Required documentation may be certificate of completion or record or attendance.
- f) Obtainment of employment can be verified by receiving a letter, fax, information from the work line from the customer’s employer indicating the start date. Other forms of acceptable information include a documented conversation by the case manager to be included in the confidential notes or current paystub.
- g) Retention of employment is another way that a customer can earn an incentive. A CUBS wage inquiry must be completed to verify retention of employment. A documented conversation with the customer’s employer verifying continued employment is also an acceptable form of proof.

Incentives may be defined on the WIOA cost per Participant Cap list. There is no limit on incentives only participant total cap limit. Incentive may only be awarded from the attainment of goals established on the participants Individual Employment Plans.

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