



**DEPARTMENT OF
WORKFORCE INVESTMENT**

**Procedure
For**

Supportive Services

David Mirrione
Director

1205 West 18th Street
Merced, CA 95340
(209) 724-2000
(209) 725-3592 Fax
www.worknetmerced.com

Equal Opportunity Employer

Policy: Participants enrolled in Core, Intensive or Training Services may be provided supportive services using the criteria stated in the Workforce Development Board's Supportive Services Policy. This document is the Department of Workforce Investment (WI) procedures for providing these supportive services.

Employment and Training Specialists must ensure funds are available, and all other resources were explored prior to obligating funds for Workforce Innovation and Opportunity Act (WIOA) supportive services. The Client Financial Database (CFDB) Available Funds Report contains this information and is available on the WI's Intranet:

<http://dsspublic.worknet.mcdwi/CDB3.cfm>.

Section 1: Levels of Supportive Services

The Employment & Training Specialist (E&T), in collaboration with the participant, will determine the level and type (s) of services that are appropriate and necessary to obtain employment. The level and types of service will be based upon need and the availability of funding. The need and services provided will be noted in the case notes and documented in the Participant Employment Plan (IEP). All Supportive Service activities require enrollment in Activity Code 81.

- Enrollment in Job Search, Pre-employment Related Services or Employment Specific Services:
 - Up to \$150 per enrolled participant. This may include transportation, clothing/uniforms and related items and is dependent on the need of the participant and funding availability. Sources other than WIOA funding should be explored first. E&Ts are responsible to ensure that funds are available. For purchases that exceed \$150 but do not exceed \$500, a Program Manager's written authorization is needed. This includes payments made for the Customer Reimbursement Form (CFF) which is part of the Client Financial Database (CFDB) and the Vendor Notification of Authorization to Purchase (automated WIF 00-53). Amounts that exceed \$500 per enrolled participant require the approval of the Director.

Training Services:

- Enrollment in a training activity that is listed on the State Eligible Training Provider List:
 - Up to \$2,500 per enrolled participant. This may include transportation, childcare, other dependent care, clothing/uniforms and related items, and is determined by the need of the participant and funding availability. Sources other than WIOA should be explored first. E&Ts are responsible to ensure that funds are available. Amounts that exceed \$2,500 per enrolled participant require the approval of the Director.
- Enrollment in a training activity with a training provider not on the Eligible Training Provider List:
 - Up to \$3,000 per enrolled participant. This may include transportation, childcare, other dependent care, clothing/uniforms and related items, and is determined by the need of the participant and funding availability. This may include actual costs associated with the training such as books, uniforms, supplies, and fees such as health and parking. Sources other than WIOA should be explored first. E&Ts are responsible to ensure that funds are available. In no instance may any portion of this money be used for registration or tuition costs. Amounts that exceed \$3,000 per enrolled participant require the approval of the Director.
- Enrollment in Work Experience or Internship:
 - Up to \$150 per enrolled participant. This may include transportation, clothing/uniforms and related items, and is determined by the need of the participant and funding availability. Sources other than WIOA should be explored first. E&Ts are responsible to ensure that funds are available. For purchases that exceed \$150 but do not exceed \$500, a Program Manager's written authorization is needed. This includes payments made for the Customer Reimbursement Form (CFF) and the Vendor Notification of Authorization to Purchase (automated WIF 00-53). Amounts that exceed \$500 per enrolled participant require the approval of the Director.
- Enrollment in On-the-Job (OJT):
 - Up to \$150 per enrolled participant. This may include transportation, clothing/uniforms and related items, and is determined by the need of the participant and funding availability. Sources other than WIOA should be explored first. E&Ts are responsible to ensure that funds are available. For purchases that exceed \$150 but do not exceed \$500, a Program Manager's written authorization is needed. This includes payments made for the Customer Reimbursement Form (CFF) and the Vendor Notification of Authorization to Purchase (automated WIF 00-53). Amounts that exceed \$500 per enrolled participant require the approval of the Director.

- Actual costs associated with OJT such as tools, uniforms, and safety equipment not usually provided by the employer should be included in the OJT whenever possible as part of the training cost.

Section 2: Types of Supportive Services

WI, in accordance with the WIOA and its implementing regulations, will provide supportive services deemed appropriate for payment or reimbursement to participants and/or other agencies or businesses for preapproved necessary services, supplies and/or materials provided to the participant. The participant's need must be documented. Such services, supplies and/or materials may include, but are not limited to, the following:

- DMV printouts.
- Physicals when required for training or employment.
- One-time GED Testing Fee for each of the 5 required tests (mathematics, language arts/reading, language arts/writing, science and social studies) noted in the Participant Employment Plan (IEP).
- Transportation
- Childcare
- One-time Emergency Assistance for training or employment
- Incidental Payments (up to \$5 per day)

Participants who obtain unsubsidized employment may have their supportive services reduced or terminated. At the time of hire, the needs of the participant will be reassessed by the E&T to determine if further assistance from WIOA funding is required.

An E&T, in collaboration with the participant, will develop an IEP for services, supplies and/or materials that are typical for a participant's area of training, job search, and/or program activity.

Section 3: Pell Grants

Participants enrolled, or accepted for enrollment, at an accredited college or in other training in a course of study eligible for Federal or State financial aid must apply for such financial aid, including a Federal Pell Grant. No supportive services will be provided until this action is accomplished, as verified by a copy of the Pell Grant Application or award letter. Pell Grant recipients must reapply each year to continue supportive services. Any other grants that the participant has applied for must also be verified. Copies of the verification documents will be maintained in the participant's file.

Note: Preliminary Pell Grant eligibility can be established prior to enrollment into a training program. The Free Application for Federal Student Aid (FAFSA) form is used to determine eligibility, and is available through the Internet or the financial-aid offices of accredited colleges. Applications can be submitted on-line through the Worknet One-Stop. Worknet One-Stop E&Ts will be familiar with the proper completion procedures for these forms, and be able to assist participants in the filing process. Pell Grants are awarded only once in a program year, and only for one academic institution. The maximum amount for the Pell Grant will vary from year to year.

For WIOA participants enrolled in programs eligible for Pell Grants, supportive services may be provided while a Pell Grant application is pending.

E&Ts will utilize their monthly contact with the participant to verify the status of the Pell Grant application. Upon award of a Pell Grant, full or partial, the participant's needs will be reassessed and documented to determine an appropriate level of assistance from WIOA funding. The participant's supportive services may then be reduced or terminated.

Section 4: ITAs, Limitations of Financial Support

For those participants who elect to attend occupational skills training within the local labor market area (defined as from Fresno County to the South and Stanislaus County to the North and also includes Santa Clara County and San Benito County to the west for participants living in the west side of Merced County), the maximum amount of funds available will be limited by the needs identified in the Participant Employment Plan, and be consistent with the criteria put forth in this procedure.

WI will make no supportive services available to participants who elect to attend occupational classroom training outside of the defined labor market area unless an exception is approved by the Director.

Section 5: Procedures Applicable to Supportive Services

The E&T will interview each participant and ask appropriate and ask appropriate questions to determine the level of assistance required. The E&T will prepare an IEP that will be based on the participant's needs and what he/she is eligible for to successfully complete training. The E&T, in collaboration with the participant, will prepare all supportive services obligations. Backup documentation is required in the file to support the need for the supportive services and the exact amount and type of services(s) provided using multi-part Form PAF-00-18 (new form number WIF 00-18 must be on multi-part paper).

Mileage/Transportation Payments:

Participants attending training who drive their own vehicle may be eligible, based on need, for mileage reimbursement. Mileage must be verified by Map Quest or a similar website (including to and from the childcare provider to attend training). Daily attendance will be verified by the training provider.

When mileage is provided, the following must be kept in the participant's file and copies provided to Fiscal/MIS: 1) a copy of the participant's valid CA Driver's License; 2) proof of current insurance for the vehicle to be driven; 3) proof of current California vehicle registration in the participant's name; and 4) a map (from a known source; i.e., MapQuest) of the commute to and from training. If the car is not in the participant's name (i.e. the vehicle is owned by a parent), a signed form/letter from the vehicle's owner must be maintained in the file giving permission for the participant to use the vehicle along with the same information contained in items 1, 2, 3, and 4 above. The rate of reimbursement varies depending on the distance travelled and are detailed in the WDB's Supportive Services Policy dated December 3, 2012. Requests for payments are made on multi-part Form PAF-00-18 (new form number WIF 00-18 must be on multi-part paper).

Bus Passes:

Bus passes may be available to those participants whose schedule and childcare arrangements can be accommodated by public transportation. When bus passes are requested in lieu of transportation

payment, the E&T must verify that funds have been obligated in the CFDB, add a case note in VOS/CWSN stating the need for the bus pass, and send a request to the Fiscal Supervisor. The Fiscal Supervisor will provide the E&T with the bus pass and a sheet that must be signed by the participant acknowledging receipt of the bus pass. This sheet must be returned to Fiscal/MIS. To expedite bus passes for Los Banos, a bus pass may be kept in Los Banos along with a form for the participant to sign. When this bus pass is issued, the form with the participant's signature shall be returned to the Fiscal Supervisor and another bus pass will be sent to the Los Banos office.

Child/Elder Care:

Participants with a child 12 years of age or younger may be eligible for childcare. Participants with a child 13 through 18 years of age, or dependents requiring elder care, may be eligible for dependent care if the dependent is physically or mentally incapable of caring for him or herself as determined by a legally qualified professional, or, if the child is under court supervision. If the participant's spouse or significant other is either not working nor looking for work, nor participating in a training program, and is not incapacitated or does not have special needs, childcare will not be authorized. Documentation for reimbursement for childcare is the participant's time and attendance for days in training (multi-part form WIF 12-07), to be furnished by the training provider. When childcare is provided, the length and number of days of training, number of children, age(s), hours per day childcare is required, and the childcare provider needs to be documented in the Participant Employment Plan/case note. Child/Elder care funding should not be provided while children/adults are at school or in other care where payment is not necessary.

When child care is provided, the following must be kept in the participant's file and copies provided to Fiscal/MIS: A prepared Applicant Statement (WIF 00-10), signed by childcare provider, which will include the name of the provider, Federal ID number or Childcare License number, the number of children, their age(s), and hours per day of care. Amounts available for child care reimbursement are detailed in the WDB's Supportive Services Policy dated December 3, 2012.

When elder care is provided, the following must be kept in the participant's file and copies provided to Fiscal/MIS: An Applicant Statement (WIF 00-10), signed by the care provider, which will include the name of the provider, copy of their valid ID (or Federal ID number or Elder Care License number if a licensed provider), the number of adults, their age(s), and hours per day of care. Elder care reimbursement is detailed in the WDB's Supportive Services Policy dated December 3, 2012.

Incidental Payments:

Needs related payments provide financial assistance to participants for the purpose of enabling participants to participate in training and are one of the supportive services authorized by Section 134(e)(3). Adult/Dislocated Workers must be (a) unemployed, (b) not qualify for, or have ceased qualifying for, unemployment compensation and enrolled in training services under WIOA by the end of the 13th week. For Adults the amount of funds cannot exceed the poverty levels for the equivalent period. For Dislocated Worker the amounts cannot exceed the weekly level of UI benefits. Any Needs Related Payments or One-time Emergency Assistance needs to have the approval of a manager and be provided to the Director, or person designated by the Director, for final approval.

Vendor Notification of Authorization to Purchase:

Vendor Notification of Authorization to Purchase (automated WIF 00-53) will be used for the

purchase of items deemed appropriate by the E&T based on participant needs to successfully complete the program. Such assistance may include, but is not limited to, work apparel, shoes, tools/equipment, or gasoline. The Operations Procedure for Vendor Notification of Authorization to Purchase (automated WIF 00-53) can be found at the following link:

http://mc-info/wiws/opproc/Vendor_Authorization_Procedure.pdf

Section 6: Customer Financial Form (CFF):

The E&T will complete the Customer Financial Form (CFF) and submit it electronically to Fiscal/MIS, and a copy of the CFF will be forwarded to the manager. Upon acceptance by Fiscal/MIS, the participant obligation will be logged into the Client Financial Data Base (CFDB) used to manage funding obligations in the various grants.

Section 7: Exceptions to Supportive Services Policy and Limits:

The need for exceptions to the Supportive Services Policy must be documented, in writing, by the E&T and must be approved by the responsible person (Program Manager or Director) as stated above and as designated in the WDB's Supportive Services Policy.

Responsible Official: Special Projects Unit

Reviewed Date: March 14, 2018

Revised Date: March 14, 2018