

MERCED COUNTY WORKFORCE DEVELOPMENT BOARD

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POLICY BULLETIN

MCWDB PB # 05-21	Date Released: March 24, 2021
To:	All Merced County Workforce Development Board Staff and Service Providers
From:	Erick Serrato, Merced County Workforce Development Board
Effective Date:	March 24, 2021
Subject:	Supportive Services
Responsible Official:	MCWDB Program Manager

Background

Enrolled WIOA participants may be provided supportive services.

Per CA State Workforce Directive WSD19-06: "Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services. Supportive services may be made available to any participant in Title I career or training activities that is unable to obtain supportive services through other programs providing such services. Title I Adult, Dislocated Worker, and Youth participants must be participating in staff assisted basic career services, individualized career services, and/or training services to continue to receive supportive services. All Title I participants may receive supportive services during follow-up. Supportive services should be funded by the same program as the career or training service (i.e. the supportive service funds should come from a program that they individual is already a participant in). TAA and WP participants are not eligible for supportive services. If supportive services are needed, these must be provided through Title I. Supportive services do not extend the date of exit for performance accountability purposes. [TEGL 10-16 and TEGL 21-16]

Supportive services must be entered on the day the service is provided to the participant. If supplies have to be ordered as part of the supportive service, the supportive service activity code should be entered the day the supplies are provided/delivered to the participant."

Local MCWDB policy is that Supportive Services must be entered in CalJOBS on the day the participant signs to acknowledge that the supportive service check/supplies have been received. In limited cases when it is not possible for the participant to sign and acknowledge receipt of check/supplies, it is acceptable to enter the service code at the time of mailing the check/supplies. These limited cases are defined as local, state, or national states of emergency and in specific cases when the participant is unable to pick up check/supplies (i.e. is out of the country, has moved out of the area). In these limited cases, the written approval of the contracted Director or his/her designee is needed, as well as a detailed case note to explain the need for services and why there is no signature acknowledging receipt of check/supplies.

The Case Manager will interview each participant and, in collaboration with the participant, will develop an ISS/IEP that will be based on the participant's needs and what is he/she is eligible for to successfully complete training and/or find work. 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 is to be noted. Every supportive service provided will be noted in the case notes along with the need, documented in the IEP/ISS, and inputted with the appropriate code(s) in CalJOBS.

The level and types of service will be based upon need and the availability of funding. In all cases, Service Providers must ensure funds are available, and all other resources were explored prior to obligating funds for Workforce Innovation and Opportunity Act (WIOA) supportive services.

Section 1: Levels of Supportive Services

Job Search Services

- Enrollment in Job Search, Pre-employment Related Services or Employment Specific Services:
 - Up to \$500 per enrolled participant authorized by the Service Provider, with written authorization.
 - Amounts that exceed \$500 per enrolled participant require the written approval of the MCWDB Director, or his/her designee.

Intensive and Training Services

- Enrollment in a training activity that is listed on the State Eligible Training Provider List and funded through MCWDB:
 - 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. Amounts that exceed \$2,500 per enrolled participant require the approval of the MCWDB Director.
- Enrollment in a leveraged (non-WIOA funded) training activity:
 - Up to \$5,000 per 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. In no instance may any portion of this money be used for registration or tuition costs. Amounts that exceed \$5,000 per enrolled participant require the approval of the Director, or his/her designee, of the MCWDB
- Enrollment in Work Experience:
 - Up to \$500 per enrolled participant authorized by the Service Provider.
 - Amounts that exceed \$500 per enrolled participant require the written approval of the Director, or his/her designee, of the MCWDB.
- Enrollment in On-the-Job Training (OJT):
 - Up to \$500 per enrolled participant authorized by the Service Provider, for tools and uniforms included in the OJT contract do not count toward this amount. 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.
 - Amounts that exceed \$500 per enrolled participant require the written approval of the Director, or his/her designee, of the MCWDB.
- Follow-Up Services
 - Up to \$500 per enrolled participant authorized by the Service Provider, or his/her designee's, written authorization.
 - Amounts that exceed \$500 per enrolled participant require the written approval of the Director, or his/her designee, of the MCWDB.

Section 2: Types of Supportive Services

MCWDB, in accordance with the WIOA and its implementing regulations, may 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, including on the IEP. Such services, supplies and/or materials may include, but are not limited to, the following:

- Books needed for class
- DMV printouts
- Physicals and Lab Tests when required for training or employment.
- One-time GED Testing Fee
- Transportation
- Childcare
- One-time Emergency Assistance for training or employment
- Incidental Payments for Adults and Youth only (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 Case Manager to determine if further assistance from WIOA funding is required.

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 Free Application for Federal Student Aid (FAFSA) 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 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 online through the AJCC. All Case Managers 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.

Case Managers 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's IEP, and be consistent with the criteria put forth in this policy and procedure.

Supportive services are not made 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, or his/her designee, of the MCWDB.

Section 5: Procedures Applicable to Supportive Services

Mileage/Transportation Payments:

Participants attending training or job interviews who drive their own vehicle may be eligible, based on need, for mileage reimbursement. Mileage must be verified by Google Maps 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: 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., Google Maps) 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 below:

- 10-19 miles roundtrip, up to \$5.00 per day
- 20-34 miles roundtrip, up to \$7.50 per day
- 35-49 miles roundtrip, up to \$10.00 per day
- 50-64 miles roundtrip, up to \$12.50 per day
- 65-79 miles roundtrip, up to \$15.00per day
- 80-94 miles roundtrip, up to \$17.50 per day
- 95+ miles roundtrip, up to \$20.00 per day

Bus Passes:

When a participant's schedule and childcare arrangements can be accommodated by public transportation, a monthly bus pass will be provided. When bus passes are requested in lieu of transportation payment, the Case Manager must state the need for the bus pass.

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 to be signed and 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 IEP and case notes. 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: A prepared Applicant Statement signed by the 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. Up to \$10.00 per day may be allowed for Child Care regardless of the number of children or hours in training.

When elder care is provided, the following must be kept in the participant's: An Applicant Statement 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 dependent on the level of care required and must be approved by the Director, or his designee, of the MCWDB.

Section 6: Exceptions to Supportive Services Policy and Limits:

The need for exceptions to this Supportive Services Policies & Procedures must be documented, in writing, by the Case Manager and must be approved by the responsible person as stated above. Service Providers must forward requests for exemptions to the MCWDB Program Manager or their designee.