

## Bay Consortium Workforce Development Board

**Policy Number:** 00-03

**Revised Date:** August 3, 2018

**Effective Date:** July 1, 2000

**Title:** WIOA Participant Supportive Services Policy

### PURPOSE

Supportive services may be made available to eligible Workforce Innovation & Opportunity Act (WIOA) participants. Said payments will be administered by WIOA Service Providers and will be based on individual need. In each case, the need will be documented in the participant's file and must be recorded on the Individual Service Strategy/Employability Development Plan Form as the result of a pre-approved objective assessment. The Bay Consortium Workforce Development Board (BCWDB) has set a limit of \$2,000.00 per participant for supportive services.

### POLICY

1. *Travel\** - Mileage reimbursement may be paid for travel to and from the training facility or job interviews at a rate of \$0.35 per mile from the participant's home, the need for reimbursement of the participant must be documented in the participant's case file. MapQuest printouts must be attached showing miles traveled. In all cases, transportation should be explored from other sources prior to being provided by WIOA funds. The maximum per week allowance shall not exceed \$75.00. Program providers who have participants that travel unusually long distances to and from a training facility may request to exceed this limit by submitting the request in writing to the Executive Director or the Operations Manager of the BCWDB. Reimbursement will not exceed \$350.00 per week and \$2,000.00 per participant. Receipts must be submitted.
2. *Child Care*- Child Care payments are available for participants in WIOA approved training. In order to receive child care payments, the participant must show evidence of need, and the child care provider must be on the Virginia Department of Social Services State Approved Child Care Provider list. The maximum allowance is \$30.00 per day (receipts required).

3. *Clothing/Uniforms* – Training uniforms or appropriate work clothing required may be available for participants. The maximum allowance for clothing/uniforms is \$250.00.
4. *Tools/Safety Equipment* – In order to receive assistance with training/work-related tools, the participant must show evidence of need and the inability to pay for the items themselves. The maximum allowance for tools/safety equipment is \$300.00.
5. *Medical* – Medical supportive services may be provided if they are not available through no cost clinics and social services. The maximum allowance for medical supportive services is \$350.00.
6. *Job Search Allowance* - Funds may be made available to participants to go on out-of-area job interviews. Job search expenses must be approved by the case manager in advance, the need for reimbursement of the participant must be documented in the participant's case file. Said expenses will be reimbursed at a rate not to exceed \$0.35 per mile for private vehicles. Reimbursement of interviews may also include overnight lodging, parking fees, tolls and meals with necessary. Receipts must be submitted with the reimbursement form. A maximum of two (2) interviews with any one employer are allowed. Reimbursement will not exceed \$200.00 per qualified interview.
  - a. \*Travel – MapQuest printout is required for all travel. All mileage must be documented for accounting and audit purposes. Other forms of transportation such as public transportation, taxis, etc. can be used; however, receipts will be required for reimbursement.
  - b. \*\*Meals - \$35.00 per day (receipts required) Meals, excluding alcoholic beverages, may be reimbursed. To qualify for reimbursement for breakfast and dinner expenses, the traveler must be staying overnight.
  - c. Lodging - \$75.00 per day (receipts required)

Any supportive service expenses that exceed the policy limits must be approved in advance by the Executive Director or the Operations Manager of the BCWDB. Request to exceed the policy limits must be submitted in writing.

The maximum dollar amounts listed above for clothing/uniforms, tools, safety equipment and medical are for the total single length of WIOA participation for each participant.

Other supportive services that may assist the participant with their training will be provided on an individual case-by-case basis. Each situation will be evaluated as the need arises and determination on whether support is required will be reviewed by the WIOA Service Provider and then submitted to the BCWDB Executive Director or Operations Manager in writing.



At a minimum, WIOA Service Providers funded by the BCWDB will:

- Utilize internal controls that result in equitable treatment for all WIOA participants;
- Utilize BCWDB forms for documentation requirements and ensure appropriate documentation is maintained in each participant file;
- Assure coordination with other community resources and ensure this is documented in each participant file for each supportive service request;
- Define how information is maintained regarding the availability of supportive services in the local area, as well as the procedure for referral to those services. This may be through a participant orientation process or providing access to electronic or printed community resource directories and information;
- Establish reasonable limits for supportive service types.
- Utilize BCWDB procedures for approval to exceed limits due to special circumstances. Procedures should be based on individual circumstance and be determined on a case-by-case basis;
- Review the limits periodically to ensure adequacy of the amount and the availability of budget;
- Track all supportive services expenditures and maintain a record of spending in each participant file; and
- Ensure that all supportive services provided to a participant are recorded in VAWC