



**PEE DEE LWIA INSTRUCTION NUMBER 13-005**

**TO:** Pee Dee LWIA Grantees  
**SUBJECT:** WIA Supportive Services Provisions  
**ISSUANCE DATE:** November 7, 2013  
**EFFECTIVE DATE:** November 7, 2013

---

**Purpose:** To transmit revised Supportive Service Provisions for the Pee Dee Local Workforce Investment Area's adult, dislocated worker, and youth participants and repeal Pee Dee LWIA Instruction #08-014.

**Background:** Section 101(46) of the Workforce Investment Act defines supportive services as services that are necessary to enable an individual to participate in activities authorized by the Act. Section 663.800 of the Workforce Investment Act, Final Rules, requires that each local area develop a policy on supportive services that ensures resource and service coordination in the local area, including how services will be funded when they are not available from other sources.

The American Recovery and Reinvestment Act (ARRA) strongly encouraged the provision of needs-related payments and supportive services to adults and dislocated workers to support the employment and training needs of priority populations (veterans, recipients of public assistance, and low income individuals). However, effective June 30, 2011, funding available under ARRA expired.

**Policy:** The revised policy which eliminates the provision of ARRA-funded Needs Related Payments and supportive services is included as an attachment to this instruction letter.

**Action Required:** Each grantee is required to review and disseminate the attached policy to all parties involved in the determination and processing of supportive service transactions for participants and ensure that all supportive service transactions adhere to the policy as outlined.

**Inquiries:** Questions pertaining to this instruction should be directed to Joette Dukes at [j-dukes@peedeecog.org](mailto:j-dukes@peedeecog.org) or (843) 669-3138.

  
\_\_\_\_\_  
Joette R. Dukes, Workforce Development Director

Attachment: Pee Dee LWIA Supportive Services Provisions

**PEE DEE LOCAL WORKFORCE INVESTMENT AREA  
SUPPORTIVE SERVICES PROVISIONS  
Effective**

**SECTION I: SUPPORTIVE SERVICES**

*Definition*

Section 101(46) of the Workforce Investment Act defines supportive services as services that are necessary to enable an individual to participate in activities authorized by the Act and may include the following:

- < Linkages to community services
- < Assistance with transportation costs
- < Assistance with child care and dependent care costs
- < Assistance with housing costs
- < Referrals to medical services
- < Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eyeglasses and protective eye gear.

The Pee Dee Local Workforce Investment Area policy regarding the provisions for needs related payments are included in a separate section of this document. Specific instructions related to this unique supportive service are detailed in that section and provisions in preceding sections do not apply.

***\*In the event the LWIA receives and operates a grant that allows training payments and/or stipends to be paid to participants, the LWIA may determine it appropriate to make such payments to grant program participants.***

*Determination/Documentation of Need*

The supportive service needs of an individual are determined during objective assessment by the grantee and must be identified on the Individual Service Strategy (ISS) or Individual Employment Plan (IEP), as well as in the participant case notes. **Not every participant that is eligible for supportive services under our policy will need supportive services. Supportive services are not an entitlement.** The grantee must identify the method (in-kind, arrangement with other agency, or cash assistance) by which the supportive service will be provided and specify this in the SCWOS case notes. Documentation supporting the determination of need as well as the level of need must be maintained as part of the participant's file.

Cash assistance may be provided to participants to pay for a specific, necessary service such as transportation or child care. In such instances, discrete payments are made to the participant to cover that specific service need. Such payments will be referred to as supportive service payments. Cash assistance is primarily for those persons who are participating in classroom training without benefit of payment of any type. **Persons who are receiving a wage for participation in On-the-Job Training, incentive payments, or a training payment for Work Experience are not eligible for cash assistance.**

The case notes must reflect that options to provide supportive services were considered and discussed in the following order:

1. The participant's personal resources
2. Another human service agency's resources
3. In-kind assistance from the grantee
4. Cash assistance from WIA

Cash assistance from WIA is to be utilized as a last resort for participants who cannot receive assistance through options 1-3. An individual who is eligible to receive assistance from other human service agencies, such as the Department of Social Services, but has refused those services, must access the resources available to them through those other agencies before becoming eligible to receive WIA supportive services.

The authorization and demonstration of need for these services rest with the career specialist who will authorize issuance of cash assistance.

Participants receiving supportive services must maintain contact with the career specialist at least once during each calendar month. Failure to do so will result in supportive services payments being suspended until direct contact is made. The career specialist should not continue to provide supportive services to participants who are not maintaining regular contact. Time and attendance must be maintained to support the payment of supportive service costs

In regards to transportation assistance for WIA participants, the LWIA has a Memorandum of Understanding with a number of transportation vendors serving various counties. Should any of these prove to be appropriate and cost effective options for transportation, the case manager should contact these businesses directly to arrange transportation for the participant.

### ***Established Levels of Support***

For cash payments directly to the participant, the following rates will apply:

#### ***Tier #1: For Participants Who Attended Training Less Than 12 Hours in the Week***

1. No childcare assistance will be provided
2. For those who travel at least 10 round-trip miles, transportation may be paid at a rate of \$5.00 per day of school attendance.

#### ***Tier #2: For Participants Who Attended 12 Hours of Training or More in the Week***

1. Childcare may be provided at a rate of \$5 per child per day of the parent's school attendance up to a maximum of 3 children. The child must be less than 13 years old and not in school or subsidized daycare at the same time that the parent is in school. (Maximum childcare payment per day is \$15 and per week is \$75.)
2. Transportation may be provided as follows:
 

Level 1 10-30 miles per day	\$5.00 per day of attendance
Level 2 More than 30 miles per day	\$10.00 per day of attendance

*The maximum payment for childcare and transportation per week is \$125 for an individual with three or more children (less than 13 and not in school or*

*subsidized daycare), attending school 12 or more hours per week, attending school five days per week, and traveling more than 30 miles to school per day.*

*In the event that a participant is scheduled to attend 12 hours or more per week, but is unable to do so due to circumstances related to the training provider (i.e. school closed, instructor did not report, the semester ended with a partial week), the supportive service payment may be made at the Tier 2 rate for the days the participant actually attended school.*

***Payments directly to the child care or transportation provider are not subject to these provisions.*** These payments may be made in accordance with the provider's billed rates without further approval from the LWIA. Charges for these services must be reasonable and in accordance with prevailing rates. Direct payments will only be made to vendors who are licensed to provide child care or transportation services. These payments will be made from the youth or intensive services grantee's budget.

***Cash assistance may not be provided to participants who are receiving a WIA--subsidized wage, training payment, or incentive payment.***

The WIA time and attendance form must be maintained to support the payment of supportive service costs. In order to avoid duplication, Form 857A, which is used to document attendance for dislocated workers who are TAA-eligible, should be used to document the payment of WIA supportive services for these individuals.

➤ **Relocation Assistance**

Relocation assistance may be available to a WIA participant if it is determined that the individual cannot be reasonably expected to secure suitable employment within the commuting area in which he/she resides. The commuting area is defined as 50 miles one way.

Relocation assistance is for the purpose of assisting a participant in securing a job within the United States. The participant qualifications and need must be documented. Payment may be made for the reasonable costs of relocation, including meals and lodging during the moving period, charges of a moving company, rental of a truck or trailer, and transportation expenses. ***Permission to fund relocation expenses should be requested in writing.*** The written request must include the anticipated cost, written documentation that the individual has an offer of employment in the area to which he/she wishes to relocate, and documentation that the participant could not afford to relocate without WIA assistance. ***Any payment for relocation assistance that does not have the prior written approval of the LWIA will be disallowed.*** Receipts must be maintained for all expenses incurred, except those made in accordance with the cash supportive services provisions outlined above.

➤ ***Other Supportive Services***

The Workforce Investment Act permits the use of funds for housing costs (i.e. rent, utilities, etc.), medical services, drivers' education and assistance with work attire and work-related tool costs. Several issues must be addressed and documented prior to the case manager making decision to fund these services as follows:

1. The grantee must document that, without the service, the individual would be unable to participate in training or continue employment.
2. The grantee must document that the individual cannot afford to pay for or personally arrange for these services.
3. **The grantee must document that other human service agencies which typically provide the needed service, are unable to do so.**
4. The grantee must document that it cannot provide the service in-kind.

As it is the intent of WIA to assist participants with becoming self-sufficient, these supportive services provisions are not designed to pay the monthly expenses of participants, but *are to be used on a limited basis in emergency situations only* (i.e. an eviction notice or notice that service will be terminated is received). Limited supportive service dollars and effective case management mandate that we take measures to assure that when past due payments are alleviated, they do not again become a problem. *All supportive services assistance, other than the Tier #1 and #2 transportation and childcare payments, must have the prior written approval of the LWIA or they may be disallowed.* The reasonableness of providing assistance with medical and/or work-related expenses should be carefully evaluated prior to the expense being incurred.

Some participants, particularly those attending railroad conductor training and truck driver training, require assistance with lodging and meals. These supportive service costs are considered "other" supportive services, as described in this document and will require the prior approval of the LWIA.

*Pee Dee Regional Council of Governments may not approve the issuance of supportive service payments that do not meet the requirements of the provisions outlined in this document.*