

POLICY AND PROCEDURE DIRECTIVES

EFFECTIVE DATE: July 1, 2001

SUBJECT: Supportive Services for Adults, Dislocated Workers and Youth

REFERENCE #: WIA 01-11 (Revised 05-23-11)

Supportive services may be provided only to those individuals who are registered in WIA. Due to funding limitations, adult and dislocated workers must be registered in an intensive or training service to receive supportive services. A waiver to this policy may be granted by the Deputy Director or designee for an adult or dislocated worker in a registered core services (including follow-up services) and unable to obtain supportive services through other programs providing such services. Supportive services should only be provided when other non-WIA resources are not available to provide such services, e.g., Salvation Army for emergency housing, Food Banks, Lions Club for eyeglasses, DSHS, etc. See referral procedure.

Supportive services may only be provided when they are necessary to enable individuals to participate in WIA activities including follow-up services.

This WDC limits Supportive Services to no more than \$800 per participant unless prior written approval has been obtained from the WDC Administrative Entity. (Operations Manager or Deputy Director or designee). See exception for transportation costs. See separate policy for Needs Related Payments.

Support services are based on financial need. To be eligible, a registrant's gross family projected monthly income (at the time of the supportive services request) from all sources (except income designated to cover training costs, e.g., when PELL or Student Loan is used for tuition) must be (1) at or below 200% of the poverty guidelines or (2) through a income/expense analysis, demonstrate a lack of sufficient resources.

For low income youth and adults, a presumptive need has been established and an Eligibility Determination for Support Services does not need to be completed. However, if you become aware of a substantial change in a participants income and further Support Services are needed, an Eligibility Determination for Support Services must be completed. For Dislocated Workers, an Eligibility Determination for Support Services must be completed for every request.

Poverty guidelines are adjusted each year in the Federal Register by the Department of Health and Human Services (HHS). Eligibility determination for support services is based on 200% of the poverty guidelines on a monthly basis. Following are the eligibility guidelines for support services:

Persons in family	200% Guideline
1	\$1,815
2	\$2,452
3	\$3,052
4	\$3,725
5	\$4,362
6	\$4,998
7	\$5,635
8	\$6,272
For families with more than 8 persons, add \$637 for each additional person.	

The following list, although not exhaustive, enumerates the kinds of Supportive Services that can be provided, their restrictions and guidelines for their provision.

- 1) Medical Care: Limited to a medical exam to determine if a participant meets health requirements for a job or training site. Expected cost not to exceed \$150. Cannot be used to provide medical services for injuries or illness. Cannot be used to pay delinquent medical bills for the individual or the family. **Note: youth are to be referred to medical services.**

Other possible resources: Public Health, DSHS, Doctors who believe in volunteerism, Church sponsored funds.

- 2) Transportation: Restricted to travel for job search, training activities (including class registration, testing, etc.) and employment. Use of public transportation when available and appropriate. Full reimbursement for travel expenses may be provided to participants in wage paying activities (OJT, WEX, Limited Internships) only until they receive their first full paycheck. Subsequent to receiving first full paycheck, no further travel subsidy will be provided unless prior written approval has been obtained from the WDC Administrative Entity. Travel costs are reimbursed at the following rates:

a) Private Auto - \$0.20/mile, gas card or gas voucher

- i. Gas cards are provided in \$25.00 amounts for initial transportation assistance. After two cards have been provided (total of \$50.00), additional transportation assistance may be provided through “on-going transportation” assistance. Before a gas cards can be issued, the Coordinator must note in the participant’s file the date, fund source (Adult, Dislocated Worker, etc.)

and reason for issuing the card such as facilitating job search, a training-related activity or employment start-up. The Coordinator must also compete and sign/ initial the fiscal department's "GAS CARD LOG" to acknowledge receipt of each gas card.

- ii. Ongoing mileage may only be provided to those individuals attending classroom training who reside more than 10 miles from school or class site as determined by a Map Quest© point-to-point query or by another reliable internet travel site. Only the mileage in excess of 10 miles each way will be reimbursed. Reimbursement will be at the rate of \$0.20/mile. Map Quest© or other internet travel query should be attached to initial On-going Mileage request.
 - iii. Car Pool Participant - \$0.10 if driver is not directly being reimbursed by WDC.
- b) Public Transportation - by receipt or token; actual cost
 - c) Bicycle Repair and purchases - limited to \$125 (Purchase of used bicycle preferred option.)

On-going mileage is excluded from the \$800 supportive services limit but has a maximum upper limit of \$1000. Repairs and car parts are an allowable use within cost guidelines (\$800 limit still applies).

Note for Dislocated Workers: Out of Area Job Search and Relocation Assistance are considered Intensive Services rather than a Supportive Service and are only based on the individual's programmatic needs.

Other resources: DSHS, Co-workers, other WIA participants, Auto repair programs at training institutions.

- 3) Child Care: Participants in wage paying activities must be denied DSHS support before WIA resources can be used. Full reimbursement for child care expenses may be provided to participants in wage paying activities until they receive their first full paycheck. (The \$800 limit, however, still applies). After receiving the first full paycheck, no further child care expenses will be reimbursed without prior, written approval of the WDC Administrative Entity.

Participants in non-wage paying activities may receive child care reimbursement for actual costs. For those participants in an approved skill training or educational program, e.g., GED, ESL), the \$800 limit is waived. Child Care vouchers must be accompanied by attendance records and/or documentation of training/job search activities and be checked, approved and initialed by the responsible Coordinator. Child care cost will be covered if child care is:

- a) In the participant's home or in the facility of a day care provider.
- b) When provided by a relative who is not living in the participant's household.

Child care reimbursement is for actual cost or at current rates, whichever is less, for up to eight hours per day or the full day charge by the provider.

Initial and continued eligibility for child care payments will be reviewed by Coordinators on a quarterly basis using the Child Care Eligibility Determination Form.

Other Resources: DSHS, relatives, in-kind contribution by cooperating day care facilities.

Note: Child care reimbursement is undergoing a further review and may shortly be revised.

- (4) Job or Training Placement Support: Clothes, tools or safety equipment necessary to begin a training position or unsubsidized job. Should be requested no later than two weeks after the position or training begins. Once employed, should the need for additional clothes, tools or safety equipment arise, they would be handled as post-program support services. Pre-owned but adequate clothes and tools are appropriate to conserve WIA resources and provide realistic consumer training. Repair to existing gear is allowable.

Other Resources: Clothes Banks, DSHS allowance, Salvation Army, tool "libraries".

- (5) Start Up/Emergency Assistance: A \$50 cash grant to defray initial miscellaneous costs, e.g., lunches, gas, personal needs associated with the start of employment or training until first check or other resources are received. Start Up can also be provided during the training placement when an unforeseen need causes economic hardship and threatens the training outcome. Start Up is not a loan and is not expected to be paid back.

- (6) Temporary Housing: Restricted to short term rent, e.g., motel, apartment or the costs associated with obtaining housing, e.g., first and last months rent. WIA Supportive Services **cannot be used to pay deposits** on electric, gas or phone service or for cleaning/damage deposits. Mortgage payment assistance is an unallowable service under WIA but other resources may be available.

Other Resources: Y's, Salvation Army, Lighthouse Mission.

- (7) Licenses, Miscellaneous: Reimbursement for Driver's License, Food Handler Permit, etc. As costs are usually low, these should be done, if possible, as reimbursement to participant based upon a receipt.

This list is not all inclusive, but represents the major categories and services.