



PIEDMONT REGION

Title:	Supportive Services Policy	Policy #:	4
Effective Date:	July 1, 2015	Revision Date:	January 17, 2019

Purpose:

To establish guidelines for provision of supportive services using WIOA funds.

Policy:

Supportive services may be provided to WIOA Title I clients during training services and/or during the first six months after job placement. To be eligible for payment of supportive services with WIOA funds during training, the Individual Employment Plan (IEP) must identify that training is required for the client to meet their employment goals. To be eligible for supportive services during training, the IEP shall identify supportive services needed for the client to pursue training activities.

Referral to supportive services including but not limited to assistance with transportation, credentialing or licensing fees, books, training materials, required uniforms and other work related items shall be made to clients to enhance their ability to complete training and find and retain suitable employment. As funds permit, WIOA funds may be used to pay for required supportive services. Supportive services are not an entitlement, but are based on needs of individual clients. Documentation must be maintained in the client file of the need for supportive services, referrals pursued, supportive services provided, and results of the supportive services provided. Evidence of the client's attendance during training services shall be required prior to approval of payments for supportive services. Payments for supportive services shall be limited to the time period during which the client pursues training.

Transportation Assistance

Payment for transportation assistance will be paid for travel to and from the training facility. Payment will be based on a set rate per mile. The set rate will be \$0.32 per mile times the round trip miles per day. Travel allowance will be paid for actual days of attendance, and must be documented by an attendance record, which is signed by the appropriate activity representative at the training facility and by the participant. Actual round trip miles per day must be reported correctly by the participant. Mapquest or Google Maps will be used to verify the travel distance between the starting point of travel and the destination, i.e. training facility. A copy of the Mapquest or Google Maps driving directions illustrating the actual mileage to the training facility should be maintained in the participant file. Any changes to the actual mileage should be clearly documented on the training attendance sheet, and a new Mapquest or Google Maps to support the change should be maintained in the participant file. **In no instance will payments be made in advance.** The participant will be required to sign a receipt documenting payment received for the applicable period.

Credentialing or Licensing Fees

Payment for credentialing or licensing fees required for training activities are allowable costs. Payment to the training institution or vendor will be processed once an invoice or receipt has been provided plus documentation of the cost and need for the payment. If the purchase is required before the invoice has been provided (credit card purchase), then the documentation of need is the only required documentation at the point of purchase. Documentation of the completion and attainment of the credential or license should be provided by the participant and placed in the participant's file with the purchase information. If the participant is required to pay the fees with their own personal funds, reimbursement will be processed as long as the above documentation is presented. This information should be kept in the participant's file.

Books and Training Materials

Payment for books and training materials required for training activities are allowable costs. Payment to the training institution or vendor will be processed once an invoice or receipt has been provided plus documentation of the need for the materials for training or credentialing purposes. If the participant is required to purchase the materials with their own personal funds, reimbursement will be processed as long as the above documentation is presented. This information should be kept in the participant's file.

Required Uniforms or Other Work Related Materials

Payment for uniforms or other work related materials required for training activities are allowable costs. Payment to the training institution or vendor will be processed once an invoice or receipt has been provided plus documentation of the need for the materials for training or credentialing purposes.. If the participant is required to purchase the materials with their own personal funds, reimbursement will be processed as long as the above documentation is presented. This information should be kept in the participant's file. These costs should not exceed \$100.00. If the cost of these materials exceeds \$100.00, prior approval from Piedmont Workforce Development Board staff will be required before purchase

The following supportive services may be provided at the discretion of the WIOA Operator and subject to the availability of funds:

Childcare Supportive Services

Payments for childcare supportive services shall be made directly to the service provider. Payments to non-regulated childcare providers, such as the client's family, shall require a signed affidavit from the provider indicating the services to be provided and payment schedule. This documentation shall be maintained in the client's file. Payments will be made only for days the client attends training or as required by the childcare provider. Childcare payments is limited to no more than \$100 per week. To document the actual cost of childcare, the participant must furnish documentation that includes the dates of childcare, the hours per day, signature and date of the childcare provider as well as the cost of childcare provided. **Attendance back up must be kept, and in no instance will payments be made in advance.**

Emergency Housing Related Assistance

Payments for emergency housing related assistance is limited to no more than \$500 per client. Proof of the bill must be documented in the client file and payments can only be made to the vendor, not to the client.