



Tulsa Area Workforce Development Board, Inc.

Proudly serving Creek, Osage, Pawnee and Tulsa Counties in Oklahoma

Supportive Service Policy

Board Approved: August 20, 2015

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Supportive Service Policy Changes Overview

Most Recent Policy Changes:

Board Approval: 08 20 2015
Executive Committee Approval: 08 13 2015
Oversight Committee Approval: 07 27 2015

Reason: The revision of this policy is necessary due to the change of legislation. The major change from Workforce Investment Act (WIA) to the Workforce Innovation and Opportunity Act (WIOA) is that the participant may receive support services during any portion of their enrollment into WIOA, whereas in WIA, a participant could only receive supportive services if they followed the sequencing of services through core services into intensive services.

Board Approval: 10 27 2014
Executive Committee Approval: 10 14 2014
Oversight Committee Approval: 09 29 2014

Reason: Guidance from Commerce was received encouraging the use of a Vendor List for service/products used for all participants, therefore eliminating the cumbersome three quotes per service/product for each participant. A section was added to this policy that allows the Service Provider to create and maintain such list. Other items specified within the letter have been addressed within the policy as well.

Board Approval: 12 19 2013
Executive Committee Approval: 12 18 2013
Oversight Committee Approval: 11 18 2013

Reason: In transitioning Service Providers, it was discovered that further guidance from the Board was needed in order for the Service Provider to move forward with providing supportive services to clients. Within the policy, respective parameters and expectations were defined by Board Staff, therefore allowing room for the Service Provider to strategically move forward on the expenditures of support services.

Tulsa Area Workforce Development Board

Supportive Service Policy

Board Approval: 08 20 2015

I. **Purpose:**

To establish a local policy on the coordination and delivery of supportive services to youth, adults and dislocated workers.

II. **Authority:**

Workforce Innovation and Opportunity Act (WIOA) §134(d)(2);

III. **Background:**

In accordance with federal and state guidance, local workforce development boards, in conjunction with One-Stop providers must issue policy regarding supportive services that ensures resource and service coordination in the local area.

IV. **Definitions:**

- A. No Other Service Available - When considering whether supportive services are available through other agencies, the One-Stop operator shall make a determination of whether such services are readily and immediately obtainable from another agency or program.
- B. Supportive Services – The term “supportive services” means services such as, but not limited to, transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act.

V. **Local Policy:**

- A. To receive supportive services, the customer must be receiving staff assisted career services and actively seeking employment, employed or participating in training services. There must be a direct connection between the supportive service offered and the activity the customer is participating in.
 - 1. A needs assessment must be completed before supportive services may be granted.
 - 2. A case note is required explaining why the supportive service(s) is necessary to assist the customer in gaining a credential or obtaining or retaining employment.
 - 3. It shall be the responsibility of the TAWDB’s One-Stop Operator(s) to ensure that supportive services provided under this policy shall be properly coordinated with services, resources, and activities that are available from other sources.

B. **Delivery of Supportive Services.**

- 1. Supportive services may only be provided when necessary to enable an individual to participate in activities authorized under WIOA Title I. When considering whether a participant is in need of supportive services, the One-Stop operator must ensure that an appropriate assessment of the individual’s needs has been conducted. Supportive Services may be provided to any registered participant, after an assessment has been completed.
- 2. Documentation in the form of a “No Other Service Available (NOSA)” form is required prior to service delivery to substantiate that supportive services are not available from another program.

3. Supportive service needs shall be documented in the Individual Employment Plan or Individual Service Strategy prior to delivery, if applicable.

C. **Documentation:** Supportive services needs may be addressed at the time the need is identified or at any time during participation in the WIOA program. The IEP/ISS, Case Notes and S&T Plan shall be updated as new needs are identified, prior to the delivery of services, if applicable

1. Supportive Services screen found within the Service and Training will be filled out completely, where applicable, with a correlating Program Note.
2. Program Note will specify all components of the Supportive Service including payment voucher number for the supportive service.

D. **Vendor List**

The Service Provider will develop and maintain a Vendors List made up of organizations and individuals. It is the Service Providers responsibility to solicit three (3) bids per each product/service. The Vendor List will be reviewed and new quotes solicited annually, at a minimum. Each solicited Vendor must complete an application and then be approved through a competitive process, of three minimum quotes per item/service, if applicable. This information and documentation must be kept by the Service Provider for monitoring purposes. If the service/product is not readily available and three quotes cannot be obtained the Service Provider may approve the vendor with the information given and must keep a log identifying those services/products.

Institutions requesting approval to provide occupational skills training to Workforce Tulsa participants must apply through the Eligible Training Provider (ETP) system. Information on the ETP system may be requested from the Project Coordinator within the Board Staff office.

E. **Support Service Summary: Adult, Dislocated Worker & Youth**

There is an overall limitation of funding for Adults and Dislocated Workers which caps at \$5,000.00 and for Youth which caps at \$6,500.00 for supportive services, unless written authorization by the Executive Director of Workforce Tulsa, during the client's enrollment in WIOA. The use of the Vendor List will eliminate the need for the three (3) quote process unless, otherwise written, for all services. Supportive services outside of the listed categories may be provided with the written approval of the Workforce Tulsa Executive Director.

1. **AUTO REPAIR:** Customers may request an auto repair during the course of their WIOA enrollment. Under this category the customer may receive vehicle repairs and/or parts or vehicle maintenance. The customer must provide a valid title or vehicle registration, a valid OK Driver's License, and proof of current insurance. All documentation must be in the customer's name and have the same make and model of car listed.
2. **AUTO INSURANCE:** Staff may request that an insurance premium for up to 6 months may be paid for the customer. This is a one-time only service and only includes appropriate insurance. The customer must provide a valid title or vehicle registration and a valid OK Driver's License. All documentation must have the customer's name and the same make and model of car listed.
3. **AUTO TAG:** Staff may request a one-time payment to tag a vehicle that enables the customer to travel to work or training. The Service Provider must obtain a current copy of the tag agencies fee schedule from the local tag agency or Tax Commission website and distribute copies to all workforce offices with an effective date stamp. The customer must provide a valid title, a valid

OK Driver's License, and proof of current insurance. If WIOA is purchasing insurance for the customer, proof that insurance is being vouchered for the customer must be provided. All documentation must have the name of the customer and the same make and model of car listed.

4. **AUTO TITLE:** Staff may request a one-time payment to change a car title that enables the customer to travel to work or training. Staff may only authorize the amount required by the title transfer fee. Excise tax or penalties are not allowable expenditures. The customer must provide a quote from the Tag Agent, the valid title, a valid OK Driver's License, and proof of current insurance. If WIOA is purchasing insurance for the customer, proof that insurance is being vouchered for the customer must be provided. All documentation must have the name of the customer and the same make and model of car listed.
5. **BIRTH CERTIFICATES:** In cases which a Client is in need of a birth certificate, WIOA will authorize payment for a replacement birth certificate. This is a one-time only service during WIOA enrollment. Required documentation includes but is not limited to: a copy of the state application for a replacement birth certificate and a quote from the state agency.
6. **BOOKS & E-Books:** Special circumstances may arise where a student requires books to successfully complete the course or the credential. The use of the Vendor List is not required if the client is approved for an ITA and the books or e-books related to training is offered by the school. Required documentation includes but is not limited to the customer's course schedule or a letter from an advisor or instructor or course syllabus that lists the books required for the course and/or optional recommended texts.
7. **CHILD CARE:** In extraordinary circumstances Staff may authorize child care payment for up to one month (4 weeks) for those customers who are not eligible to receive assistance from or are unable to pay the subsidy from the Department of Human Services (DHS) or tribal entities. The facility must be DHS licensed. License centers are listed on DHS Child Care Locator - <http://childcarefind.okdhs.org/childcarefind/>.

Child Care assistance is a one-time only service not to exceed four (4) weeks. A Child Care Agreement must be completed between the Service Provider and the childcare provider. Payment will be made directly to the provider. The provider must provide a copy of the facility's charges prior to approval of the Child Care Agreement form. Child Care will only be paid for the children listed on the Child Care Agreement. A Child Care Attendance Record must be submitted by the facility with signatures of the customer and the provider. Required documentation includes the following but is not limited to: DHS or tribal Child Care denial, a copy of the facilities regular charges, proof of DHS licensure, the Child Care Agreement Form, and a completed Child Care Attendance Form for each child.

8. **CLOTHING:** Staff may request a clothing budget to enable the customer to gain a credential or obtain or retain employment.
 - a. **Clothing for Training:** Clothing for training must be required by the training institution in order to successfully complete the training program. Required documentation includes but is not limited to: course syllabus or a letter from the instructor that states the clothing is required for all members of the course. The limitations for this item are dictated by the training program and must have the same requirements for all students in the program.
 - b. **Clothing for Job Search:** Customers may request a clothing budget during the course of their WIOA enrollment. Clothing for job search must be interview appropriate clothing.

Staff is urged to counsel customers receiving this service on appropriate job interview clothing and etiquette. Documentation must show that clothing is necessary for interviews/employment seeking and accompanied by an up to date Job Search Strategy.

- c. **Clothing for Employment:** Customers may request a clothing budget during the course of their WIOA enrollment. Clothing for employment requests must be accompanied by documentation from the employer with the company's dress code requirements.
9. **DEPOSITS:** Staff should be cautioned that deposits must show a direct relationship to gaining and retaining employment or a credential. The TAWDB will not authorize payments for late fees or damages. Deposits will be made directly to the property owner.
 - a. **Housing:** Staff may request a housing deposit be paid with WIOA funds. This is a onetime service. Documentation includes original rental or purchase agreement and a bill of total deposit due. Handwritten documentation from the property owner or lien holder is acceptable documentation for the total deposit due.
 - b. **Utilities:** Staff may request utility deposits be paid with WIOA funds. Staff must be aware that payments of this type will be authorized one time per company during the customer's enrollment in WIOA. Utility companies eligible for this service are local electric, gas, sanitation, sewer, and water companies. TAWDB will not authorize beeper, satellite, cable, cell phone, or telephone deposits. Documentation includes the original statement from the utility company with the amount of deposit due.
10. **DRIVER'S LICENSES:** Staff may request payment for fees associated with retaining or reinstating a driver's license; however, TAWDB cannot authorize payment for fines or legal fees associated with reinstating a driver's license. This is a one-time only expense. Staff is urged to assist the customer in establishing arrangements with legal authorities for payment of fines or legal fees. Courses associated with the reinstatement of a license such as defensive or drunk driving courses will only be paid as a reimbursement after client has paid for and completed the course. Documentation for license reinstatement is the quote from the State of Oklahoma or Tag Agent listing requirements for reinstatement.
11. **FOOD ALLOWANCES:** Meals may be provided to clients attending all day workshops and will be paid and documented in the same manner as other allowable supportive services.

The One-Stop operator shall follow the procedures addressed below when addressing food allowances.

- a. A signed Time and Attendance will serve as a self-attestation of the expenditure.
- b. The Service Provider will be required to document the actual cost of meals each day.
- c. The meal allowance per day – per client shall not exceed \$12.50.
- d. The reimbursement of tips is unallowable. The Vendor must be included on the TAWDB Vendor List. The cost of each meal must be included in the total supportive services provided to each participant and cannot exceed the TAWDB supportive service limits for such costs.

Note: *Use of Grant Funds to pay for the cost of meals, food, coffee or other refreshments (hereafter referred to as "meals") consumed by employees is prohibited while engaging in day-to-day business. The*

State Agency has interpreted this to include the supervision of youth participants. Staff must pay for their own meals.

12. **HOUSING:** Staff may request one rent or mortgage payment using WIOA funds when the customer is unable to pay the current month's rent or house payment. This type of payment request is limited to one time only. Payments will be authorized with the property owner. TAWDB will not authorize payments for customers to be put on waiting lists for housing, pet deposits or waiting list deposits, or other charges that would enable customers to be eligible for housing are not allowable. Documentation includes original rental or purchase agreement and a bill of total amount due. Handwritten documentation from the property owner or lien holder is acceptable documentation for the total amount due in rent or mortgage payments.

13. **LICENSING, TESTING AND CERTIFICATION FEES:** Staff may request that testing, licensing and certification fees be paid out of WIOA funds. The customer must demonstrate that credentialing may result from the successful completion of the test. These fees may be paid as reimbursements to the customer if the fees cannot be paid through the vouchering system. Requests for reimbursements for fees paid by customer must be submitted for payment within 45 days of the testing date. Documentation includes a paid receipt signed and dated by the customer, a copy of the method of payment, and a copy of the testing application. Documentation must also include a detailed explanation why the vouchering system could not be used to pay for the service being reimbursed.

14. **MEDICAL SERVICES:** Staff may request certain medical services necessary to successfully complete training or gain and/or retain employment be paid with WIOA funds. Allowable services include but are not limited to: shots (including the charge to give the shot and the serum) related to medical training and physical exams required for employment. The medical service must be directly related to gaining a credential or gaining and retaining employment. Staff is cautioned to look into the wide variety of services available to the customers before requesting a medical service payment.

15. **MILEAGE ASSISTANCE:** Mileage assistance for travel from a participant's home to a training facility is a way of assisting customers with travel costs associated with training. Service Provider Staff are cautioned to consider the need and the length of time a customer receives transportation assistance. Service Provider Staff must review on a bi-weekly basis if the customer still needs to receive mileage assistance and make a note in customer case notes. Mileage will not be paid if the customer is receiving a similar reimbursement or transportation allowance from another agency. Mileage will be paid at a rate according to the IRS standard mileage rate.

Required documentation includes but is not limited to case notes documenting the need of the customer, the training or class schedule for the time period of mileage assistance, and a Supportive Service request. Time/attendance documentation from the training institute is required for payment along with completed customer mileage forms signed by customer and Service Provider Staff and documentation of the miles travelled. Documentation for payment will be submitted to Service Provider Staff for attendance the 1st through the 15th of the month and the 16th through the last day of the month. No payment will be made if submitted more than 30 days after the payment period. A print out from Google Maps or similar on-line mileage calculation program can serve as support documentation. Mileage will be calculated to the nearest tenth of a mile.

16. **REIMBURSEMENTS:** TAWDB will not make reimbursements payments to clients for supportive services without prior written approval from the Service Provider.

17. **TOOLS AND EQUIPMENT:** The case manager may request a budget not to exceed \$1000 including sales tax to help the customer with this expense. All tools and equipment must be required for training or required by an employer for employment. Generally, consumable items such as medical supplies may not be purchased.
 - a. **Tools and Equipment for Training:** TAWDB will authorize payments directly to the vendor for tools and equipment. Tools may be purchased, as necessary, for the training program as long as the total amount of tools does not exceed the total budgeted amount. WIOA can make payments directly to the school, school-designated vendor, or those on the WIOA Vendor List. Required documentation includes but is not limited to: course syllabus that includes documentation that the tools and/or equipment is required for all students in the course, and a letter from the instructor that verifies the tools and/or equipment is required for all students. If the tools are purchased from the training institution, the use of the Vendor List is not necessary and will count as an ITA expense.
 - b. **Tools and Equipment for Employment:** TAWDB will authorize payments directly to the vendor for the tools and equipment. Tools may be purchased as necessary for employment as long as the total amount of tools does not exceed the total budgeted amount. Required documentation include but is not limited to a letter from the employer that verifies the tools and/or equipment is required to obtain or retain employment.
18. **TRANSPORTATION ASSISTANCE:** In extreme situations, Staff may request public transportation for the customer to get to and from training or work. Staff should assist the customer in making arrangements for public transportation (taxi services, buses, etc.) to accept Service Provider's voucher. Staff is cautioned to consider the need and the length of time a customer receives transportation. Staff needs to review on a monthly basis if the customer still needs transportation assistance. Required documentation for this includes but is not limited to case notes that justify the request and a fee schedule from the public transportation agency.
19. **UTILITY ASSISTANCE:** Utility assistance includes gas, water, trash, sewer, and electricity payments. TAWDB will not authorize payments for beepers, cable, satellite, telephone, cell phone, internet or other "non-essential" services. Staff must be aware that payments of this type will be authorized one time per company during the customer's enrollment in WIOA. Staff should be cautioned that payment should only be made to avoid a cut off of services which could impact the customer from attending training or work. Documentation includes the original statement from the utility company with the amount of due.

F. Needs Related Payments

Adult and Dislocated Workers who fall within the criteria outlined below and are actively participating in a WIOA training service¹ may receive needs related payments.

1. Eligible Participants
 - a. Adult Program Participants who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation.
 - b. Dislocated Worker Participants who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation. If such worker was enrolled in the training services:

¹ § 134(c)(3) of WIOA

1. by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for employment and training activities, or
2. by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

2. Level of Payment²

The level of a needs-related payment made to an Adult or Dislocated Worker shall not exceed the greater of:

- a. the applicable level of unemployment compensation; or
- b. if such worker did not qualify for unemployment compensation, an amount equal to the poverty line, for an equivalent period, which amount shall be adjusted to reflect changes in total family income.

G. EVENTS/ACTIVITIES

The cost of goods and services related to participation in scheduled events and/or activities is allowed and includes but not limited to: entry fees, transportation, meals, and other travel expenses associated with field trips, group meetings, and other activities which enhance participants' basic (academic), team building, leadership, citizenship, other work readiness, and/or occupational skills. Transportation and other related fees shall be reimbursed at the rate established for Service Providers staff travel.

H. Reporting

The One-Stop Operator shall implement reporting and record-keeping systems designed to properly record the supportive service expenses incurred for each participant. A record of expenditures will be kept in the individual's electronic case record in the Oklahoma Service Link (OSL) system and the case file.

- VI. **Compliance:** The TAWDB is responsible for providing regular oversight of supportive service delivery in accordance with the local monitoring policy.

² § 134(d)(3)(C) of WIOA