



Workforce Development Board
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Supportive Services Policy

Supportive Services may include, but are not limited to:

These services may include, but are not limited to, the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;
- (c) Assistance with child care and dependent care;
- (d) Assistance with housing;
- (e) Assistance with educational testing;
- (f) Reasonable accommodations for individuals with disabilities;
- (g) Referrals to health care;
- (h) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- (i) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- (j) Payments and fees for employment and training-related applications, tests, and certifications.

A) Transportation

The Local Board has determined the policy for transportation payments for **WIOA Title I and Trade Act Programs** shall be consistent for our Local Workforce Investment Area (LWIOA). Transportation payments for WIOA Title I shall be capped at no more than the current federal rate per mile if they are included in the individual's approved training plan, and **ONLY** if the commuting distance for training purposes is greater than 30 miles from the participant's residence for commuting distance. Effective April 27, 2021, New York State (NYS) defines the commuting area as travel up to 30 miles from the participant's primary residence, one way, by personal vehicle. For participants that rely almost exclusively on public transportation, the commuting area is defined as travel up to one hour, one way, by public transportation. Travel outside these defined commuting areas may make Trade Act participants eligible for a transportation payment/travel allowance. Transportation payments/travel allowance, outlined in 20 CFR §618.640 (d), indicate that transportation payments/travel allowance funded by the TAA Program are only payable for actual days traveled, starting with the first miles outside the commuting area. Example – Calculating Reimbursement for a Transportation Payment/Travel Allowance As defined above, the commuting area is the area within 30 miles of the Trade Act participant's residence. If the training provider is located 40 miles from the Trade Act participant's home, we would reimburse the participant for the 10 miles traveled outside the

commuting area and the 10 miles of the return trip, for a total of 20 miles to be reimbursed. Mileage will be reimbursed at the prevailing federal mileage rate.

Regular contact with the student must be maintained by the case manager to ensure satisfactory progress in the training course(s). If it is determined that satisfactory progress is not being achieved, action must be taken to remedy the situation or terminate the training and end the payment of transportation costs. Students must agree to provide their case worker with a copy of all grade reports received from the school within ten days of such information being received by or available to the student or their eligibility for transportation payments will be immediately terminated. Transportation reimbursement paperwork must be turned in no later than one week after the requested reimbursement.

Notwithstanding this policy, the Cayuga-Cortland WDB reserves the right to withhold payments or reduce them if:

- I. In our judgement, the cost of providing transportation support becomes too prohibitive, staff will discuss other alternatives with the customer. If customer demonstrates need for transportation support and need is documented in the IEP and in OSOS, the WDB will approve up to \$50.00 per week for transportation support in the form of a gas card. If customer indicates that there is a parking fee, for their training, we will cover the cost of parking, provided that they complete the required weekly attendance and find the cheapest and safest parking options available. (Customer will be reimbursed after they pay and provide required receipts and other documentation)
- II. The Local Area, or any of its program deliverers, elects to provide transportation at no cost (or limited cost) to participants.
- III. In no event, however, will support be withheld for discriminatory or capricious reasons.

This policy will not apply to travel required for assessment or counseling unless extraordinary conditions warrant. Any such conditions must be fully documented and available for review.

B) Child Care

A child care payment of a maximum of one hundred twenty dollars (\$120) per week may be paid for the first child to help defray child care costs and encourage program participation. In addition, up to a maximum of ninety dollars (\$90) per week may be paid for a second and including any subsequent children. To qualify:

1. Any WIOA program enrollee who qualifies for the Department of Social Services low income subsidy will not qualify for our child care assistance, unless there is documentation provided from DSS that there is a waiting list which if adhered to will interfere with the enrollee's approved training schedule.

2. To receive child care assistance, the participant must place the child (or children) with a certified daycare provider or other sitter who may not reside in the same household as the participant, unless this would create undue hardship for said household. In such cases the Career Center management staff must document the need for child care costs.
3. A completed child care statement must be on file with the One Stop Career Center indicating the charge for child care and the names of the children for whom services will be provided.
4. A completed class/course or other work/training schedule must be on file at the One Stop Career Center prior to payment for child care assistance.
5. Any changes in the child care cost or the client class or work schedule must be reported to the One Stop Career Center within five working days of the change to allow adequate time to process adjustments in payments.
6. Full time participation shall be defined as five or more hours per day attending approved, scheduled class/activity. Attendance of less than five hours per day will cause payment to be prorated.
7. Reimbursement will be based on child care provider signed receipts, listing dates and times of child care provision and the amount of money charged. In addition, the participant must provide a signed attendance to document their attendance in training which coincides with the child care provider receipt. **Child Care reimbursement documents must be turned in no later than one week after the requested reimbursement.**
8. To accommodate for necessary travel time, the participant will be allowed a ½ hour at each end of the day to drop off and pick up their child(ren). In the event this would create undue hardship, Career Center management staff must document the need for additional travel time.
9. The following method is to be used to determine the total amount of child care payment to be made.
 - ☞ Maximum weekly payment child #1 = \$120
 - ☞ Maximum weekly payment child #2 (or more) = \$90
 - ☞ Maximum day rate child #1 = \$120/5 days = \$24 per day
 - ☞ Maximum hourly rate child #1 = \$24 per day/5 hours = \$4.80 hourly rate
 - ☞ Maximum day rate child #2 (or more) = \$90 per week/5 = \$18 per day
 - ☞ Maximum hourly rate child #2 (or more) = \$18 per day/5 = \$3.60 per hour
 - ☞ Maximum day rate per household = \$42 per day

These payments shall be coordinated with other available child care resources and in no case can the combined payments exceed 100 percent of the cost of care provided.

The total payment per week for child care shall not exceed \$210.00. Notwithstanding this policy, we reserve the right to withhold payments or reduce them if the cost of providing child care assistance become prohibitive.

C) Dependent Care

The Local Board does not have a specific “Dependent Care Supportive Service” category.

D) Housing

The Local Board does not have a specific “Housing Supportive Service” category.

E) Supplemental Support Services

Supplemental Supportive Services payments may be provided. Such payments shall be for Supportive Services which are necessary to enable an individual eligible for services under WIOA, but who cannot afford to pay for such services, to participate in a training program or to obtain or maintain employment, funded under this Act. The need for each of these services **must be documented and required services entered into OSOS** and have prior approval by Career Center management staff. **Examples** of supplemental services would include (but not limited to) assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear, or a certificate for haircut.

The cost of supplemental services may not exceed \$100 per week. Amounts of \$100 per week would only be used if there is an **extraordinary** need to allow folks to complete a training program (i.e. housing assistance.) Authorization will be made given after review by the Employment and Training Director and the WDB Director.

F) Needs Related Payments

The area does not make Needs Related payments as allocations are not sufficient to support such payments.

III. Relocation Assistance-Dislocated Workers Only

Relocation assistance is a support service available to eligible Dislocated Workers who have accepted employment which requires moving to a new area. This financial assistance is authorized to help off-set the many expenses incurred during relocation, such as travel expense, moving van rental, the cost of having utilities turned on at a new residence and etc.

The following procedure must be followed when authorizing relocation assistance:

- Step 1. Determination of Need – The participant must provide evidence of six (6) documented attempts to secure employment in the same or similar occupation or one for which training has been received within the commuting area. Per IRS guidelines, commuting

area is defined as a 50 mile one way trip from where the worker resides. In addition, financial need for relocation assistance must be documented in the ISS to show that there are costs associated with the relocation over and above available resources.

- Step 2. A Request for Relocation Assistance Form must first be completed by the client.
- Step 3. Career Center staff will review the request form and assess the individual's situation including the evaluation of the job being offered.
- Step 4. Career Center staff must document in the participant's file the reason for authorization or denial of the request for relocation assistance.
- Step 5. If relocation assistance is authorized, the participant must be given a blank county voucher to sign, date and return for payment after they have completed a minimum of two weeks of full time employment with the new employer.
- Step 6. The returned voucher can be submitted for payment provided the Career Center staff has received verification of employment from the client's new employer. This verification should be on letterhead and include the information needed to terminate the client file as having entered unsubsidized employment. The participant must also have submitted a note indicating their address and phone number for post program follow-up purposes.

The maximum amount of relocation assistance is \$600.00.

The following scale should be used to determine the amount of relocation assistance to authorize, based on distance moved. Road maps and/or odometer readings should be used for verification.

50-500 miles - \$200.00

501-1000 miles - \$400.00

1001-1500+ miles - \$600.00

Notwithstanding this policy, we reserve the right to withhold payments or reduce them if, in our judgement, the cost of providing Relocation Assistance becomes prohibitive.

IV. Out of Area Job Search Assistance

Out of area job search assistance is a "support service." The purpose of this assistance is to help offset the many expenses incurred while traveling to meet with a prospective employer regarding a serious job opportunity. Job interviews should be the only reasons for authorizing this supportive service.

The following procedures must be followed when authorizing out of area job search assistance:

- Step 1. Determination of Need – The participant must provide evidence of six (6) documented attempts to secure employment in the same or similar occupation or one for which training has been received within the commuting area. Per IRS guidelines, commuting area is defined as a 50 mile one way trip from where the worker resides. In addition, financial need for out of area job search assistance must be documented in the Individual Employment Plan to show that there are costs associated with the out of area job search that are over and above available resources.
- Step 2. A Request for Out of Area Job Search Assistance Form must be completed by the participant.
- Step 3. Career Center staff must review the request form and assess the individual's situation, including an evaluation of the prospective job opportunity.
- Step 4. Career Center staff must document in the participant's file the reason for authorization or denial of the participant's request for out of the area job search assistance.
- Step 5. If assistance is authorized, the participant should be instructed to provide to Career Center staff upon their return, verification of employer contact, transportation receipts, room receipts and meal receipts.
- Step 6. Career Center staff will submit a completed county voucher signed by the participant for reimbursement along with receipts and verification of employer contact.

The maximum allowable amount of assistance provided for out of area job search is \$600.00 per participant. More than one out of area trip may be necessary, however, we will not reimburse over the \$600.00 maximum amount for all trips combined.

The following expenses are reimbursable as outlined below:

1. Transportation – Commercial transportation ticket costs for air, bus and train fares may be reimbursed in the full amount (not to exceed the \$600.00 maximum). Private automobile costs may be reimbursed at the IRS Rate not to exceed \$50.00 per week.
2. Meal Reimbursement – Meals may not exceed a total of \$35.00 per day.
3. Motel Room Costs – A maximum of \$60.00 per day may be reimbursed.

Other necessary expenses may be deemed reimbursable at the discretion of Career Center staff provided the expenses are verified.

Notwithstanding this policy, we reserve the right to withhold payments or reduce them if in our judgement, the cost of providing Out of Area Job Search Assistance becomes prohibitive.

Career Center staff will identify which partner agencies will participate in the provision of support services and coordinate the provision of such services to avoid duplication of services and/or overpayment of services.

V. Describe how the LWDA will establish initial and continuing eligibility for Supportive Services:

The Local Board has determined it will provide for: Child Care; Transportation; Supplemental Support Services and Youth Incentive Awards and Bonuses. These Supportive Services Payments have been designed to enable individuals to participate in Career Center WIOA programs and services, **in so far as funding is available to provide such services**. In addition, Relocation Assistance and Out of Area Job Search Assistance are available to Dislocated Workers Only. The means for establishing initial and continuing eligibility for each Supportive Service policy we provide has been discussed above in detail under the separate supportive services policies adopted for our LWIOA.

Describe the following:

a. Timing and frequency of services;

Typically we follow a bi-weekly payment schedule for supportive services unless there is a documented extraordinary circumstance that merits either an emergency payment or a weekly payment.

b. Duration of services

Each Supportive Service Policy that we support has been described above. Each policy details the duration of services and each policy contain the Statement:

“Notwithstanding this policy, we reserve the right to withhold payments or reduce them if, in our judgement, the cost of providing the Supportive Service becomes prohibitive.”

In addition, the LWIOA will cease to provide a Supportive Service if the LWDA or any of its partner agencies elects to provide the Supportive Service at no cost (or limited cost) to our WIOA program participants.

c. Priority of funding;

WIOA Legislation dictates WIOA funds are the last funds to be used to support a program or service. It is the policy of our Local Board that WIOA customers will not qualify for Supportive Services paid out of WIOA funds if the customer qualifies for the Supportive Service payment from another Department or Partner Agency (i.e the

Department of Social Services) unless it can be determined that the other agency has a waiting list which if adhered to will interfere with the WIOA participants' program or service schedule.

d. Service adjustments;

Any changes in a participants Supportive Service need, work or training schedule must be reported to the One Stop Career Center within five working days of the change in order to allow adequate time to process adjustments in payments of Support Services.

e. Exceptions

Exceptions to the Support Service Policies and Procedures of our LWIOA should be able to be addressed out of the Supplemental Supportive Services category described in Section I-e

f. Referrals to alternative sources of assistance, including use of local partnerships.

Career Center staff will make referrals to alternative sources of assistance including use of local partnerships

4. Describe the accountability measures and methods of documentation of supportive services (by funding category):

Supportive Services expenditures are tracked in each Career Center by funding title. Program participants receiving Supportive Services provide the required documentation for payment to One Stop Career Center staff who forwards it to the fiscal staff for payment. The specific document: "Cayuga-Cortland Workforce Development Area Request for Support Costs" has a section at the bottom of the form for "WIOA use only" that indicates the funding source. Next the abstract gets prepared to pay the participant(s) and the abstract goes through County Review and Audit to authorize payment. The invoice is entered into the Municipal Accounting System to track the expenditures by funding source. Monthly, each E&T office prepares a worksheet that is sent to the WDB staff for the purpose of compiling the Monthly Expenditure Report (MER) for the LWDA, the Monthly Expenditure Report now includes categories for ITA's, OJT's and NRP/Supportive Services Payments by funding source. All supportive services provided to individuals will be documented in OSOS.

Additional Supportive Services for youth:

Additional supportive services for youth are defined in the WIOA Rules and Regulations at §664.440 as including, **but not limited to:**

Supportive services for youth, as defined in WIOA sec. 3(59), are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

(a) Linkages to community services;

- (b) Assistance with transportation;
 - (c) Assistance with child care and dependent care;
 - (d) Assistance with housing;
 - (e) Needs-related payments;
 - (f) Assistance with educational testing;
 - (g) Reasonable accommodations for youth with disabilities;
 - (h) Legal aid services;
 - (i) Referrals to health care;
 - (j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
 - (k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
 - (l) Payments and fees for employment and training-related applications, tests, and certifications.
- (WIOA sec. 129(c)(2)(G).)

Supportive Services can only be provided to individuals currently enrolled in a WIOA program, except for Youth who may continue to receive Supportive Services during Follow Up at the discretion of the local area, per §664.450(a)(1).

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