

Mendocino County Workforce Investment Board

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Policy No. 13

LWIA Supportive Services

I. Statement of Purpose

The purpose of this procedure is to set forth the necessary procedures and guidelines for the provision of supportive services to eligible LWIA customers.

II. Definition of Support Services

Supportive Services are those necessary to enable an individual to participate in activities authorized under Title I of the Workforce Investment Act. Support Services may only be provided to individuals who are:

- Participating in CORE Registered, Intensive or Training Services; and
 - Unable to obtain supportive services through other programs providing such services.
- A. Such support services may include transportation, child care, dependent care, and housing.
- B. Supportive Services payments will be requested individually for specific needs. Because LWIA programs are not entitlement, supportive services payments may be made on a case-by-case basis only when determined necessary and reasonable.
- C. Due to funding limitations, WIA customers are allowed minimal support services. All support services will be based on the individual need of the customer. WIA support service funding is to be used as the last resort. All other sources of funding must be sought first. All attempts to find other support service funding and the reasons for needed LWIA funding must be documented in the customer's case file.

III. Documentation of the Need for Supportive Services

Documentation of the need(s) for support services shall be as follows:

- A. For all LWIA customers, support services will be documented in the customer's case notes and in the Individual Employment Plan (IEP).
- B. Identify the best available resource to provide the supportive service based upon the eligible customer's needs.
- C. Supportive Service payments will be made only when WIA funding is available and after all other sources of funding, such as Pell Grant funds, have been exhausted. If applicable, Supportive Service payments will be coordinated with other funding sources.

IV. Supportive Service Categories

- A. **Transportation:** To be used in cases where assistance is required in order for a customer to commute to and from work, training or other WIA activities in a private vehicle.
- Mileage reimbursements will be made at the rate of .10 cents per mile. Transportation services may also include costs for public transportation when appropriate.
 - Auto repair will only be allowed when it is necessary for the successful completion of training or employment. Auto repair is generally capped at \$400 for any one vehicle and such repairs can only be for minor repairs, such as tires, brakes, water pump, etc.
- B. **Child Care:** May be provided when it has been determined that the lack of child care is a barrier to WIA activities. It shall be the policy for North Coast Opportunities to be the Child Care Service Provider. North Coast Opportunities (NCO) is available to assist the customer

in selecting the appropriate child care provider. NCO is to handle all billing and direct contact with the child care providers.

- C. **Health Care:** Health care shall only be provided in cases where such assistance is essential for an individual to participate in or complete training. Health care supportive services include, but are not limited to:
 - 1. Physical exam
 - 2. Eye exam and/or eye glasses
 - 3. Safety equipment (work related only)
 - 4. Immunization
- D. **Books:** Book assistance should only be provided when it has been determined that the customer has a definite need for such assistance in order to participate in training. The books shall coincide with the classes being taken for training.
- E. **Meals:** Meals should only be provided when it has been determined that the customer has a definite need for such assistance in order to participate in training. Meals can only be provided for those who are receiving training out of their local area.
- F. **Temporary Lodging:** Temporary lodging is only to be used when it has been determined that the customer has a definite need for such assistance in order to participate in training, testing, or out of area interviewing. Costs for temporary lodging (i.e. hotel, motel) will be determined on a case-by-case basis. These services should only be provided after other resources such as family, friends and other agencies have been exhausted.
- G. **Financial Counseling:** Financial counseling, for the most part, should involve in-kind assistance, although referral to credit counseling should be considered in extreme cases.
- H. **Tools:** Tools may be provided only when they are a requirement for the customer's successful completion of training or when the customer has:
 - 1. A bona fide job offer; and
 - 2. The new hourly rate is not less than the average wage at placement; and
 - 3. It has been documented that the employer does not supply the tools.
 - 4. The following supporting documentation is required:
 - a. An itemized list of required tools.
 - b. The employer or instructor must approve the tools.
 - c. If the customer has a bona fide offer of employment for which tools are required, a written statement from the employer confirming which tools are needed is required.
 - d. If the customer is in training, the training provider must provide a list of tools required.
 - 5. In using this supportive service, the service provider must exercise caution when approving WIA funds for the purchase of tools to ensure such tools will not be used to capitalize a business.
- I. **Clothing:** Clothing is only to be provided when it has been determined that the customer has a definite need for such assistance in order to secure a job. Costs for clothing will be determined on a case-by-case basis. These services should only be provided after other resources such as family, friends and other agencies have been exhausted.
- J. **Needs Based Payments:** WIA does provide for needs based payments.
- K. **Needs Related Payments (Title III):** WIA does not provide for needs related payments.
- L. **Limitations**
 - 1. Other types of supportive services not included in the recognized categories addressed above may be provided to WIA customers as long as they meet the definition of a supportive service as stated in the Act. Accordingly, these supportive services must also be determined to be reasonable and necessary for an individual to complete training or obtain or retain permanent employment.
 - 2. Neither eligibility for, nor participation in a WIA program, creates an entitlement to services, and nothing in the Act shall be construed to establish a private right of action for a customer to obtain services described in their objective assessment or IEP.

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