



INSTRUCTION NOTICE
#PY24-01

TO: Greenville County WIOA Youth Service Providers
FROM: ^{DEJ} Dean E. Jones, WIOA Administrator
SUBJECT: Greenville County WIOA Youth Supportive Services Policy
EFFECTIVE: November 1, 2024
EXPIRATION DATE: Indefinitely

PURPOSE

The purpose of this policy is to address the issuance of supportive services available to Greenville County WIOA Youth Participants and to provide guidance to Greenville County WIOA Youth Contractor Staff when assessing needs and providing supportive services to customers. The provision of any and all supportive services is contingent upon the availability of funding.

REFERENCES

Workforce Innovation and Opportunity Act (WIOA) of 2014 (Public Law 113-128) and 20 CFR § 681.570.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) defines supportive services in WIOA Sec. 3(59) as services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

At assessment, youth participants are asked about their resources and support network. Participants who lack services, skills, or resources to get or keep a job are identified by the case manager and are provided community resource information that can be used to meet those needs. Referrals are made as appropriate to partner agencies and other community services.

POLICY

1. Supportive services may be provided to customers enrolled in a WIOA and/or Special Project program when it is determined necessary to enable participation in such programs and when the customer cannot afford to pay for such services on their own. Payments cannot exceed two (2) program years without written approval of the Administrative Entity.

2. Prior to issuing any supportive services, staff and/or the customer must verify that these same services are not available through non-WIOA or Special Project funded sources to ensure the customer is not receiving duplicate services. This must be documented in SCWOS case notes. **WIOA is a payor of last resort and as funding allows.**
3. This policy lists the allowable supportive services items available for participants of WIOA programs, as well as cost limits. If contractors would like to give supportive services for anything outside the scope of this policy or in excess of the cost limits listed, they must receive prior written approval by GCWDB staff.
4. Payments may not be requested for expenses incurred prior to enrollment of any program. Payments may not be requested for bad debts, i.e., late service charges, penalties, utility deposits, tickets, and/or fines.
5. With the exception of transportation reimbursement, all supportive service payments must be issued directly to the entity providing the service. Any deviations must receive prior approval from GCWDB staff before making payments to the entity not providing the service.
6. When Supportive Services are provided to a participant, the appropriate activity code must be opened in SCWOS.

Supportive Service Activity Codes:

- 480 – Child/Dependent Care
- 481 – Transportation Assistance
- 482 – Medical
- 483 – Housing Assistance
- 485 – Other
- 486 – Books, Supplies, Uniforms, Tools, Fees
- 487 – Legal Aid Services
- 488 – Incentives

Follow-up Supportive Service Codes:

- F12 – Transportation
- F13 – Books, Supplies, Uniforms, Tools, Fees
- F15 – Housing Assistance
- F16 – Other
- F17 – Child Care/Dependent Care
- F18 – Medical Costs
- F19 – Incentive
- F21 – Legal Aid Services

7. The GCWDB staff may approve exceptions to or deviations from this policy based on requests from Youth providers.

Types of Supportive Services

A. Transportation

Transportation assistance may be provided to WIOA registered Youth. Transportation assistance may be in the form of direct transportation assistance or transportation reimbursement. Transportation assistance may not exceed a program year maximum of \$1000.

For non-learning lab sites, documentation must be maintained in the customer file. Such documentation may include Internet travel mileage information (MapQuest, Yahoo Maps, etc.) and documentation of activity on Job Search log. For participants in classroom training, timesheets must be used to document travel to and from training sites. Timesheets must be submitted at least once a month to allow for transportation assistance. Should there ever be an exception to this, documentation must be submitted to GCWDB staff for approval that clearly identifies the reason for the delay in submitting timesheets.

Direct Transportation - If a participant is unable to attend an activity or training because he or she lacks access to a car, the case manager may provide or procure transportation. Transportation will be provided temporarily while participants make a transition plan to provide their own transportation. Case managers should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport participants and for-profit businesses may be utilized. The grantee should have an agreement with the transportation provider specifying the cost and billing arrangements.

Transportation Reimbursement - Participants not receiving direct transportation services may receive transportation assistance to help defray the out-of-pocket expenses associated with attending activities and/or training. Payments are made according to the distance traveled per week and will be made on a monthly basis after the participant has submitted a fully completed monthly attendance sheet. Satisfactory attendance is required. Each youth participant must be in class at a minimum of 90% per week in order to receive a transportation supportive service payment for that week.

Rates for transportation reimbursement should be determined by the Youth provider and approved by the GCWDB staff. A printed MapQuest, Google map, Yahoo map, or alternate internet mapping source must be placed in the participant file to show the distance from the participant's residence to the training facility.

B. Childcare and Dependent Care

Childcare or dependent care assistance may be provided to WIOA registered individuals with the approval of the Case Manager's Supervisor. The WIOA participant must be actively participating in job search and/or training services in order to receive such assistance. Child or dependent care may only be provided to family members that meet the WIOA definition of family (WIOA Final Regulations §675.300). Childcare assistance applies to dependent children ages 11 or under. Dependent care applies to family members who are physically or mentally incapable of caring for themselves. Acceptable proof of a dependent care family member includes a doctor's statement or another official document or certification. All participants who are approved to receive childcare assistance through WIOA must provide verification that they have applied for ABC Child Care assistance but have been deemed ineligible.

All contractors are required to submit their policy for Child and Dependent care to the GCWDB staff for approval prior to issuing any assistance. Child or Dependent Care assistance may not exceed a program

year maximum of \$1,000.

C. Training Related Needs

Supportive services for training related needs are allowable and may include the following: books, fees, uniforms/scrubs, driver's license/identification card, fingerprinting/drug screens, immunizations, physicals, tools, graduation fees (audit fee, not cap and gown), licensure tests, and other required items. Supportive services for training related needs may not exceed a lifetime maximum of \$2,000.

D. Work Related Needs

Assistance for work related needs is allowable and may include items such as uniforms and work tools to begin initial employment. Only items that are required to begin work may be purchased. A letter from the employer stating the requirement and their conditional offer to hire the individual must be kept as documentation. Supportive services for work related needs may not exceed a lifetime maximum of \$750.

E. Legal Aid Services

Assistance for legal aid services is allowable for Title I participants under WIOA. These services will most likely be in the form of expungement fees and should be coordinated with the local solicitor's office. Assistance for legal aid services may not exceed a lifetime maximum of \$400.

F. Emergency Assistance

Emergency assistance supportive services are allowable and may include assistance for emergencies such as: housing, utilities, eye care, dental care, auto repairs, child care center registration fees or other needs that will enable the participant to attend or remain in training, conduct job searches, or other allowable activities. Proper documentation must be kept on file, including documentation of the situation and cost (in the form of bill, invoice, etc.) and documentation that the services are not available through other organizations or sources. Emergency assistance may not exceed a program year maximum of \$500, and it must be approved by both the case manager and the appropriate program manager prior to dispersal of funds. Note: The GCWDB does not allow payment for medical-related services or costs, except eye care and dental care.