

GL Attachment T – Local Area Supportive Services Policy

Supportive Services Policy -- Adult and Dislocated Workers

Statement of Purpose

The purpose of this document is to define policies and procedures and establish guidelines and requirements to be followed by the WIOA Adult and Dislocated Worker programs when providing supportive services. These policies and procedures are intended to ensure that supportive services are provided according to the WIOA law and regulations, and meet the requirements of the City of Lincoln Finance Department.

Definition of Support Services

The term “supportive services” means services such as transportation, child care, dependent care, housing and needs related payments, that are necessary to enable an individual to participate in activities authorized under WIOA.

Eligibility for Support Services

Supportive services may only be provided:

1. To adults and dislocated workers that are participating in career or training services; and
2. When supportive services are necessary to enable the adult/dislocated worker to participate in career or training services, and
3. When the adult/dislocated worker is unable to obtain supportive services through other programs providing such services.

Condition one is met when the adult/dislocated worker is active in a Career or Training services on the date the support service is authorized.

Condition two is met when a determination has been made and documented by the case manager that the supportive service is necessary for the adult/dislocated worker to participate or to continue to participate in the Career or Training services.

Condition three is met when it is determined and documented that the adult /dislocated worker is unable to obtain the supportive service from other programs providing such services.

Upon meeting all three conditions, supportive services can be authorized.

Supportive Services Coordination

In order for an adult or dislocated worker to receive WIOA funded supportive services, efforts to coordinate receipt of supportive services from non-WIOA sources must be made and documented. A review of possible sources of non-WIOA supportive services was conducted using the on-line 211 Service. The review specifically searched for agencies that provide funds to individuals for transportation, clothing, housing,

child/dependent care, and health and medical assistance. The results of that review are listed:

(1) Financial Assistance with Vehicle Repair Expense

- None Listed

(2) Financial Assistance With Vehicle Licensing

- None Listed

(3) Financial Assistance With Vehicle Insurance

- None Listed

(4) Financial Assistance With Mileage Reimbursement

- Matt Talbot Kitchen and Outreach: Gas Assistance only available to an individual once every 6 months; offered on a first come first serve basis one day per month.
- Free Gas USA, Inc.: eligibility qualifications and application required see website for further info: www.freegasusa.org

(5) Financial Assistance With Parking

- None Listed

(6) Financial Assistance With Drivers' License

- None Listed

(7) Financial Assistance for Clothing, Tools

- None Listed

(8) Financial Assistance With Health Care

There are several agencies that provide assistance with health care and expenses. Many have specific eligibility requirements.

- Health and Human Services: Eligibility Qualifications
- City County Health Department: Eligibility Qualifications and services require a fee
- Clinic With A Heart: See Website for Information <http://www.clinicwithaheart.org>
- Nebraska Urban Indian Health Coalition: fee for services see website for information: www.nuihc.com
- People's City Mission Medical Clinic: Eligibility Qualifications see website for information: www.peoplescitymission.org
- Community Mental Health Center of Lancaster County: See Website for Information <http://www.lancaster.ne.gov/cnty/mental>
- Lancaster County General Assistance: See Website for Information <http://www.lincoln.ne.gov/cnty/ga/index.htm>

- People’s Health Center: See Website for Information:
<http://www.phclincoln.org>

(9) Financial Assistance With Housing and Utilities

- Lincoln Housing Authority: Eligibility Qualifications
- Lancaster County General Assistance: Eligibility Qualifications
- Community Action Partnership of Lancaster and Saunders Counties: Eligibility Qualifications
- Indian Center, Inc.: Eligibility Qualifications
- Health and Human Services: Eligibility Qualifications
- Salvation Army: Eligibility Qualifications
- Red Cross: Eligibility Qualifications see website for more information:
<http://www.redcrossomaha.org>
- Nebraska Public Service Commission: Eligibility Qualifications see website for more information: <http://www.psc.nebraska.gov>

In most instances, to receive assistance from non-WIOA sources, some form of eligibility qualifications needs to be met. To meet the requirement that efforts to coordinate receipt of support services have been made, the following steps must be taken to determine if support services can be coordinated with other providers. If the adult or dislocated worker is a client of another agency, then refer to D.1. If the adult or dislocated worker is not a client of another agency, refer to D.2.

- D.1 -- Determine if the same service is available from that agency. If yes, the agency must be contacted to determine if coordination of support services can be arranged. If the service is not available to the adult or dislocated worker, then the coordination efforts have been completed. If the support service is available to the adult or dislocated worker, efforts to coordinate the provision of support services must be made. If the agency will assist with the support service payment, then WIOA authorization is adjusted based on the amount contributed by the other agency. If the agency will not assist with the service, WIOA will provide the service.
- D.2. -- If the adult or dislocated worker is not a client of another agency, then coordination have efforts have been met.

Adults and dislocated workers are not required to apply to other agencies in an effort to obtain support services.

Documentation of the above is recorded in the contact notes of the case file.

Categories of Support Services and Supporting Documentation

Supportive service payments can be made for the following:

A. Transportation Assistance

Support services can be used to assist the adult or dislocated worker with the cost of transportation to participate in WIOA activities. Mileage reimbursement is for

the cost of using a personal vehicle. The cost of a bus pass can also be paid with support services.

Supporting Documentation:

- Odometer reading is used to determine the mileage the adult or dislocated worker will travel in order to participate in WIOA supported activities. Mileage is tracked by the adult or dislocated worker using the Mileage Sheet. If there are discrepancies, *Mapquest* will be checked and the reason for the difference will be documented. Mileage is reimbursed at \$.30 per mile. Mileage reimbursement can be made no more than five weeks at a time. The maximum amount reimbursed can be no more than \$150; the minimum amount is \$15. Reimbursement for mileage must be submitted not later than two weeks past the last day of travel.
- Invoice from Bus Company, or Ride for \$8.00 Vendor.

B. Vehicle Repair

Support services can be used for repair of vehicles in order that the vehicle is drivable, safe and legal. Routine maintenance is not covered under vehicle repair.

Supporting Documentation:

- A copy of the vehicle's title or registration must be obtained and must list the name of the adult or dislocated worker. In the case of vehicle repair, the adult or dislocated worker must obtain at least two estimates for the cost of repairing the vehicle. If the vehicle has been towed or needs to be towed to a repair facility, only one estimate is required. If the initial repair estimate is \$100 or less, a second estimate is not required. Invoice from the vendor must include an itemized list of repairs, parts, labor, name of adult or dislocated worker, date services provided and amounts.

C. Auto Insurance

Support Services can be used to assist an adult or dislocated worker to obtain auto insurance or to prevent a loss of coverage.

Supporting Documentation:

- Insurance company invoice listing the adult or dislocated workers name, period of coverage and amount.

D. Driver's License / State ID

Support services can be used to assist an adult or dislocated worker in obtaining a drivers license or State Identification card in order to participate in a WIOA activity and/or to improve the employment opportunities.

Supporting Documentation:

- Copy of the license or identification card listing fees.

E. Vehicle Registration and Licensing

Support services can be used to assist in registering and licensing a vehicle in order to participate in a WIOA activity and/or to improve employment opportunities.

Supporting Documentation:

- Department of Motor Vehicles document listing adult or dislocated worker's name, effective dates of licensing and registration and amounts.

F. Parking

Support services can be used to assist with parking costs. Since this can be a pay-ahead cost, no more than thirty days can be approved at a time.

Supporting Documentation:

- Invoice for parking cards purchased listing date and amount.
- Service authorization listing name of adult or dislocated worker, dates parking provided and amount authorized.

G. Child and Dependent Care

Payments can be made to licensed providers only.

Supporting Documentation:

- Invoice listing the adult or dislocated worker's name, child/dependent's name, dates of service and amount.

H. Housing

Support Services payments for housing can be made when an adult or dislocated worker is at risk of eviction or is unable to make the rental payment. Amount of payment is limited to one month's rent.

Supporting Documentation:

- Written lease or rental agreement listing the name of the adult or dislocated worker, the current address, and an original notice with the landlord's name, address and telephone number listing the adult or dislocated worker's name, amount of rent due and the dates for which the rent is due.

I. Utilities

Support service payments can be made for electric, gas, water/sewer utilities to prevent shutoff.

Supporting Documentation:

- An original bill or shutoff notice listing the adult or dislocated worker's name, current address and amount due and due date.

Note: Cable, satellite or direct tv bills are not eligible for support service payments. The white and yellow Service Authorization forms are forwarded to fiscal, along with the utility invoice.

J. Referrals to Medical Services

Health care may include medical, dental and optical care. All other available resources should be checked prior to authorizing support services for health care.

Supporting Documentation:

- Estimates from a health care provider,
- An itemized invoice from a health care provider

K. Clothing, Uniforms, Tools

Assistance with uniforms or other appropriate work attire and work related tools can be provided when required by an employer or as determined necessary by the case manager. Case managers set limits on clothing and tool items prior to the adult or dislocated worker obtaining estimates.

L. Needs Related Payments

Supportive Services for needs related payments can provide financial assistance to participants for the purpose of enabling individuals to participate in training. Participants must be enrolled in a training service, however payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Needs-related payment level amounts are in the local area plan.

An adult must:

- a. Be unemployed;
- b. Not qualify for, or have ceased qualifying for, unemployment compensation; and
- c. Be enrolled in a program of training services under WIOA.

A dislocated worker must:

- a. Be unemployed;
- b. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
- c. Be enrolled in a program of training services by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker that a short term layoff will exceed 6 months; or
- d. Be unemployed did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA.

Support Services Limits

The maximum amount of supportive service payments during an individual's participation is \$3,500. This amount may be exceeded with the approval of the Program Manager.

Support service payments do not need to pay the entire cost of the service. Individuals may be required to pay a part of the cost of the service. Reasons for authorizing less than the full amount of the service include:

- To prevent depleting the maximum amount of support service payments available to the individual so that some support remains for the duration of their participation.
- Cost is in excess of the support services maximum.
- Maximum amount of support services already authorized.

The amount the participant contributes is determined by agreement of the case manager and the participant. This agreement must take into consideration the amount of monthly income and monthly expenses of the participant.

Case managers can request approval for support services from the Program Manager at any time. If the Program Manager is not available, the request can be made to the Department Director.

Completing the Service Authorization Form for Support Services

1. Whenever possible, payments shall be made directly to the vendor rather than the participant.
2. The Service Authorization form must be used for all supportive service authorizations.
3. The City is exempt from sales tax; therefore sales taxes are not paid or reimbursed.
4. Written estimates are required prior to authorizing support services. Generally, the lowest estimate is accepted. If the lowest estimate is not selected, approval must be obtained from the Program Manager prior to authorizing the support service.
5. The White copy of the Service Authorization is sent to the vendor, the yellow copy is forwarded to Fiscal and the case manager retains the pink copy, except when paying utility costs. Both the White and yellow copy go to fiscal.
6. Name: Name of adult or dislocated worker.
7. Fund is the category to which the costs will be charged. The categories are:
 - Adult Formula
 - Dislocated Worker Formula
8. Program is Support Services.
9. Vendor / Vendor Address: Name of the vendor and mailing or business address.
10. Item is a description of each item or service being authorized. Each item / service must be listed.

11. Amount authorized is listed for each item / service and totaled in the appropriate column.
12. Form is signed and dated by the case manager.
13. Authorization Date is generally one-month from the date the authorization is completed.
14. If the reimbursement check issued by City Finance is not to be mailed, this information needs to be provided to Fiscal.

Frequency of Determining Non-WIOA Agency Support Service Coordination

1. When authorizing support services and the adult or dislocated worker is a client of a non-WIOA agency.
2. For on-going support, such as mileage, the initial non-WIOA coordination is all that is needed.

Selection of Vendors

A list of vendors that have been used in the past is available at <f:/files/ztr/excel/vendors>. Accounts have been set up with some of these vendors. This list is a guide as other vendors can be used. Since vendors are added and dropped from the list, case managers can check with Fiscal to determine a vendor's status. Case managers can select vendors from this list, or use a vendor that is not on the list. This list is not the same as the City Purchasing Department's vendor list. Use of the City Purchasing Department Vendor List is required when the purchase or service is for use by City employees and/or departments, such as purchase of office supplies. If the vendor is not on either list, the vendor needs to complete a W-9. The W-9 needs to be completed and returned to fiscal. Upon receipt, the W-9 will be sent to Finance. Finance needs to have the completed W-9 prior to authorizing services from a vendor that does not have a City Vendor Number.

Vendor Documentation for Payment

The documentation for a vendor payment is the vendor's invoice or billing statement. It must include:

- Vendor's name, address, phone number,
- Invoice or billing number,
- Invoice date,
- Service provided or an itemized list of items purchased, and
- Amount of service or items purchased

Summary

Few non-WIOA agencies provide WIOA type support services and those that do require the individual to meet eligibility guidelines. The best source available to help identify possible non-WIOA assistance is the online 211 System. This website can be accessed at: <http://www.ne211.org> When authorizing support services, consideration must be given to non-WIOA sources for support.