

GENERAL INFORMATION ON SUPPORTIVE SERVICES

Supportive services may only be provided to clients who are participating in intensive or training services, and are unable to obtain the services through other programs which provide such services. In addition, these services may only be provided after it has been determined such services are necessary to enable the client to participate in Title I, Workforce Investment Act activities.

Coordination between the service provider and the other Workforce Investment partners must take place to determine the availability of supportive services from sources other than the Workforce Investment program. The service representative must become familiar with the provisions of the Memorandum of Understanding (MOU) established between the One-Stop partners and the One-Stop operator. The MOU should define the type of supportive services available from each participating partner.

Supportive services do have cost and time limitations, imposed by the Greater Nebraska Administrative Board, but in some instances may be exceeded with the approval of the Greater Nebraska Administrative Entity. The request for approval to exceed the limitations must be completely justified.

A key point in making a decision to provide supportive services is the question of whether or not the services are necessary to enable the client to participate in programs provided by the Workforce Investment Act. Determinations to provide supportive services, which do not meet these criteria, will in all likelihood be questioned by an audit review or monitor review. In all cases, the service representative must fully document their determination and the determination must be a part of the client file.

PROCEDURE FOR PROVIDING SUPPORTIVE SERVICES

Purpose

To establish local policy for providing supportive services, and identify the requirements One Stop operators and service providers must adhere to in providing such services to adults, dislocated workers, and youth.

Policy

General Provisions:

- Supportive services may only be provided to clients who are participating in intensive or training services and are unable to obtain the services through other programs who provide such services.
- Supportive services may only be provided after it has been determined such services are necessary to enable the client to participate in Workforce Investment Act activities.
- Supportive services may only be provided after it has been determined the client is unable to obtain supportive services through other programs providing such services.

Assessment of Need and Documentation: The service provider and/or One Stop operator must thoroughly assess the client's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally the participant and case manager must develop a plan on how the participant will support a part or all of the expense for supportive services issues once the initial assistance has been given to the participant. For example: It would not be prudent for the program to pay for gasoline expense for two years while the participant is in training.

Coordination and Referral: The case manager must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

One Stop operators, service providers, and One Stop partners shall identify in the Memorandum of Understanding (MOU) the process utilized to ensure resource and service coordination regarding supportive services including how supportive services will be funded when they are not available from other sources. In addition, the MOU must describe how accurate information will be provided on the availability of such services in the local area. All Community Partner MOU's are negotiated by the Career Center Manager and should include language on referral procedures as necessary.

Time Limitations: Supportive services may be provided during participation in the Workforce Investment program and up to six months after the date on which the client completes the program.

Cost Limitations: The cost of reimbursement or direct payment to clients for supportive services shall be the actual costs incurred up to the maximum amount allowed. Costs must be reasonable and competitively priced. An effort must be made by the service provider or One Stop operator to make this determination. The cost limitation includes all supportive services provided during the client's enrollment and those supportive services provided to the client as part of follow up after exit.

Approval Authority: Except in emergency situations, the case manager must receive prior approval from the One-Stop Manager for all supportive service requests (Financial Assistance Voucher). Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the client to participate in approved programs and only when similar services are unavailable within the community. The client need and necessity of the supportive service must be documented in the case file; and for clients enrolled in intensive or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Cost Considerations: The cost of supportive services must be both reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available.

Payment Procedures: Include the prior approval of the One-Stop Manager (Financial Assistance Voucher) and the original bill/invoice, mileage log, etc. from the entity providing the supportive service including the name of the client receiving the service and the reason for the service.

Approval to Exceed Limitation: In some instances, there may be a need to exceed the limitations specified by this policy. In such cases, the service provider and/or One Stop operator may approve actions to exceed established limitations. It is up to the Regional Manager to determine what documentation must accompany the request.

In other instances, Greater Nebraska Administrative Entity approval is required. The request will be forwarded to the Greater Nebraska Administrative Entity for approval and will include:

- Client Name and Social Security Number and;
- Identification of the additional supportive services needed and approximate cost and;
- Justification for request, including documentation of need and;
- Current client activity status.

It is not feasible for this policy and corresponding chart to describe all potential supportive services that can be delivered in Greater Nebraska. If a staff member encounters a situation requiring supportive service and the service is not addressed in this policy, the staff member is to follow the steps described above to request Administrative Entity approval.

The Administrative Entity will evaluate the request on a case-by-case basis and either approve or disapprove the request for additional supportive services within seven (7) working days.

PROCEDURE FOR TYPES OF SUPPORTIVE SERVICES

Purpose

To identify the different types of supportive services allowed to Greater Nebraska WIA clients.

Policy

Supportive Services: Assistance for allowable services included, but is not limited to:

- Transportation
- Childcare
- Housing
- Dependent care
- Referral to medical services
- Need related payments. (Greater Nebraska does not provide this service.)
- Protective clothing, eyewear, tools, equipment required to participate in a training program or employment

Transportation Assistance: Transportation assistance includes costs for items such as: mileage reimbursement, basic car repairs, car liability insurance, bus, or other transportation fares.

Mileage Reimbursement: Mileage reimbursement is available for clients who must commute to and from a work site or training site for which no other form of transportation is available. "Map" mileage may be used as the basis for payment.

Basic Car Repair: Supportive service cost for emergency car repairs is authorized. Client must have approval from the service provider or One Stop operator before assistance is provided.

Bus or Other Transportation: Assistance for bus tokens, tickets, and cost for other fares (taxi, daily ride with other providers, etc.) is authorized, provided no other form of transportation is available.

Childcare: Childcare assistance may be provided by a licensed day care provider to clients who are not able to participate in Workforce Investment programs without such assistance. This includes clients who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare arrangements.

Emergency Housing: Emergency housing assistance may be provided to clients on a one-time basis. The assistance may include cost for rent, temporary housing in a motel/hotel or apartment, utility payments, deposits and relocation expenses. Since this is a one time emergency intervention, a plan must be established to ensure the client will be able to meet long term housing needs. Deposits may only be issued with an understanding between the company and the One Stop operator or service provider that the deposit will be returned to the program and not the participant. If 2 WIA clients are co-habiting and request emergency housing assistance, the Regional Manager will determine how the provision is made and allocated.

Dependent Care: Assistance for dependent care is authorized and may be provided to clients who are responsible for such care to a minor or adult member of the family.

Medical Services: Supportive service assistance is authorized for healthcare and medical services. This assistance is not intended to cover the costs of major issues such as major surgery or major dental care, and is not intended to encourage visits to healthcare centers or doctors for minor illnesses such as flu, colds, etc. for which the participant would not normally seek medical attention. Reimbursement claims for providing this assistance must include the name of the participant, the type of assistance provided, the providers Federal ID number and be signed by the provider.

Protective Clothing, Tools, and Equipment: Supportive services assistance is authorized for protective clothing, tools, and equipment required for clients to enroll and participate in training programs or employment under the Workforce Investment Act. These items may include eyewear, steel-toed shoes, work related or training related tools and equipment, uniforms, etc. If these items are required under the training program curriculum, they become training costs and are included in the individual training account obligations.

Items not included in the training program curriculum are supportive services if they are provided to the participant. To authorize supportive services for protective gear, it must be determined the items are necessary to protect the participant's health and safety. Tools and equipment procured for participants to obtain employment after they have completed a training program must be fully justified by an employer's statement, or by sources other than the participant.

Linkages to Community Services: Assistance in providing linkages, referrals, and accurate information about the availability of supportive service assistance not provided or funded by the Workforce Investment Act. These services may include: Food stamps, temporary assistance for needy families (TANF), veteran's assistance funds, financial assistance for education, county public assistance funds, etc.

SUPPORTIVE SERVICES CHART

Service	Limit	Approval to Exceed Limit
Total Supportive Services	\$1,000	Regional Manager
Total Supportive Services	\$2,000	OWS Administration
Mileage Reimbursement	\$0.30/mile	Not Allowed
Basic Car Repair	\$300	Administrative Entity
Car Liability Insurance	\$600	Administrative Entity
Bus & Taxi Fares	\$600	Administrative Entity
Emergency Housing ¹	\$600	Administrative Entity
Child Care	\$3/hour/child or \$1,000/family	Administrative Entity
Dependent Care	\$4/hour/member or \$1,500/family	Administrative Entity
Health/Medical Services	\$250/visit and \$600 total	Administrative Entity
Protective Clothing, Tools & Equipment	\$600	Administrative Entity
Linkage to Community Services	None	N/A
Car License	Not Allowed	N/A

¹ The frequency of supportive services delivered to each client is based on their Individual Employment Plan (IEP) or Individual Service Strategy (ISS), with the exception of Emergency Housing. Emergency Housing may be provided one time to each client. Additional Emergency Housing supportive services must be approved by the Greater Nebraska Administrative Entity.

GENERAL INFORMATION ON SUPPORTIVE SERVICES RESOURCES

Forms

The following forms are **required** to be used when delivering supportive services:

- **Financial Assistance Voucher**

The following forms **may be used**, when applicable, to assist in delivering supportive services:

- **Support Service Referral Form**
- **Child Care Log**
- **Motor Vehicle Mileage Log**
- **Case Management Notes**

Approvals

All described supportive service actions requiring approval were described in the Supportive Services Chart. In addition, given the unique nature of client services delivery, the potential exists for other situations to arise that warrant supportive services but are not addressed in the previous policy. All requests to the Administrative Entity for approval require the following documentation:

- Client Name and Social Security Number and;
- Identification of the additional supportive services needed and approximate cost and;
- Justification for request, including documentation of need and;
- Current client activity status.