



**WORKFORCE
INVESTMENT BOARD**
MERCED COUNTY

Michael Altomare, Chair
Richard Liszewski, 1st Vice Chair
Chuck Falkenstein, 2nd Vice Chair
1880 Wardrobe Ave, Merced, CA 95341
Phone (209) 724-2000 FAX (209) 725-3592
www.mercedwib.com

**Policy
For
Supportive Services**

Policy: Customers enrolled in Training or Intensive services may be provided supportive services using the criteria stated in this policy.

General Provisions:

The Merced County Workforce Investment Board (WIB), through the Merced County Department of Workforce Investment (WI), may make available supportive services to eligible Workforce Investment Act (WIA) customers. Provisions of supportive services under this policy are contingent upon the availability of funds. At the discretion of the local WIB, this Supportive Services Policy is subject to review and change.

WI will ensure:

- Services provided under this policy are based on the needs of the customer;
- Incidental payments/related supportive services are based on the program activity in which an individual is enrolled and the ongoing assessment of need related to the customer. Such information will be documented in the Individual Employment Plan.
- Services provided under this policy are available after all other resources have been exhausted;
- Services provided under this policy are necessary to enable customers to participate in activities authorized under Title IB of WIA and adults, dislocated workers and youth participants served under the American Recovery and Reinvestment Act of 2009;
- Services provided do not duplicate services available from other sources, and are coordinated with the services and resources of the One-Stop partners and other community service partners;
- Financial assistance does not include post-exit services except for Follow Up Services for Youth;
- Bonus and incentive payments, when allowable by law and if provided, are based on the attendance and performance by the customers receiving them;
- The Workforce Investment Area will meet applicable Internal Revenue Service and Fair Labor Standards Act requirements.

Procedures for providing Supportive Services are contained in the Department of Workforce Investment Procedures for Supportive Services document.

Section 1: Levels of Supportive Services

Core B Services:

- Up to \$150 – Case Manager approval
- Over \$150 up to \$500 – Program Manager approval required
- Over \$500 – Director approval required

Intensive and Training Services:

- Enrollment in a full-time training activity that is listed on the State Eligible Training Provider List: Up to \$2,500 per enrolled individual.
- Enrollment in a full-time training activity with a training provider not on the Eligible Training Provider List (registration or tuition costs not allowable): Up to \$3,000 per enrolled individual.
- On-the-Job Training: Up to \$150 per enrolled individual. Tools and uniforms included in the OJT contract do not count toward this amount.
- Enrollment in Work Experience or Internship: Up to \$150 per enrolled individual.

Section 2: Types of Supportive Services

WI, in accordance with the Workforce Investment Act and its implementing regulations, may provide supportive services deemed appropriate for payment or reimbursement to customers and/or other agencies or businesses for preapproved necessary services, supplies and/or materials provided to the customer. The customer's need must be documented.

Customers who obtain unsubsidized employment may have their supportive services reduced or terminated. The needs of the customer will be reassessed to determine if further assistance from WIA funding is required.

Section 3: Pell Grants

Customers enrolled or accepted for enrollment at an accredited college or in other training in a course of study eligible for Federal or State financial aid must apply for a Federal Pell Grant. No supportive services will be provided until this action is accomplished. Supportive services may be provided while a Pell Grant application is pending. Expenditures for supportive services will be tracked through WI's client financial database.

Section 4: ITAs, Limitations of Financial Support

For those customers who elect to attend occupational skills training within the local labor market area (defined as from Fresno County to the South and Stanislaus County to the North and also includes Santa Clara County and San Benito County to the west for participants living in the west side of Merced County), the maximum amount of funds available will be limited by the needs identified in the Individual Employment Plan, and be consistent with the criteria put forth in this policy.

WI will make no supportive services available to customers who elect to attend occupational classroom training outside of the defined labor market area unless an exception is approved by the Director.

Transportation:

Transportation expenses may be provided to enrolled participants who drive a vehicle to attend training or interviews, based on need up to the amounts listed in this policy. When an enrolled participant's schedule and childcare arrangements can be accommodated by public transportation, a monthly bus pass will be provided. Job search participants will be limited to bus passes only.

The maximum rate of reimbursement available, depending on the distance traveled, is as follows:

- 10-19 miles roundtrip, up to \$5.00 per day
- 20-34 miles roundtrip, up to \$7.50 per day
- 35-49 miles roundtrip, up to \$10 per day
- 50-64 miles roundtrip, up to \$12.50 per day
- 65-79 miles roundtrip, up to \$15.00 per day
- 80-94 miles roundtrip, up to \$17.50 per day
- 95+ miles roundtrip, up to \$20.00 per day

Child Care / Dependent Care:

Child care or elder care for dependents of a participant may be necessary for an individual to participate in WIA activities. Before authorizing supportive service funds for dependent care, case managers should explore alternative dependent care programs that may be available. Customers with one or more children 12 years of age or younger may be eligible for childcare. Customers with children 13 through 18 years of age, or dependents requiring elder care, may be eligible for dependent care assistance if the dependent is physically or mentally incapable of caring for him or herself as determined by a legally qualified professional, or if a dependent child is under court supervision. If the customer's spouse or significant other is either not working nor looking for work, nor participating in a training program, and is not incapacitated or does not have special needs, childcare will not be authorized. Rates listed are the same whether for one dependent or multiple dependents. Customers qualifying for childcare/dependent care may be reimbursed at the following rates:

Up to \$10.00 per day may be allowed for Child Care regardless of the number of children or hours in training. Elder care reimbursement is dependent on the level of care required and must be approved by the Director.

Other Financial Assistance:

Needs related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIA section 134(e)(3). Adult/Dislocated Workers must be (a) unemployed, (b) not qualify for, or have ceased qualifying for, unemployment compensation and enrolled in training services under WIA by the end of the 13th week of unemployment. For Adults the amount of funds cannot exceed the poverty levels for the equivalent period. For Dislocated Workers the amounts cannot exceed the weekly level of UI benefits. Any Needs Related Payments or One-time Emergency Assistance needs to have the approval of a manager and be provided to the Director, or person designated by the Director, for final

approval.

Exceptions to Supportive Service Policy and Limits:

Exceptions to the Supportive Services Policy must be submitted to the Program Manager who will review and make a recommendation to the Director. The Director, or person designated by the Director, will approve or disapprove the request for exception in writing.

Responsible Official: Workforce Investment Board

Reviewed/Revised Date: December 3, 2012