



**PEE DEE LWDA INSTRUCTION NUMBER 23-006**

**TO:** Pee Dee LWDA Contractors

**SUBJECT:** Supportive Services Policy

**ISSUANCE DATE:** 11/27/2023

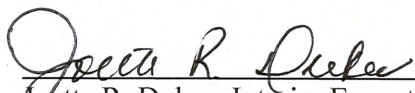
**EFFECTIVE DATE:** 11/27/2023

**Purpose:** The purpose of this instruction is to update Instruction 22-006, Pee Dee Workforce Development Area's Supportive Services Policy under the Workforce Innovation and Opportunity Act (WIOA), to note that needs-related payments are not available. The update is highlighted.

**Background:** On November 20, 2023, the US Department of Labor, Employment and Training Administration (ETA) Atlanta Regional Office provided additional information to the SC Department of Employment and Workforce (DEW) regarding the hybrid monitoring review of the Workforce Innovation and Opportunity Act (WIOA) Youth, Adult, and Dislocated Worker Grants administered by DEW. During the monitoring, DOL issued a finding that the Pee Dee Local Workforce Area did not have a needs-related payment policy. The Pee Dee's Supportive Services Policy stated instead that needs-related payments are not offered. USDOL requires that the policy state that needs-related payments are not available.

**Action:** The contractor(s) is required to review and disseminate the amended policy to staff involved in the determination of supportive services transactions for WIOA and non-WIOA participants.

**Inquiries:** Questions pertaining to this instruction should be directed to Bridgette Coates at [b-coates@peedeecog.org](mailto:b-coates@peedeecog.org) or (843) 702-3148.

  
Joette R. Dukes, Interim Executive Director  
Pee Dee Regional Council of Governments

Attachment: Pee Dee LWDA Supportive Services Provisions

## **PEE DEE LWDA SUPPORTIVE SERVICES PROVISIONS**

WIOA funds may only be used for supportive services when they are not available through other agencies or organizations and the supportive services are necessary for the individual to participate in Title I activities. The case notes must reflect that options to provide supportive services were considered and discussed in the following order:

1. The participant's personal resources (including Pell Grant awards)
2. Another human service agency's resources
3. In-kind assistance from the contractor
4. Supportive Services from WIOA

**For Adults and Dislocated Workers, supportive services may only be provided to individuals participating in career and training activities.**

**For Youth, supportive services may be provided during participation in WIOA activities, as well as, during the required 12-month follow-up period after exit.** Supportive services available during follow-up are limited to critical, emergency, short-term services (preferably 1 day and no more than 1 month) that are directly related to the Youth's Placement and Credential Attainment. Availability of funds for currently active (not exited) youth clients is a priority. Youth should receive services to remove or mitigate barriers while they are active participant clients; therefore, follow-up supportive services should only be necessary if a youth has experienced an unplanned change in circumstance after exit.

**Not every participant that is eligible for supportive services under the policy will need supportive services. Supportive services are NOT an entitlement.**

**Time and attendance documentation must be maintained to support the provision of supportive services.**

The Pee Dee LWDA may approve the issuance of supportive services that do not meet the requirements of the provisions outlined in this document as long as they are allowable per the WIOA. Program staff may request exceptions in writing to the LWDA.

**Needs-related payments are not available. If a need is identified and funds are available, the Pee Dee Workforce Development Board (WDB) will consider a change of policy.**

### **SUPPORTIVE SERVICES DEFINITION:**

Supportive services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c) (2) and (3) and WIOA section 3(59). These services may include, but are not limited to, the following:

- (a) Linkages to community services;
- (b) Assistance with transportation;
- (c) Assistance with childcare and dependent care;
- (d) Assistance with housing;
- (e) Needs-related payments (currently not being offered in Pee Dee);
- (f) Assistance with educational testing;

- (g) Reasonable accommodations for individuals with disabilities;
- (h) Legal aid services;
- (i) Referrals to health care;
- (j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- (k) Assistance with books, fees, school supplies (to include computers, internet access, webcam, etc), and other necessary items for students enrolled in postsecondary education classes; and
- (l) Payments and fees for employment and training-related applications, tests and certifications.

*If a training institution now requires students to take courses online and the participant does not have the necessary items to do so (e.g., computer, internet access, webcam, etc.), those items constitute school supplies. Costs for program-funded supportive services must be reasonable. A case note should reflect that the classes are now online and school supplies were needed to enable the participant to continue with the training program.*

*Youth may also receive supportive services during Follow-Up Services.*

**In the provision of special grants,** certain supportive services costs may be determined training costs. The items defined above in (j), (k), (l) may be charged to training-related expenses. This includes uniforms or other appropriate work attire and work-related tools, books, fees, school supplies, and payments and fees for employment and training related applications, tests and certifications and supplies to participate in online classes. As these expenses are considered training costs, there is no requirement to document the need for these training related items on the ISS or to case note that the items are available elsewhere as noted in the following section.

#### **Assurance of non-duplication and necessity:**

Only if a participant cannot obtain services elsewhere should supportive services be provided by or procured by the WIOA system.

Supportive Services must not be provided for costs incurred by the participant prior to their “participation date” into the program. The supportive service needs of an individual are determined during objective assessment and identified on the IEP and ISS. If a participant’s circumstances change during participation, another review of their need for supportive services will be in order.

To receive any supportive services, participants must:

- (1) have a need for the supportive service identified on their Individual Service Strategy (ISS) or Individual Employment Plan (IEP); and
- (2) be eligible, registered/enrolled and actively participating in WIOA Services (including Follow Up services for youth); and
- (3) have a case note entered in SCWOS documenting that the supportive services are:
  - (a) Necessary for the client to participate in WIOA Title I services, and
  - (b) Not available elsewhere (An individual who is eligible to receive assistance from other human service agencies, such as the Department of Social Services, but has refused these services, must access the resources available to them through the other agencies before becoming eligible to receive WIOA supportive services).
    - i) Must indicate any referrals and results to other programs providing such services.

The authorization and demonstration of need for these services rests with the career specialist who will authorize issuance of supportive services. Participants receiving supportive services must

maintain contact with the career specialist at least once during each calendar month. Failure to do so will result in supportive services payments being suspended until direct contact is made. The career specialist should not continue to provide supportive services to participants who are not maintaining regular contact. Time and attendance must be maintained to support the payment of supportive services costs.

## **TRANSPORTATION ASSISTANCE:**

If a client is unable to attend an activity or training because he or she lacks a driver's license and/or access to a car, a WIOA Contractor may provide supportive services for transportation either directly or through reimbursement:

### **1. Direct Transportation**

Direct transportation may be provided for the duration of the activity. Contractor should consider cost when procuring transportation. Public transportation should be utilized when available. Arrangements may be made with other agencies that transport clients and for-profit businesses may be utilized. The Contractor should have an agreement with the transportation provider specifying the cost, and billing arrangements. Contractor may choose to pay private individuals selected by the client to provide transportation. Prior to using a private individual to provide transportation, the contractor must verify the individual has a valid driver's license and insurance.

*(Contractor may arrange for transportation of groups for services/workshops/youth field trips, etc.)*

### **2. Transportation Cash Reimbursements**

Participants not receiving direct transportation services may receive cash assistance for transportation to help defray the out-of-pocket expenses associated with attending activities/training. The mileage covered is the total distance from the client's home to the activity site and back. Payments are made to the client according to the distance driven, round-trip, per day. The client cannot be paid for days they attend virtual classes.

- ☐ **Between 5.0 and 15 miles per day will be paid at \$10.00 a day**
- ☐ **16 miles per day and above will be paid at \$20.00 a day**

### **3. Situations when transportation assistance may be provided for short term situations:**

**Testing, GED preparation or exam, ESL, short term pre-vocational Services, Adult literacy or Basic Skills, OJT (for the first 2 weeks of the contract); Employment (for the first 2 weeks of Employment; Job Searches when conducting for a minimum of 3 days a week.**

## **CHILDCARE ASSISTANCE:**

Childcare assistance is only available to students who attend training full-time weekly per their training provider's policy and who have out-of-pocket childcare expenses associated with attending training or activities. The assistance helps defray the out-of-pocket expenses associated with attending.

### **1. Direct Childcare**

Payments for direct childcare assistance will be made to the provider not the participant. Payments will only be made to vendors who are licensed to provide childcare services. The vendor's invoice will be required.



## 2. Childcare Cash Reimbursements

Reimbursements are linked to attendance. If a client is absent from training or activities, a reimbursement may not be made for that day. Time and attendance documentation is required. Childcare cash reimbursement assistance may be provided at a rate of \$15.00 a day per child of the parent's school attendance up to a maximum of 3 children. The child must be less than 13 years old and not in school or subsidized daycare at the same time that the parent is in school. (Maximum childcare payment per day is \$45 and per week is \$225.) The participant is responsible for the balance of any childcare costs above the approved assistance.

## HOUSING ASSISTANCE:

As it is the intent of WIOA to assist participants with becoming self-sufficient, only in limited situations may housing assistance be provided. Supportive services provisions are not designed to pay the monthly expenses of participants, but are to be used on a limited basis in emergency situations (i.e. an eviction notice, etc.). Limited supportive services dollars and the provision of effective case management dictates that we take measures to assure that when past due payments are alleviated, they do not again become a problem. LWDA approval must be granted on a case-by-case basis.

If participants are attending certain trainings, such as railroad conductor or truck driving, assistance may be provided with housing (and meals). Lodging payments should be made to the lodging facility and not the client.

## IN SUPPORT OF CAREER & TRAINING SERVICES:

**Supportive Services may be used to pay for certain career & training** services if they are needed to allow the participant to go into training (classroom training or OJT) or obtain or retain a job. Sufficient documentation must be maintained to demonstrate that other sources do not exist or have been exhausted. A reasonable cost for these items must be established by getting quotes from at least three sources. Examples of expenses that can be paid for are:

<i>Uniforms/work-related attire</i>	<i>Books, Fees</i>	<i>Driver's Education Training</i>
<i>Work-related tools</i>	<i>Tutoring</i>	<i>E&amp;T related certifications</i>
<i>Eyeglasses</i>	<i>Educational Testing</i>	<i>Reasonable accommodations</i>
<i>Protective eye gear</i>	<i>E&amp;T related applications</i>	<i>for individuals w/disabilities</i>
<i>Hearing Aids</i>	<i>E&amp;T related tests</i>	

*School supplies (items commonly used by a student in a course of study and if a course is online, may include computer, internet access, webcam, basic cell phone, etc.)*

In the provision of special grants, the items listed in this section as "in support of career and training services" may be categorized and charged as training-related expenses and not supportive services.

## LEGAL AID SERVICES:

Supportive services may be used to assist with legal aid services. Legal aid can uniquely address certain barriers to employment, including access to driver's licenses, expunging criminal records, and resolving issues with debt, credit and housing. South Carolina Legal Services is a viable partner in providing services to individuals with criminal records and should always be consulted. Contractor is advised to seek assistance from SC Legal Services whose mission is to assist persons with anything that holds them back from entering employment. For services, contact 1-888-346-5592 (9:00 am –

6:00 pm M-Th) or [www.sclegal.org](http://www.sclegal.org). SC Legal Services advises that even prior to engaging the local Solicitor's Office on Expungement, to contact them since an examination of an individual's record could result in more productive actions than Expungement. If Expungement is determined to be the best option, follow Pee Dee LWDA Instruction Number 16-009 which is patterned after State Instruction 16-05.

### **REFERRAL TO HEALTH CARE:**

Supportive services may be used to provide medical services required for an individual to participate in services, training or to obtain or retain unsubsidized employment. Medical assistance may include pre-employment/training physicals, required immunizations, etc.

### **SUPPORTIVE SERVICES FOR FOLLOW-UP (YOUTH):**

In general, supportive services may be paid to youth during follow-up if the services are needed to remove a barrier to participation in education or employment after exit. The aforementioned procedures will be followed. The \$5,000 maximum per year remains in place. Services that may be provided and funded during follow-up are:

- SS- Transportation
- SS- Purchase Work uniforms/Attire
- SS- Purchase Work-related Tools
- SS- Housing Assistance
- SS- Utilities
- SS- Dependent Care
- SS- Medical

Like supportive services during active participation, follow-up services funded by WIOA should only be provided after other resources such as family, friends, DSS and other partner agencies have been exhausted.

Follow-Up services must be provided at a minimum of 12 months after exit unless the participant declines to receive it or cannot be located.