

 <p>A proud partner of the  network</p>		<b>POLICY # 47</b>
<b>Title:</b>	<b>Youth Support Services / Needs Related Payments</b>	
<b>Program:</b>	Workforce Innovation and Opportunity Act	
<b>Effective:</b>	July 1, 2023	
<b>Revision #:</b>	1	<b>Original policy date:</b> 07/01/2023

**Purpose:** To identify Support Services for Youth customers participating in Workforce Innovation and Opportunity Act activities.

**References:** WIOA Sections 3, 129, 134, 171; 20 CFR 680.900, 680.910 - 680.970, 681.570, 688.120; Workforce WV WIOA Guidance Notice 10-16, TEGL 19-16

**Background:** The Workforce Innovation and Opportunity Act authorizes Workforce Development Boards to provide support services to individuals participating in WIOA funded programs. Support services are designed to assist eligible program participants with services necessary to enable an individual to participate in activities authorized under WIOA Title I. While the act authorizes these services, it does not require that they are provided through WIOA funds.

**Policy:** It is the policy of the Workforce Development Board Mid-Ohio Valley, in coordination with the One Stop partners, to provide support services to eligible individuals participating in approved Individual Career services, or Training activities. WIOA funds will be obligated for the program year in which the request is approved.

**SUPPORT SERVICES:** To be eligible for supportive services, a participant must have been determined WIOA eligible and:

- Participating in career and or training services. Limited supportive services may be provided to eligible applicants (ex. paying for a birth certificate) before they are enrolled as participants to permit participation in assessment activities; and
- Are unable to obtain supportive services through other programs providing such services. Participants may qualify for:

The WDB-MOV will follow the priority of service levels that are currently in place when approving support service requests. Participants must verify they are not receiving nor eligible to receive assistance from any other organization. Participants must submit original receipts for reimbursement.

**Support services will only be provided by the WDB-MOV if funds are available.**

**Areas covered by Support Services:**

- Transportation assistance and auto repairs.
- Childcare and dependent care costs.
- Housing and utility assistance.
- Groceries, meals, and hygiene items (including haircuts).
- Assistance with medical and prescription (including eyeglasses) services.
- Interview clothing, uniforms, and other appropriate work attire.
- Tools or other work or training-related materials.
- Job-related adult basic education and English as a Second Language training.
- Translation services.
- Non-commercial driver's license training and assistance with driver's license fees.
- Work and training-related licenses, permits, and fees.
- Assistance with special services and materials for individuals with disabilities.
- Out-of-state job search and relocation to a new job; and
- Legal aid services are meant to reduce barriers to employment and establish employment eligibility such as by helping secure a driver's license, expunging criminal records, and addressing debts or credit reporting issues.

Attachment A indicates requirements for eligibility.

Attachment B provides reimbursement procedures for transportation support services.

A participant's failure to respond to requests for information and contact may result in cancellation of any funding obligations on the part of the WDB.

**Action:** Workforce WV centers in Region 4 will make eligible customers aware of support services available to assist them in making an informed decision about employment and training options.

A support services request, Attachment C, will be provided to the Career Specialists, who will forward it to the WDB-MOV for approval. The WDB-MOV will track funds obligated, and payments will be distributed from the WDB-MOV.

Questions should be directed to the participant's Career Specialist and / or the WDB-MOV office.

**Expiration Date:** This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

# Support Services

## **General Provisions:**

1. All Participants will submit a support service request to career specialists indicating the amount requested for the training and/or work experience period.
2. ITA participants must maintain a minimum of a “C” average and will be documented in the TPU submitted at the end of each term.
3. OJT participants must maintain satisfactory progress as determined by the employer, documented in the progress report.
4. Youth in Adult Education must show progress, documented on the Bi-Weekly Attendance report.
5. Eligibility for support services will be documented by the service(s) provided in MACC.
6. Address Verification will be documented in MACC.
7. Payments will be mailed to participants.
8. If it is discovered that a participant knowingly submits fraudulent information to obtain support service, he/she will be subject to legal action.
9. Participants will need to submit forms bi-monthly to their Career Specialists for reimbursement.

## **Transportation Guidelines:**

1. The participant will be reimbursed mileage to and from training/ job site.
2. The distance required for training is determined upon initial contract approval, based on Google Maps.
3. Mileage will be reimbursed based on the current IRS mileage rate.

## **Work Related Expenses Guidelines:**

1. Participants will need to purchase items and submit original receipts with a date for reimbursement prior to exiting the WIOA program.





## **Attachment A**

### **Student Reimbursement Procedure**

Effective July 1, 2023, the following procedure will be in place for student reimbursements.

- 1) The WDB-MOV will only accept original receipts when purchased from a store. If purchasing through Amazon, etc., then we need an actual receipt, not an order. It must show where payment has been made.
- 2) These receipts must be complete and show the date of purchase on them. If any of their personal information is on receipt, it can be blacked out.
- 3) If the receipt is not clear as to what was purchased, they need to include the UPC tag from the item purchased and a statement that says what the receipt is for. (Example: if receipt says "Footwear" and steel-toed shoes are the requirement, then we would need the UPC from the box).
- 4) The receipt must include the documentation from the school that says it is required. If it is books, there must be a syllabus attached from their instructor. The syllabus instructor must match the instructor listed on their schedule. Students are also required to submit their current schedule along with the course syllabus for each course.
- 5) As in the past, we will not pay for any undergarment items or general supplies, such as pens/pencils, folders, etc.
- 6) Any receipts that are dated prior to their WIOA registration date will not be paid.
- 7) Receipts and supporting documentation must be prior to the participant exiting the program. Receipts submitted for books/supplies purchased prior to the start of a new term will be held until classes begin and the course syllabus is received. The syllabus must be submitted no later than one week after the class has begun.
- 8) Whenever possible, all receipts should be submitted at the same time so that multiple checks are not being created.
- 9) If receipts are submitted without the required documentation as described above, reimbursement may be denied. The WDB-MOV reserves the right to amend this procedure at will.

Client Signature\_\_\_\_\_

Date\_\_\_\_/\_\_\_\_/\_\_\_\_

Career Specialist Signature\_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_



## Attachment B

# Transportation Support Service Reimbursement Procedures

**The Transportation support services are based on projected funding availability. This is not a guarantee that participants will receive this support service throughout the entire length of training. This information is general guidance only.**

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### Participant Info:

- The participant will need to complete the required forms after beginning the training.
  - The forms will cover two weeks of training.
  - Those forms will be submitted to case management staff for reimbursement.
  - Reimbursement will be mailed to the participant to the address on the mileage reimbursement form.
  - Participants will have 45 days from date of check to cash mileage check. If it is not cashed within that time frame or lost/stolen/thrown away, a stop payment will be placed, and it will not be re-issued.
  - The participant is responsible for contacting their career specialist in a timely manner if they did not receive their check.
  - Requests that are less than \$20.00 will not be processed until the mileage reimbursement amount is greater than \$20.00.
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### Career Specialist Staff:

- Will determine eligibility and need of support service.
- Career Specialist will submit Supportive service request to WDB staff for approval.
- Career Specialist will confirm that ITA/OJT has been approved by the WDB staff before submitting request.
- Eligibility, need and unable to obtain these services from another organization will be documented in MACC.
- The address will be verified by a Career Specialist.

### Reimbursement process:

- Career Specialist will receive completed forms from participant and will document in MACC.
  - Career Specialist will then forward reimbursement claim to WDB for processing.
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**Mid-Terms** – Participant must provide documentation of mid-term grades / status to Career Specialist within 2 weeks of release of grades. *Note: participants need to submit grades/ improvement plan within 2 weeks of issue to qualify for continuation of transportation support service.*

If grades are C or above, Career Specialist should send an e-mail to WDB notifying of receipt of grades and adequate progress. If the grade is D or F, an improvement plan is to be developed with the customer. Plans may include tutoring, work with Learning Center, etc. Career Specialist should submit improvement plan along with grade info by e-mail.

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**End of Term-** Participant must provide documentation of term grades / status to Career Specialist within 2 weeks of release of grades. *Note: participants need to submit grades/ improvement plan within 2 weeks of issue to qualify for continuation of transportation support service.*

If grades are C or above, Career Specialist should send an e-mail to WDB notifying of receipt of grades and adequate progress. If the grade is D or F, an improvement plan is to be developed with the customer. Plans may include tutoring, work with Learning Center, etc. Career Specialist should submit improvement plan along with grade info by e-mail.

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All payments will be mailed to the address listed on the mileage request form.