

SUPPORT SERVICES

Support Services are available for WIOA Title I Adult, Dislocated Worker and Youth programs. Support Services are one of the 14 Title I Youth elements that must be made available to participants.

A Support Service may only be provided to participants to enable their participation in WIOA services and tied to that specific service. Needs are typically identified through the [Initial Assessment](#) process and outlined in the Employment Plan. A Support Service payment is made to or on behalf of eligible participants for temporary assistance required to support the individual's Employment Plan. WIOA Title I will only pay for expenses incurred while a participant is enrolled in the program and actively participating in activities authorized under WIOA.

Examples:

- *If the participant needs assistance with books, or scrubs, etc., and DLR is taking credit for an OST, then a support service would be appropriate. If the participant is in school but DLR is not taking credit for the classes, then a Support Service would not be appropriate.*
- *If a participant is looking for employment and is in need of gas, etc., then a Support Service would be appropriate.*

Any Support Service must be approved in advance by DLR staff. As a part of the objective assessment process and development of the Employment Plan, determine a participant's need for a Support Service and appropriate community resources and referrals. A Support Service should be reasonable and necessary to enable a participant to take part in other services and activities related to the Employment Plan. A Support Service should not duplicate a service a participant receives from another program. In assessing appropriateness for a Support Service, DLR will utilize and refer participants to partner agencies and community resources first. If possible, it may be applicable to cost share with other service providers.

Support Services are not intended to meet every need of the participant. Rather, they provide temporary assistance. For this reason, staff should assist the participant in developing a plan to cover the supported costs once WIOA Title I funds are no longer appropriate for the individual. This plan must be documented in case notes in SDWORKS.

Payments are **not** allowed for:

- Assistance in paying for expenses refundable to the participant
- Titled or deeded items or when recovery of the expense is anticipated
Examples include: Rent or housing deposits, mortgage payments, homeowners insurance, property taxes, car payments, purchase of vehicles
- Expenses incurred prior to enrollment or after participation in a WIOA program
- Business start-up costs
- Internet or phone service (prepaid, plan, minutes, etc.) or memberships of any kind
- Membership fees
- Court ordered fines, fees, or similar items

FUNDING

The use of a Support Service is determined on an individual basis. Fund distribution is determined at the job service office with guidance from a Labor Program Specialist as needed. Eligibility or enrollment in WIOA does not constitute entitlement to any Support Service. Support Service funding is based on availability of program funds.

A request for additional funds beyond the maximum limit per program year may be submitted by providing the justification and reasoning to a Labor Program Specialist. Exceptions will be noted in the participant's case notes in SDWORKS by a Labor Program Specialist.

DOCUMENTATION

When approving Support Service payments, the Employment Specialist must consider and document the following in a justification case note:

- What WIOA activity does this support service support?
- How does this help the participant in achieving their employment goal?
- How the obligation amount was determined?
- How long will WIOA Title I assist the participant with this expense?
- How will the participant cover this cost after temporary funding?

The approving manager is responsible for ensuring all documentation is uploaded, correct, and legible before authorizing Obligation and Payment vouchers. All payments require adequate supporting documentation to justify the payment.

The requirement for invoices or receipts is based on the service and the method of payment. More information in the following pages of this policy. **All** Support Service payment procedures will use the Authorization for Purchase [Form 24](#) to reimburse the individual or pay the service provider.

SUPPORT SERVICES AND PAYMENT PROCEDURES

Employment Specialists are expected to follow up with their participant to ensure the activity was completed. If a participant is not completing an activity as identified, Support Services for the activity should not continue. Employment specialists must ensure WIOA Title I funds do not duplicate funds provided by another source. Support Service details are outlined in the remainder of this policy in the following order:

- Books And Supplies For Training
- Dependent Care
- Educational Testing
- Fees For Applications, Tests, Certifications
- Housing
- Medical And Counseling Services
- Work Attire Or Related Costs
- Transportation
 - Bus Pass
 - Gas Assistance
- Workplace Accommodation
- "Other" Support Services And Payment Procedures
- Auto Insurance (Other)
- Auto Repair (Other)
- Utility Bills (Other)
- Youth Services (Other)

BOOKS AND SUPPLIES FOR TRAINING

Funding utilized to assist a participant attending WIOA approved postsecondary education classes with books, fees (matriculation, background check, finger printing; etc.), school supplies, and other necessary items related to their education. Computers are considered a necessary supply to complete some courses of study and can be an allowable Support Service with adequate justification. Computers must be program compatible as defined by the institution providing the training. Prior to requesting a Support Service for a computer, other funding sources should be considered (ex: financial aid, pell grants, etc.).

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher. Upload Form 24 and a class schedule with a required book list (books purchased must be required by the class and documentation must show the participant is enrolled in the class) to the Obligation Voucher. The Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher. Upload Form 24 and a class schedule with a required book list (books purchased must be required by the class and documentation must show the participant is enrolled in the class) to the Obligation Voucher. The receipt is uploaded to the Payment Voucher.

DEPENDENT CARE

Dependent care assistance may be utilized to help a participant meet their family care needs during WIOA Title I program participation. Dependent care service providers are selected by the participant. Participants who are employed or attending training and in need of dependent care, should be referred to community dependent care assistance program(s). Ensure WIOA Title I funds do not duplicate childcare assistance available from another source. Participants should be encouraged to take advantage of financial literacy services to assist them with an on-going plan to pay for their dependent care expenses.

Determine allowed dependent care cost

If a participant is receiving child care assistance from another agency, WIOA Title I will pay for the allowed dependent care costs after subtracting the received child care assistance amount. Supporting documentation in this instance must include verification of child care assistance outside of DLR.

Dependent Care service is only allowed while participant is completing activities outlined in the Employment Plan. If a dependent care provider will not accept a part time or hourly rate, therefore a full-time rate is paid, the participant is responsible for paying for the remaining hours of care above and beyond the time spent working towards the goals and objectives identified in the Employment Plan.

Payment methods and documentation:

1. **To the service provider** – Determine the frequency of daycare based on verbal schedule (of work search, work, training, school, job service meetings, etc..) and record in a SDWORKS case note. Enter the date of the SDWORKS case note in the Comment box on the Obligation Voucher. Upload Form 24 to Obligation Voucher. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – Determine the frequency of daycare based on verbal schedule (of work search, work, training, school, job service meetings, etc..) and record in a SDWORKS case note. Enter the date of the SDWORKS case note in the Comment box on the Obligation Voucher. Upload Form 24 to Obligation Voucher. Upload an itemized receipt to the Payment Voucher (proof of hours, rate, number of kids, and payment received by provider).

Maximum limit per program year: Dependent care limit per program year (July – June) is \$2000. This is not a minimum or flat funded amount. Amount is based on individual need.

EDUCATIONAL TESTING

Supportive service funds may be utilized to assist a participant with the cost of an exam or educational test to enable them to advance along a career or educational pathway. Examples include but are not limited to ACT exams, high school equivalency exams, NCLEX exam, LPN exam, etc.

Staff can contact the DLR Administrative Services Division (“Fiscal”) directly for a high school equivalency voucher. Although these services are a support service and should be documented as such, they are not paid for through a support service voucher.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Upload the receipt to the Payment Voucher.

FEES FOR APPLICATIONS, TESTS, CERTIFICATIONS

Supportive service funds may be utilized to assist a participant with the cost of an application, exam, or test to enable them to advance along a career or educational pathway. Examples include but are not limited to fees for post-secondary applications, re-licensing, driver’s licenses, background checks, finger printing, etc.

Payment methods and documentation:

3. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
4. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Upload the receipt to the Payment Voucher.

HOUSING

Housing assistance provided to participants allows participants to maintain or obtain adequate or temporary shelter while participating in WIOA Title I services. WIOA may not pay for rental deposits or mortgage payments.

WIOA Title I participants should be referred to community housing assistance programs if applicable. The Employment Specialist must ensure WIOA Title I funds do not duplicate housing assistance from another source. Participants should be encouraged to take advantage of financial literacy services to assist them with an on-going plan to pay for their housing expenses.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice with the participant’s name must be uploaded to the Payment Voucher. Participant must provide documentation identifying the housing support service is on behalf of the participant.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Unsuccessful attempts to pay the provider directly must be documented in the justification case notes. The receipt showing payment with the participant’s name and the name of the housing provider is uploaded to the Payment Voucher. Participant must provide documentation identifying the housing support service is on behalf of the participant.

Maximum limit per program year: Housing limits per program year (July – June) are \$2500. This is not a minimum or flat funded amount. Amount is based on individual need. Individuals utilizing the Participants Reaching Employment Potential (PREP) will follow maximum limits identified in Youth PREP [Policy 5.35](#) and the Adult PREP [Policy 5.38](#)

MEDICAL AND COUNSELING SERVICES

Participants in need of medical or counseling services should be referred to other community medical resources if applicable. The Employment Specialist must ensure WIOA Title I funds do not duplicate medical assistance. All medical assistance, including all forms of discount programs and insurances are utilized before a support service is offered. Participants should be encouraged to take advantage of financial literacy services to assist them with an on-going plan to pay for their medical expenses.

Includes DOT physicals, drug screens, required immunizations, dental, ophthalmologist, drug and alcohol counseling, mental health counseling, behavioral counseling, etc.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. The receipt is uploaded to the Payment Voucher.

Maximum limit per program year: Medical limits per program year (July – June) are \$1500. This is not a minimum or flat funded amount. Amount is based on individual need.

WORK ATTIRE OR RELATED COSTS

Funding utilized to assist a WIOA participant in proper attire for obtaining or maintaining employment. This includes tools for employment.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. The receipt is uploaded to the Payment Voucher.

Maximum limit per program year: The Work Attire/Related Cost limits per program year (July – June) are \$500. This is not a minimum or flat funded amount. Amount is based on individual need.

TRANSPORTATION

Transportation assistance may be provided to assist the participant to get to employment, training, education, work experience, job service, job search or other places that support WIOA activities in the Employment Plan. Transportation assistance may be paid in advance based on a plan for the transportation cost (randmncally.com, mapquest.com, etc). Advances of more than 14 days are not allowed with the exception of monthly bus passes and gas assistance activities outlined in Table 1.

Maximum limit per program year: Transportation limits per program year (July – June) are \$500. This is not a minimum or flat funded amount. Amount is based on individual need.

Bus Pass

Payment methods and documentation:

3. **To a service provider** – [Form 24](#) should be used unless other processes are in place with specific bus companies. Provide Form 24 to the provider if required by the provider.
 - a. **Per ride:** If the bus pass is paid per ride, determine the frequency of travel based on verbal schedule (of work search, work, training, school, job service meetings, etc..) and record in a SDWORKS case note. Enter the date of the SDWORKS case note in the Comment box on the Obligation Voucher. Upload Form 24 to Obligation Voucher. Upload the invoice to the Payment Voucher.

- b. **Monthly:** If the bus pass is a monthly pass, justify how the participant will utilize this bus pass in case notes in SDWORKS. Enter the date of the SDWORKS case note in the Comment box on the Obligation Voucher. Upload Form 24 to Obligation Voucher. Upload the invoice to the Payment Voucher.

GAS ASSISTANCE

Mileage Determination (**Distance**): The amount allowable for WIOA assistance is determined from the participant’s home to their destination and back (round trip), which is confirmed by randmncally.com, mapquest.com, etc. This document must be uploaded to the Obligation Voucher as outline in the table below. Gas is paid the state travel reimbursement rate “when a state vehicle is not available”. Click here to reference state rates. <https://sdsos.gov/about-the-office/board-of-finance/bof-docs/BOFPerDiemRates.PDF>

To determine the allowable transportation cost use the **transportation cost formula**:

Distance (Round Trip) x Frequency x Standard Rate = allowed transportation cost (Round **up** to the nearest \$1.00).

Example: 110 miles Round Trip x 2 trips x .51 = \$112.20. Round up to the next \$1.00, so \$112.20 would be \$113.00.

Payment methods and documentation:

1. **To a service provider** – amount is based on the transportation cost formula (see above). The travel cost formula must be entered in the Comment box (see additional requirements in Table 1 for type of activity) on the Obligation Voucher, and Form 24 and the mileage determination are uploaded. Provider receives Form 24 and provides invoice or receipt. The invoice or receipt is uploaded to the Payment Voucher. Payment to the provider cannot exceed the allowed transportation cost (calculated by the transportation cost formula). If the invoice is less than the allowed transportation cost, the amount on the invoice should be paid. If the invoice is more than the allowed transportation cost, the amount of the allowed transportation cost should be paid.
2. **Reimbursement to the participant** – amount is based on the transportation cost formula (see above). The travel cost formula must be entered in the Comment box (see additional requirements in Table 1 for type of activity) on the Obligation Voucher, and Form 24 and the mileage determination are uploaded.
3. **In advance to participant** – amount is based on the transportation cost formula (see above). The travel cost formula must be entered in the Comment box (see additional requirements in Table 1 for type of activity) on the Obligation Voucher, and Form 24 and the mileage determination are uploaded. Provider receives Form 24.

Table 1: Required Documentation for Gas Assistance Based on Type of Activity

Type of Activity	DOCUMENTATION	
	Obligation Voucher	Payment Voucher
Work Search	<ul style="list-style-type: none"> • Upload: <ul style="list-style-type: none"> ○ Form 24 ○ Mileage Determination • In the Comment box include: <ul style="list-style-type: none"> ○ The date of SDWORKS case note outlining verbal identification of places to apply ○ Transportation cost formula 	<p>Payment to Provider: Upload invoice or receipt</p> <p>Reimbursement to Participant: N/A</p> <p>In Advance to Participant: N/A</p>
School or Training	<ul style="list-style-type: none"> • Upload: <ul style="list-style-type: none"> ○ Form 24 ○ Mileage Determination • In the Comment box include: <ul style="list-style-type: none"> ○ The date of SDWORKS case note outlining verbal class schedule; OR reference uploaded class schedule in SDWORKS; OR Upload class schedule to the voucher ○ Transportation cost formula 	<p>Payment to Provider: Upload invoice or receipt</p> <p>Reimbursement to Participant: N/A</p> <p>In Advance to Participant: N/A</p>

Work	<ul style="list-style-type: none"> • Upload: <ul style="list-style-type: none"> ○ Form 24 ○ Mileage Determination • In the Comment box include: <ul style="list-style-type: none"> ○ The date of SDWORKS case note outlining verbal work schedule; OR reference uploaded class schedule in SDWORKS; OR Upload schedule to the voucher ○ Transportation cost formula 	<p>Payment to Provider: Upload invoice or receipt</p> <p>Reimbursement to Participant: N/A</p> <p>In Advance to Participant: N/A</p>
Job Service Meetings	<ul style="list-style-type: none"> • Upload: <ul style="list-style-type: none"> ○ Form 24 ○ Mileage Determination • In the Comment box include: <ul style="list-style-type: none"> ○ The date of SDWORKS case note outlining verbal plan of meetings ○ Transportation cost formula 	<p>Payment to Provider: Upload invoice or receipt</p> <p>Reimbursement to Participant: N/A</p> <p>In Advance to Participant: N/A</p>
Other	<i>Contact Labor Program Specialist for exceptions</i>	

WORKPLACE ACCOMMODATION

Support service funds may be utilized to assist a participant who needs workplace accommodations to enable them to participate in employment, training, education, Work Experience, job service office services, or job searching.

The Employment Specialist must ensure WIOA Title I funds do not duplicate funds provided by another source. A referral to Vocational Rehabilitation may be appropriate.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. The receipt is uploaded to the Payment Voucher.

“OTHER” SUPPORT SERVICES AND PAYMENT PROCEDURES

Support service funds may be utilized to assist a participant in completion of their employment plan that does not fall into one of the specific Support Service categories.

Maximum limit per program year: Other Support Service limits per program year (July – June) are \$500. This is not a minimum or flat funded amount. Amount is based on individual need.

AUTO INSURANCE (OTHER)

Vehicle insurance is limited to three months of liability insurance.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher. If an invoice is not in the participant’s name, justify the explanation in the case note in SDWORKS.

2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. The receipt is uploaded to the Payment Voucher. If a receipt is not in the participant’s name, justify the explanation in the case note in SDWORKS.

AUTO REPAIR (OTHER)

Auto repair payments that allow a participant to seek, accept, or participate in employment and training activities.

This includes repairs of an immediate need. Normal vehicle maintenance costs are not allowed. If a participant is repairing a personal vehicle, Support Service funds may be used to purchase the parts. Auto repair may not exceed the amount of the vehicle. Staff should take into consideration if public transportation would be a more feasible option for the participant.

Payment methods and documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher. If an invoice is not in the participant’s name, justify the explanation in the case note in SDWORKS.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. The receipt is uploaded to the Payment Voucher. If a receipt is not in the participant’s name, justify the explanation in the case note in SDWORKS.

UTILITY BILLS (OTHER)

Participants enrolled in WIOA Title I and requesting assistance with utilities should be referred to other community resources if applicable. The Employment Specialist must ensure WIOA Title I funds do not duplicate assistance from another source. Participants should be encouraged to take advantage of financial literacy services to assist them with an on-going plan to pay for their utility bills. Includes water, gas, electricity, etc.

If a utility bill is not in the participant’s name, confirm the address for the utilities matches the SDWORKS participant’s address. Justify the explanation in case notes in SDWORKS.

Payment methods and documentation:

1. **To the service provider** – Form 24 is uploaded to the Obligation Voucher. Provider receives Form 24 and must return an invoice.
2. **Reimbursement to the participant** – amount based on a utility bill. Form 24 is uploaded to the Obligation Voucher.

YOUTH SERVICES (OTHER)

Tutoring, study skills training, leadership development services and entrepreneurial skills training.

Payment Methods and Documentation:

1. **To the service provider** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. Provider receives Form 24, if required by the provider, and returns an invoice. An invoice must be uploaded to the Payment Voucher.
2. **Reimbursement to the participant** – The date of the SDWORKS justification note is included in the Comment box on the Obligation Voucher and Form 24 is uploaded. The receipt is uploaded to the Payment Voucher.

*WIOA Sec. 3(59)
Federal Register §681.570*