

## 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 is payment made to or on behalf of eligible participants for temporary assistance required to support the individual's employment plan. A support service may only be provided to participants to enable their participation in WIOA services. Needs are typically identified through the objective assessment process and outlined in the employment plan or identified through conversations documented in case notes. Community resources or referrals must be considered prior to providing a support service. 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.

Any support service must be approved by DLR staff **prior** to the expense occurring. A support service must be outlined in an employment plan or case note and based on objective assessment results and lack of community resources. A support service must be reasonable and necessary to enable a participant to take part in other services and activities related to the employment plan. A support service must not duplicate any services a participant receives from another source. If possible, it may be applicable to share costs with other service providers.

Support services are not intended to meet every need of the participant. Rather, support services provide temporary assistance. A plan must be developed to cover the supported costs once WIOA Title I funds are no longer appropriate. 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 Title I 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
- Late fees, past due accounts, etc.
- Tags for License Plates

### DOCUMENTATION

Prior to any support service approval, the following will be documented in a justification case note:

- What WIOA Title I activity does this support service support?
- How does this help the participant in achieving their employment goal?
- How was the obligation amount 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 will be 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. Additional details are available 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.

## FUNDING AND PAYMENT

Completion of the activity must be confirmed prior to the payment of a support service except for transportation services, which can be paid in advance; see Transportation section for additional information.

If a participant is not completing an activity as identified, support services for the activity shall not continue.

The use of a support service is determined on an individual basis. Fund distribution is determined by the Employment Specialist 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 the availability of program funds.

A request for additional funds beyond the maximum limit per program year may be submitted by providing 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.

Support Service details and maximums are outlined in the remainder of this policy in the following order:

<a href="#">Books and Supplies for Training</a>	\$2,000
<a href="#">Dependent Care</a>	\$2,000
<a href="#">Fees for Applications, Tests, Educational Testing, and Certifications</a>	\$1,000
<a href="#">Housing</a>	\$3,000
<a href="#">Medical and Counseling Services</a>	\$1,800
<a href="#">Work Attire or Related Costs</a>	\$500
<a href="#">Transportation</a>	
• Bus Pass	\$600
• Gas Assistance	
<a href="#">Workplace Accommodation</a>	\$500
ALL Other	\$1,200
• <a href="#">Auto Insurance</a>	
• <a href="#">Auto Repair</a>	
• <a href="#">Federal Fidelity Bonds</a>	
• <a href="#">Utility Bills</a>	
• <a href="#">Youth Services</a>	

## BOOKS AND SUPPLIES FOR TRAINING

Funding utilized to assist a participant attending WIOA approved postsecondary education classes with books, school supplies, and other necessary items related to their education. Computers are considered a necessary supply to complete some courses of study and may 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 must be considered (ex: financial aid, Pell grants, etc.). WIOA Title I funds will not duplicate funds provided by another source.

## 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, will be referred to community dependent care assistance program(s). WIOA Title I funds must not duplicate childcare assistance available from another source. Participants will be referred to financial literacy services to assist with an on-going plan to pay dependent care expenses.

### ***Allowed Dependent Care Cost Determination***

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

### **FEES FOR APPLICATIONS, TESTS, EDUCATIONAL TESTING, AND CERTIFICATIONS**

Support service funds may be utilized to assist a participant with the cost or fees for an application, test, educational testing, and certification to enable the participant to advance along a career or educational pathway. Examples include, but are not limited to, fees for post-secondary applications, matriculation fees, graduation fees, re-licensing, driver's licenses, background checks, fingerprinting, ACT exams, high school equivalency exams, NCLEX exams, LPN exams, Project Management Certification, etc. WIOA Title I funds must not duplicate funds provided by another source.

### **HOUSING**

Housing assistance allows participants to secure adequate or temporary shelter while receiving WIOA Title I services. WIOA does not cover rental deposits or mortgage payments.

All housing support services must include the participant's name on the rental/lease agreement.

Participants shall be referred to community housing assistance programs when applicable. WIOA Title I funds must not duplicate housing assistance from another source. Participants will be referred to financial literacy services to assist with an on-going plan to pay for housing expenses.

### **MEDICAL AND COUNSELING SERVICES**

Participants in need of medical or counseling services shall be referred to other community medical resources, if applicable. WIOA Title I funds must not duplicate medical assistance from another source. All medical assistance, including all forms of discount programs and insurances, must be utilized before a support service is offered. Participants will be referred to financial literacy services to assist with an on-going plan to pay for medical expenses.

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

### **WORK ATTIRE OR RELATED COSTS**

Funding utilized to assist a participant with proper attire for obtaining or maintaining employment. This includes tools for employment. WIOA Title I funds must not duplicate funds provided by another source.

### **TRANSPORTATION**

Transportation assistance may be provided to assist a participant in obtaining employment, training, education, work experience, job service, job search, or other places that support WIOA activities in the employment plan. WIOA Title I funds must not duplicate funds provided by another source. Transportation assistance may be paid in advance based on a plan for the transportation cost ([mapquest.com](http://mapquest.com) or other similar sites). Advances of more than 14 days are not allowed except for monthly bus passes and gas assistance.

### ***Gas Assistance***

The amount allowable for WIOA assistance is determined by the distance from the participant's home to their destination and back (round trip), which is confirmed by Google Maps or other similar sites. This document must accompany the obligation voucher. Gas will be paid at the current state mileage reimbursement rate – the highest category of reimbursement the [Internal Revenue Service \(IRS\)](#) allows for the year.

#### **In Advance to Participant**

Should be used sparingly and requires approval from a Labor Program Specialist.  
Allowed for transportation to job-related events when funds are unavailable.  
Amount is based on the mileage rate and cannot exceed the listed maximum amount.

#### **Reimbursement to Participant**

Participants must provide receipts for reimbursement.  
Reimbursement will only be allowable for receipts that match the dates on Authorization for Purchase Form 24.  
Amount is based on the mileage rate and cannot exceed the listed maximum amount.

## **WORKPLACE ACCOMMODATION**

Support service funds may be utilized to assist a participant who needs a workplace accommodation to enable them to participate in employment, training, education, or work experience opportunities.

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

## **ALL OTHER**

Support service funds may be utilized to assist a participant in completion of their employment plan that does not fall within a specific support service category. Labor Program Specialist approval is required.

### ***Auto Insurance***

Auto insurance is limited to three months of liability insurance. WIOA Title I funds must not duplicate funds provided by another source. For all auto related support services, staff must verify that the name of the participant is on the Title or Registration.

### ***Auto Repair***

Auto repair payments that allow a participant to seek, accept, or participate in employment and training activities. WIOA Title I funds must not duplicate funds provided by another source. For all auto related support services, staff must verify that the name of the participant is on the Title or Registration.

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 value of the vehicle. Public transportation shall be considered as a more feasible option for the participant when or where available.

### ***Federal Fidelity Bonds***

Participants enrolled in WIOA Title I may need assistance with securing employment due to lack of work experience, poor credit history, or other factors that may make it difficult for employer placement. In these cases, a fidelity bond can be purchased to encourage employers to hire these individuals.

Bonds can be purchased for individuals who are currently receiving Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicaid, or Supplemental Security Income (SSI), or are a veteran that has received a dishonorable discharge on their DD-214, or are justice involved.

**Utility Bills**

Participants enrolled in WIOA Title I who request assistance with utilities will be referred to other community resources, when applicable. WIOA Title I funds must not duplicate assistance from another source. Participants will be referred to financial literacy services to assist with an on-going plan to pay for utility bills. This includes water, gas, electricity, etc.

Utilities cannot be paid for when the billing period has already occurred. If a utility bill is not in the participant's name, the address for the utility bill must match the participant's address in SDWORKS with a justification explanation case note in SDWORKS.

**Youth Services**

Tutoring, study skills training, leadership development services, and entrepreneurial skills training. WIOA Title I funds must not duplicate funds provided by another source. Labor Program Specialist approval is required.

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