

# Workforce Development Council of Seattle-King County

## Policy #04-2001

### ~ Support Services Policy ~

DRAFT  FINAL

Version: R4 6/25/10

Prior Version: R3 10/29/09

Committee: ECC

Category:  Internal  External

### Purpose

The purpose of this policy is to establish the principles and procedures for providing supportive services, including out-of-state job search and relocation assistance and childcare, to all participants enrolled in, or applicants for WDC funded programs.

Additionally, the Workforce Investment Act (WIA) calls for the Local Board, in partnership with the One-Stop partners and community service providers, to more effectively coordinate resources and the provision of supportive services.

### Reference

Workforce Investment Act [(P.L. 105-220) Title I, Sections 101 (13) & (46), 134(d)(3)(c), [134\(d\)\(4\)\(E\)](#), 134(e)(2) and (3)(d)(2)(h)]

20 CFR Parts 663.800-825

Social Security Act Title IV Section 403 [42 U.S.C. 603 (1)(5)(c)(1)(VI)]

20 CFR 645.220 (f)(1)-(5)

[PL 111-5 American Recovery and Reinvestment Act of 2009](#)

[Washington State Policy #1009, Rev 1 Priority of Service for Veterans and Eligible Spouses](#)

### Policy

Based on individual assessment and availability of funds, supportive services may be awarded to eligible participants. Supportive service awards are intended to enable an individual to participate in WDC funded programs and activities to secure and retain employment.

Except for youth, a maximum of \$700 per year is authorized per participant. The WDC will review the limit periodically to ensure adequacy of the amount and the availability of budget. The amount is exclusive of childcare payments, needs-based payments, out-of-

state job search and relocation assistance, and cost of testing for disabilities such as learning disabilities.

Priority must be given to enrolled eligible veterans and their spouses under the Jobs for Veterans Act (see definitions section). If program and service resources are limited, then the veteran or spouse is given access instead of others. NOTE: This does not mean that the veteran or spouse is given “bumping rights” over others who are already receiving supportive services. Information regarding the availability of supportive services in the local area, as well as referral to those services is one of the core services that must be available to Adults and Dislocated Workers through the workforce delivery system. [20 CFR Sec. 663.800].

Service providers must establish internal controls that result in equitable treatment, maximize the allocations, and ensure coordination with, and referral of participants and applicants to, other community resources. WDC management or its designee has the authority to grant exceptions to participants on a case-by-case basis if additional supportive services allocation would significantly benefit the individual in job retention or wage progression or getting through training in order to achieve job retention or wage progression. The WDC will not approve retroactive requests.

The WDC does not set a limit on the amount or duration of childcare services as long as the support is required and the participant is enrolled or registered in a WDC funded program or activity. However, it is the intent of the WDC to provide childcare only for participants who have no alternative childcare resources. Alternative resources for childcare, e.g. family friends, TANF, and other additional income must be explored first for all participants. WDC-funded childcare shall be the supportive services funding of absolute last resort. Partners in the WorkSource system should leverage other childcare resources whenever and wherever possible.

Out-of-state job search assistance is limited to \$500 for reasonable and necessary expenses to transport the individual to an in-person interview, if it has a viable chance of leading to a job offer. Relocation assistance is limited to \$1,000 for reasonable and necessary expenses to transport the individual, and his or her family and household possessions to the relocation area. The relocation assistance limit can be increased up to \$1,500 by written appeal to the WDC if the financial need justifies the increase and the combined costs of all job search assistance and relocation assistance do not exceed \$1,500.

Supportive services include the following:

- a) Assistance with local transportation costs and limited private auto repairs associated with work or training;
- b) Assistance with child care and dependent care costs;
- c) Assistance with housing and food;
- d) Referrals to, and in some cases assistance with, medical and prescription services;

- e) Assistance with uniforms or other appropriate work attire, hygiene and haircuts, eyeglasses, and work or training related material costs.
- f) Assistance with job-related adult basic education and English as a Second Language training;
- g) Assistance with translations;
- h) Assistance with work and training related licenses, permits, and fees;
- i) Assistance with disabilities including learning disabilities;
- j) Assistance with out-of-state job search and relocation to a new job.

Support services do not allow the following:

- a) Fines and penalties such as traffic violations, late finance charges, and interest payments;
- b) Entertainment including tips;
- c) Contributions or donations;
- d) Vehicle or mortgage payment;
- e) Refundable deposits
- f) Alcohol or tobacco products
- g) Pet food;
- h) Excessive or costly food purchases beyond normal dietary needs;
- i) Out-of-state job search and relocation expenses that are paid for by the prospective employer or by the employer who has laid off the individual.

Non-WIA funded programs may have different support service guidelines than those listed above. In these instances, grant guidelines should be followed.

## **Procedures**

### **A. Eligibility**

Supportive services may be granted to Homeless Intervention Project, and WIA-youth eligible participants only after it is determined that:

1. The participant is officially enrolled into the WDC funded program;
2. The participant requires limited supportive services such as local transportation, clothing, food to complete the application process or follow-up period;
3. The service provider staff has determined the payment is appropriate and necessary;
4. The goods and services are required for program participation, training or transition to employment;
5. Supportive services for the participant are in compliance with ADA.

Supportive services may be granted to WIA adults and dislocated workers only after it is determined that:

1. The participant is registered in WIA services and requires supportive services to gain job placement or toward self-sufficiency;
2. Supportive services are required for training, local or out-of-area job placement, or participation in intensive services;
3. The participant requires limited supportive services during the follow up period after exit as determined by the service provider;
4. Supportive services for the participant are in compliance with ADA.

#### B. Documentation

Any request for exception must occur in writing to the WDC for approval prior to the provider incurring the expenditure. No retroactive exception can be approved.

Service providers are required to maintain documentation sufficient to satisfy the requirements of this policy. At a minimum this includes:

1. Determination of participant's request for supportive services and/or training reimbursement items or goods in case notes or form stating the reason services are necessary;
2. Case notes determining that service providers have attempted to use other resources before WIA supportive services dollars are authorized;
3. Determination of service provider's approval of participant requests in case notes or form;
4. Records of payments, including date of receipt, the amount of payment, check/voucher number, validated by signature of the participant;
5. A log of cumulative amounts disbursed to each participant;
6. Bus ticket logs signed by the participant and case manager;
7. Supporting documents such as redeemed checks or vouchers paying for the goods or services, travel log, record of Metro Bus Ticket control numbers or a cash memo or voucher from the vendor whom the goods or services were purchased;
8. In the case of rent assistance, a rental or lease agreement;
9. In the case of childcare services, documentation of other resources explored;
10. In the case of out-of-state job search and relocation, determination that there is no reasonable expectancy that the individual will obtain suitable work in the area in which the individual resides AND the individual has obtained suitable work of long term duration or an offer of suitable work in the state of intended relocation. Suitable work matches the individual's skills, abilities, and income needs. Additional required documentation includes: three estimates for the transportation or relocation costs and actual receipts or advanced billing of travel and moving expenses. All shipments of

household and personal goods must be completed within six months following the date of request for relocation assistance unless waived by the WDC in writing due to extraordinary circumstances such as illness.

## Definitions

Veteran means a person who was in active military service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or a Reserve component, other than full time duty for training purposes.

Eligible Spouse as defined in section 2(a) of JVA (38 U.S. C. 4215(a)) means the spouse of any of the following:

- (1) Any veteran who died of a service-connected disability;
- (2) Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) Missing in action;(ii)captured in line of duty by a hostile force; or (iii) forcibly detained or interned in line of duty by a foreign government or power;
- (3) Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs;
- (4) Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.