
Local Instruction 23-09 -UPDATED FROM LOCAL INSTRUCTION 20-05

TO: Catawba Workforce Development
Area

SUBJECT: Updated Supportive Services Policy

ISSUANCE DATE: November 29, 2021

UPDATED: 06/17/2025
07/01/2025

EFFECTIVE DATE:

EXPIRATION DATE: Indefinite

Purpose: The purpose of this instruction is to issue guidelines for providing supportive services for Workforce Innovation and Opportunity Act customers.

Background: The Workforce Innovation and Opportunity Act allows for payments of supportive services for WIOA registered customers participating in core, intensive and training activities. Supportive services may include transportation, child-care, purchasing or leasing of computers, internet service, emergency assistance, medical assistance and legal aid services (refer to Local instruction 23-12) that are necessary to enable the customers to participate in activities authorized under WIOA and obtain employment. WIOA stipulates that supportive services are provided only to those customers who are unable to obtain such services through other programs.

Determination of need for Supportive Services: The WIOA requires that supportive services be provided only to those customers unable to obtain such services through other programs and such services must be necessary for the customer to achieve the goals outlined in the Individual Service Plan. Therefore, the Career Advisor when developing the Individual Service Plan must determine the customer's supportive service needs and document efforts to secure appropriate resources from other community agencies. Only if a customer is unsuccessful in obtaining services from other community agencies should such services be provided or procured by the WIOA system. Career Advisors must document all efforts to secure services through non-WIOA sources, including a determination for what services the customer can access through his/her support network.

Allowable services for Adults/ Dislocated Workers and eligible Youth who are registered in WIOA activities:

Transportation

When it has been determined that a customer is unable to attend a WIOA activity or training due to the lack of transportation, the Career Advisor can provide or procure transportation. The Career Advisor should attempt to arrange transportation through other community agencies or a private provider. Public transportation should

also be utilized when available. The Career Advisor also may choose to pay an individual selected by the customer to provide transportation.

Prior to any agreement, the customer should verify and provide evidence to the Career Advisor that the private individual has a valid driver's license and insurance. The Intensive Services Provider should have an agreement with the transportation provider specifying the cost and reimbursement arrangements.

Transportation services should be provided on a temporary basis while the customers and the Career Advisor develop plans for the customers to provide their own transportation.

Customers who own a vehicle or have access to a vehicle may receive assistance to help with the out-of-pocket expenses associated with participation in activities or training. The Career Advisor must verify that the customers are driving and determine the actual number of miles traveled each day. The Intensive Services provider is required to maintain adequate source documents to support transportation costs. The Intensive Services provider must also ensure that the travel costs are expended only for the actual days the customer travels to the activities/training.

Transportation Reimbursement:

* Transportation allowance is provided for miles traveled to and from the training site from the participant's residence, in accordance with the participant's semester schedule. Customers must travel 25 or more miles roundtrip to be eligible to receive travel reimbursement. If a customer travels less than 25 miles and can show a hardship in being able to attend travel or work, a waiver must be submitted to the local administrator for approval.

<u>Miles Traveled Roundtrip</u>	<u>Daily Allowances</u>
25+ miles	\$12.00

If a customer who is driving to the activities/training agrees to transport another WIOA customer, the driver may be reimbursed 50% of the daily allowance for each additional customer. The Intensive Services provider must verify that the driver is transporting the customer(s). The verification may be as simple as a statement such as "I certify that I provide transportation for _____", and list the customer(s) name, State ID, and the total miles transported per trip. The customer who is driving and the customer(s) who are being transported should sign the statement. Transportation allowance will not be provided for an online course unless a participant is required to be on site to participate in required activities during the course of the training.

Childcare Cost

Due to the limited amount of WIOA funds it is important that the Career Advisors exhaust every possible means to assist participants with obtaining childcare through other community resources. If it is determined that there are no other means of providing childcare and that childcare is necessary for the customer to participate in the activities/training, then childcare assistance may be provided. Childcare assistance cannot be provided for online courses.

Childcare payments will be made directly to the service provider. Documentation and/or invoices must be secure and maintained by the Intensive Services provider. To pay childcare costs, the Intensive Services

Staff must secure from the provider a W-9 form, an itemized invoice showing the name(s) of the child or children; the name of the parents; time and dates covered; and total charges. Payment of childcare costs must be linked to the customer's attendance. If the customer is absent from the activities/training, the payment will not be made for that day. Childcare referrals and payment vouchers can be provided to participants with a child 12 years old or younger. It may be permissible for a participant to use a family member to provide childcare.

The family member providing the childcare must be at least 16 years of age. The childcare provider cannot be the child's father, stepfather, mother, or stepmother.

If WIOA funding becomes limited the Career Advisor will work with the customer to develop a transition plan. Payments for child-care shall not exceed \$20 per day per child for a full day schedule and \$10 per day per child for a part-time schedule and shall not exceed \$30 per day for two or more for a full day schedule and \$ 15 per day for two or more children for a part-time schedule. Childcare assistance is paid only for training attendance in accordance with the participant's class schedule.

Emergency Assistance

Emergency Supportive Services are defined as necessary services provided to eligible WIOA participants enrolled in intensive or training activities, who cannot afford to pay for those services and without them, would make it impossible for the participant to attend WIOA activities.

The maximum lifetime allowable amount approved for Emergency Assistance is \$400.00 per qualifying participant. Assistance may be provided for emergencies such as housing, utilities, internet, eye care, auto care or other needs that will enable the participant to attend or remain in training, or other allowable activities, as determined by the Career Advisor. The participant must present documentation such as a bill, invoice, service statement, three quotes, etc. indicating the need to the Career Advisor. The participants must also provide documentation stating that these services are not available through other agencies or sources. The services must not be available free of charge from another entity in the area for WIOA funds to be used. Payment must be made directly to the company/entity, NOT to the participant. All expenses must be approved in advanced by the Career Advisor Manager, SC Works Catawba Project Director, and Catawba WIOA Administrator.

WIOA will provide up to \$50 per month reimbursement for internet costs if the participant is in an approved online training course for the duration of the course and all other means of obtaining suitable internet services have been exhausted. The career advisor must clearly document attempts to secure internet services for other sources. The participant must provide a copy of the internet bill to their Career Advisor. The Local WDA does not fund laptops at this time. Staff should encourage participants to utilize outside resources to complete assignments such as school resource computers and libraries. If a participant can show a justifiable hardship in completing coursework without a computer and staff have verified all other means have been exhausted, staff may submit a waiver for approval to purchase a laptop.


LWDA has a supportive service cap of \$2000 per participant, which encompasses all supportive services. Supportive services are offered based on the available funding and the local area budget. **Note: Any supportive services paid as a requirement for training will be calculated in the \$12,000 lifetime training cap. This includes physicals, uniforms, books, supplies, etc. Uniforms are capped at \$200 per training program.**

Whenever possible, staff should enter all training related costs directly under the training activity and ensure that the appropriate supportive service activity is being entered. If physical and immunization are a prerequisite for training, they should be entered under supportive medical services.

Any deviations from the established policy must be approved through a formal waiver.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to abaker@catawbaco.org

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Amanda Baker
WIOA Administrator