

# Rivers East Workforce Development Board

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RIVERS EAST LA ISSUANCE 2021-09 CHANGE 4

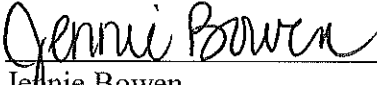
**SUBJECT:** RIVERS EAST WIOA SUPPORTIVE SERVICES POLICY

**PURPOSE:** To update the policy to include supportive services for other industry recognized credentials.

**ACTION:** Service providers should review the policy for updates as well as use the attached updated forms.

**EFFECTIVE DATE:** July 1, 2021

**REVISION DATE:** September 7, 2022

  
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Jennie Bowen  
Workforce Development Director

Attachment

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Serving: Beaufort County • Bertie County • Hertford County • Martin County • Pitt County

Mid-East Commission • Workforce Development Department  
"Committed Equal Opportunity Employer/Programs"

\*Auxiliary aids and services are available upon request to individuals with disabilities.\* Relay numbers for the Hearing Impaired: (TT) 1-800-712-6600 (voice) 1-800-735-8262  
[www.mideastcom.org](http://www.mideastcom.org)

The following policies apply to supportive services provided in Rivers East:

To receive supportive services, the WIOA participant must be receiving staff assisted career services and be participating in employment and/or training activities. There must be a direct connection between the supportive services offered and the activity in which the participant is participating. Youth may also receive supportive services while in follow-up services. The supportive services provided must be allowable, reasonable, and not otherwise available to the participant.

**Supportive Services are not entitlements** and must be supported by the demonstration of financial need. Funds used for supportive services should be used in a manner to avoid duplication of services and must be leveraged with other resources, including funding from private, community, and/or faith-based organizations.

The need for supportive services along with the confirmation that no other resources are available must be documented on the Individual Employment Plan/Service Strategy (IEP/ISS), the Objective Assessment (OAS), and in NCWorks case notes. The appropriate CSS activity code should also be added.

Course Registration must be scanned/uploaded with the ITA or CSS education-related payments to verify enrollment into education. A transcript or drop-out form must be obtained to verify training completion/drop-out date. The transcript or drop-out form should be scanned into the Documents Tab and case noted accordingly.

The supportive service provided should be short-term and used to alleviate initial barriers that would prevent the participant from entering employment and/or training.

### **Transportation**

Transportation assistance may be provided to participants who demonstrate financial need and that have no other resources available. Transportation is only paid to and from the participant's home address and the training facility (round trip), at one trip per day.

Mileage is calculated using \$0.56 per mile and not to exceed \$168.00 per week or 300 miles per week. Career Advisors will utilize the "Bi-Weekly Attendance Voucher" Form when reimbursing transportation costs to participants. Mileage reimbursement is paid directly to the participant in accordance with the payment schedule set by the contractor. If another person provided transportation, they are required to complete and sign the form and reimbursement is paid directly to them. If the other individual is also enrolled in WIOA, the Career Advisor must obtain documentation from the other program that the individual has not already received mileage reimbursement, to avoid double-dipping.

To document total miles, Career Advisors should use "MapQuest" or "Google maps" when determining round trip mileage. Maps should verify the mileage from home to the training provider and returning home. Career Advisors should review mileage routes to ensure the closest route is utilized in time and distance, and ensure that different mileage/routes are not utilized when calculating round trip distance. In addition, participants will need to provide their current schedule, showing they have "in-person" classes and are required to travel to and from class. All three documents must be scanned into NCWorks and case noted.

Transportation assistance also may be provided to students enrolled in clinical settings. Career Advisors should use "MapQuest" or "Google maps" to determine round trip mileage from the participant's home address to the clinical site. The same maximums apply: \$0.56 per mile and not to exceed \$168 per week or 300 miles per week. Participants will be required to submit their clinical schedule to the Career

Advisor as documentation that they are required to attend/travel to a different location. All documents must be scanned into NCWorks and case noted.

Any travel assistance not in the form of reimbursement, MUST be pre-approved by the Local Area (taxi, Uber, etc.). With the request, the Program Supervisor must include the documented need/purpose (i.e., classroom training, WEX, OJT), the plan for how long the participant will need transportation, and the plan to address the participant's transportation barrier. All requests must be submitted in writing to the Workforce Development Director. Program Supervisors are responsible for ensuring all documentation, case notes, and other supporting information has been scanned in NCWorks prior to submitting the request. Cancellation fees will not be reimbursed.

### **Childcare Assistance**

Childcare assistance may be provided to participants who demonstrate financial need and that have no other resources available. Childcare may be provided for children under six (6) and for school-aged children after school hours. Childcare reimbursement will be at a rate that is considered usual, reasonable, and customary with this geographic area. WIOA Service Providers will utilize vouchers for certified childcare providers only. **All participants must apply with the Department of Social Services and provide their "wait list" documentation or their approval letter to the Career Advisor. *The DSS Verification Form must be scanned into NCWorks.***

If the participant has no other source, the following procedures will be followed:

The Career Advisor must check the child(ren) birth certificate or proof of guardianship to prove that the child(ren) do exist and verify the ages of the child(ren). The Career Advisor must document in a case note the date they viewed the documentation, what documentation they viewed, the age(s) of the child(ren), the relation to the participant, and scan a copy of the documentation into NCWorks. The documentation should be redacted per policy.

Payment will not exceed \$140 per week per participant for one child with an additional \$85 per week maximum for one additional child. These are maximums and not an entitlement. All payments will be made directly to the childcare provider.

The Career Advisor should work with the participant to determine the appropriate childcare needs and will document such need according to this policy. All efforts should be made to secure childcare slots on a no-fee basis. Service Providers should ensure they have not only checked with DSS, but local school systems, other licensed childcare providers, and/or other funding sources and document their attempts in a case note.

To pay childcare costs, the Career Advisor must have the childcare provider complete the Rivers East Childcare Invoice. The invoice should include: the name(s) of the child(ren); name of the parent; time period and dates attended; rate per week and total charges. The invoice must include the ID Number assigned to the provider by the NC DHHS Division of Child Development and Early Education. A separate invoice should be completed for each week the child(ren) attend.

Childcare vouchers and any other supporting documentation presented by the childcare provider must be case noted and scanned into NCWorks prior to being submitted for payment.

### **Tools, Equipment, Uniforms and other related educational items**

When the participant is enrolled in WIOA-sponsored training or paid work experience and the participant is required to purchase tools, equipment, uniforms or other educational related items, the participant must

provide the Career Advisor a “needs” list from the training provider and/or the employer stating the exact items that need to be purchased. The Local Area has to approve and procurement should occur for total purchases exceeding \$500. *The only exception to the \$500 limit is for purchasing required textbooks.*

Once the Career Advisor reviews with the participant, the Career Advisor will complete the Rivers East Purchase Authorization Form and forward to the Program Director or their designee for approval. Once approved, the Career Advisor will forward the form to the vendor and/or purchase the items online, via the contractors approved process. *Note: if class-related items, they should have been documented on the FAA as an anticipated cost of attendance.*

Once the items are purchased the Purchase Authorization Form, receipt(s) and the needs list must be scanned (together) in NCWorks and case noted.

For those pursuing their GED, the following should be used when purchasing “online” programs and tools:

- If the participant TABE tests at EFL 3 or lower, the participant will be required to enroll in an approved seated training program and be making satisfactory progress before online tools such as GED Flash or GED practice exams can be purchased.
- If the participant TABE tests at EFL 4 or higher, online tools such as GED Flash and GED practice exams can be purchased once during the program year. To make a second purchase, during the same program year, documentation must be scanned into NCWorks showing progress. A third purchase of online tools cannot be made without Local Area approval. Participants who have made no progress in a program year, will be required to be enrolled in an approved seated training program before additional online tools can be purchased.

For those needing to take other industry recognized credentials; ONLY the following assessments and training classes are approved when required for employment and/or to enter training. Documentation from the employer and/or training provider will need to be scanned into NCWorks prior to approving payment.

- National Career Readiness Certification (NCRC)
- ServSafe
- CPR and First Aid
- Auto Safety Inspection
- OBD Emissions Control Inspection
- Escort Vehicle Certification
- OSHA 10 or OSHA 30

### **Other items**

Any “other” supportive service not listed in this policy must have prior approval from the Local Area.