

## Workforce Development Board

Upper Savannah Council of Governments  
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### UPPER SAVANNAH WDA INSTRUCTION NUMBER: PY'21-04

**TO:** Upper Savannah Grantees

**ISSUANCE DATE:** September 20, 2021

**EFFECTIVE DATE:** Immediately

**SUBJECT:** Supportive Services Change, Replacing Upper Savannah Instruction PY'21-03

Supportive services are allowable under the Workforce and Innovation Opportunity Act. The Final Rules in 20CFR 680.920 instruct local boards to develop local policies which ensures service coordination in their area. The policies below apply to individuals enrolled in WIOA programs. Please also refer to SCWOS guidelines for entering supportive service activities. Supportive services do not apply to clients in follow-up unless specified.

#### 1. Assistance with Transportation

##### Transportation Reimbursement

Who Is Eligible for Service?	Adults, Dislocated Workers and Youth who attend approved occupational skills training, basic skills training or work-based training further than 5 miles from their home and who do not receive transportation assistance from another organization.
What Is Provided?	\$5 dollars a day for 5 to 24 miles one way \$12 dollars a day for 25 miles one way or more Transportation payments for work-based learning are limited to three weeks.
What Documentation is Necessary for Payments?	The contractor must obtain a class schedule showing where classes are offered and calculate the distance from the client's house to the training. The documentation must be updated whenever there is a change in training or the client's residence. The printout showing that the training is more than 5 miles away should be filed with accounting paperwork when a purchase order for transportation is generated.  Contractors may pay clients weekly or bi-weekly. Attendance records must show the client attended the class. The client cannot be paid for days they attend virtual classes or work online unless the tele-class set up or computer lab is more than 5 miles from the client's house. Attendance documentation should be submitted to the accounting office with check request forms.

### Direct Transportation Assistance

Who Is Eligible for Service?	Adults, Dislocated Workers and Youth who need help getting to SC Works for career services or subsidized or unsubsidized job until they can make arrangements to provide their own transportation.
What Is Provided?	A payment to a transportation provider such as a taxi service, public transportation provider or service such as Uber or Lyft. It is expected payments \$20 or less one way. Transportation can only be provided from residence to work and cannot include stops. The assistance is limited the greater, three weeks or 15 round trip journeys
What Documentation is Necessary for Payments?	Documentation of job and location of residence. Payments are made to provider and should include dates of service.

- 2. Assistance with childcare and dependent care.** Contractors must be familiar with childcare options in the area and make referrals as appropriate. The services below are for those who have unmet needs.

Who Is Eligible for Service?	Adults, Dislocated Workers and Youth who attend approved occupational skills training or adult education activities who require childcare to attend class.  Children must be 13 years old or younger. The service is limited to twelve months for clients.
What Is Provided?	A payment of up to \$25 a day for all day care or up to \$12 a day for care less than four hours. The payment must be to the provider. Relatives may be used as childcare providers, but a reimbursement will not be made to a parent. For example, a dad cannot be paid for keeping his child so the mother can attend class.
What Documentation is Necessary for Payments?	The contractor must obtain a class schedule showing where classes are offered. Childcare is not provided for internet-based classes. The contractor must have on file: <ol style="list-style-type: none"> <li>1. Documentation of children's ages (can be self-attestation from parent.)</li> <li>2. Documentation of the provider. W-9 forms should be on file for providers, which have payments exceeding \$600 a year.</li> <li>3. Documentation that the provider is not a parent of the child. (Can be self-attestation.)</li> <li>4. If the provider is not a licensed childcare facility, the client must sign a statement indicating the client selected the provider and that by paying towards the cost of childcare, WIOA does not make any guarantees regarding the quality of care.</li> <li>5. Attendance documentation. Childcare can only be paid for days when clients are in class.</li> <li>6. Documentation that childcare is not provided by another agency, or still exists after other agency contributes. (For example, DSS pays for day care from 7 am to 6 pm, but client needs care from 5:30 am to 7 am to attend clinical classes.) The documentation can be self-attestation.</li> </ol>

	However, if a client is dual enrolled between partner programs, WIOA should verify what services the client is receiving.
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### 3. Assistance with Housing

The Upper Savannah Workforce Area does not provide assistance with housing. The agencies, which may help, include GLEAMNS Community Services Block Grant, churches and the GAMES Homeless Coalition.

### 4. Needs Related Payments (NRP)

Who Is Eligible for Service?	WIOA Adult clients who are unemployed and who are not receiving UI benefits. Clients must be considered economically disadvantaged because of documented status as homeless or transitioning foster child.  Payments are limited to those who are in occupational classroom training which is fifteen weeks or shorter and which has class at least 20 hours a week or more. If class time is less than 20 hours, workshops, tutoring, self-paced instruction and homework supplement.
What Is Provided?	\$240 a week payment for eligible clients who are in class. Reimbursement is capped at seventeen weeks.
What Documentation is Necessary for Payments?	Client files must contain: <ol style="list-style-type: none"> <li>1.Documentation of homeless status or foster care affiliation. Can include letter from shelter, human services agency, Department of Social Services confirmation. The documentation cannot be self-attestation.</li> <li>2.Documentation that client is unemployed. This will come from the application and a statement on the NRP request form submitted weekly.</li> <li>3.Documentation of UI status – UI printout and on NRP request form.</li> <li>4.Statement from client that they are not receiving income support from another agency for attending class.</li> <li>5.Information showing that training program is 17 weeks or less and has at least 20 hours a week of instruction.</li> <li>6.Attendance documentation. Payments will only be made for weeks when client attends 80% of scheduled hours or more. No more than two weeks can be paid for holiday break or between training approval and the start of class.</li> <li>7.If the client receives Needs Related Payments and other ongoing supportive services such as childcare or transportation, a statement should be on file, showing that the client has inadequate resources to address housing or transportation needs and the NRP will help the client save for an apartment deposit or car down payment.</li> </ol> <p>Because NRP are more complicated than other supportive services, NRP applications will be reviewed by the training director.</p>

### 5. Assistance with Educational Testing

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers and Youth
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What Is Provided?	<p>Payment for licensing exams or tests for educational credentials</p> <p>WIOA will not pay for an exam twice without remediation. If a client fails the initial exam, the client must participate in at least one hour of remediation for every \$20 of the cost of the retest.</p>
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. Information on test. When and where is it administered? What credential will be earned if the client passes?</li> <li>2. Documentation of payment. It is preferred that the testing organization is paid directly. If the client pays, there must be a receipt or other clear evidence that the client (and not another agency) paid the cost.</li> <li>3. Either a release form allowing WIOA to get a copy of the credential or a written assurance from the client that the client will provide a copy of the credential.</li> <li>4. Documentation of remediation if retaking test.</li> </ol>

## 6. Reasonable Accommodations for individuals with Disabilities

The Upper Savannah area is committed to eliminating barriers to employment. The area ensures its locations are ADA compliant. From time-to-time, there may be need for services such as a sign language interpreter. Upper Savannah and its contractor will handle situations on an as-needed basis.

## 7. Referrals to Health Care

Upper Savannah can pay for health care expenses, which are necessary for a client to go to class or get employment. Examples of services include immunizations, TB testing, prescription eyeglasses, clinic visit to get a prescription to treat health condition which would cause client to fail pre-employment physical (such as high blood pressure), prescription medicine. To stretch funding (and help clients access care after WIOA participation) referrals should be made to free clinics when possible. In the case of prescription glasses, WIOA can pay for basic frames and the prescription lenses. WIOA will not pay for upgrades such as designer frames, no-line bifocals, and tint changing coatings. It is a best practice to get an estimate before authorizing eyewear.

Note: Even though contractors must document the necessity of medical expenses, care should be taken so that a client's specific medical condition and treatment are not kept in files. Diagnoses should be redacted from records and not disclosed in case notes. If it is impossible to separate the financial documentation and sensitive medical information, the documentation may be placed in a sealed envelope marked "confidential information relating to check number #xxx" and be kept in a locked cabinet so that an auditor may review it, if necessary, but otherwise it will be shredded unopened after the records retention date passes.

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers or Youth who need medical assistance to go to training or get or keep a job						
What Is Provided?	<p>The limit for an individual is \$500 and includes:</p> <table><tr><td>Immunizations</td><td>Testing</td><td>Medical care</td></tr><tr><td>Prescriptions</td><td>Prescription eyeglasses</td><td></td></tr></table>	Immunizations	Testing	Medical care	Prescriptions	Prescription eyeglasses	
Immunizations	Testing	Medical care					
Prescriptions	Prescription eyeglasses						

What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. Statement from client that the treatment was necessary to attend school or to work. (Self attestation)</li> <li>2. Itemized bill from provider. (Note: bills for glasses must breakout any upgrades.)</li> <li>3. It is recommended that providers be paid directly. If a client pays the provider, they must provide a receipt or other evidence that they paid the expense, and it was not paid for by another source (such as insurance.)</li> </ol>
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#### **8. Assistance with uniforms or other work attire and work-related tools**

Up to \$250 in uniforms, personal protective equipment and tools may be purchased for a client. If the client is attending training, the items must be required by the school. If the items are needed for work, they must be required by the employer. It is recommended that uniforms be purchased for the client or the client be given a voucher. There is a \$100 limit on general clothes such as work pants.

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers or Youth who need a uniform, personal protective equipment or tools to complete approved training, go to work or keep a job
What Is Provided?	Uniforms, personal protective equipment (hardhat, steel toe boots, reflective vest, safety glasses, ear protection), welding protection, hand tools needed to work in occupation.
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. Statement from school or copy of school catalog or if a uniform or personal protective equipment is required by an employer, there must be documentation of what is necessary (job listing, letter, email, page from employer orientation guide.), or case note indicating that client does not have suitable clothing for a job.</li> <li>2. Itemized listing of items purchased.</li> <li>3. If the client is being reimbursed, the documentation should show that the client paid for the items.</li> </ol>

#### **9. Assistance with books, fees, and other necessary items for student enrolled in post-secondary classes.**

Who Is Eligible for Service?	<p>WIOA Adult, Dislocated Workers or Youth enrolled in post-secondary occupational or basic skills training.</p> <p>The training can include programs on the Eligible Training Providers List as well as training sponsored through partner agencies, unions or employer associations. If the training is not on the eligible training provider's list, there must be documentation that the training is consistent with the area's priorities, it leads to a self-sufficiency wage, there is demand for that occupation and there is an opportunity to get a credential.</p>
What Is Provided?	Items required for training.

	<p>Contractors should get an estimate prior to authorizing charges. The area does not pay for general desktop supplies such as paper, notebooks, pencils, etc.</p> <p>Equipment and tool kits costing more than \$1,000 may be purchased as necessary, but WIOA maintains ownership of the equipment or tools until the trainee completes and needs the material to start a training related job. In the event that a trainee drops out, the equipment/tool kit will be reissued to another trainee.</p> <p>If the books and other materials are not for a program on the Eligible Training Provider's List, the limit is \$3,000 per client.</p>
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. ITA documentation showing course on ETP list <u>or</u> documentation that the training is consistent with the area's policies. The following training programs are not allowed: ward secretary, medical billing and coding, phlebotomy, cosmetology, barbering, massage therapy, college transfer programs, horticulture, public safety, paralegal, clerical, child development and human services, courses for a four-year degree or higher.</li> <li>2. Course syllabus or other document showing need for books, equipment, etc.</li> <li>3. Itemized bills from provider or receipts from client. Client purchases must show the client paid for the items.</li> <li>4. Release form to allow WIOA to obtain copy of the student's credential from school.</li> </ol>

#### 10. Technology Equipment and IT Access for Students

Who Is Eligible for Service?	WIOA Adult, Dislocated Workers or Youth who are in approved occupational training or GED instruction and who are taking online instruction or who are required to purchase an I-Pad to download books.
What Is Provided?	<p>Depending on the technology needs the student can be provided a laptop, a Chromebook or I-Pad. Laptops should only be purchased if a Chromebook will not be adequate. Laptops are limited to \$1,000 or less unless there are technical specifications that require more power. If a lease option is available, that is preferred.</p> <p>Internet access can be reimbursed for the duration that the client is in approved training. Case managers can approve up to \$40 a month and \$100 for installation. If the cost exceeds the limit, the case manager should document the options available and get approval from a supervisor. The reimbursement for internet access cannot include cable television or phone.</p>
What Documentation is Necessary for Payments?	<p>File must include:</p> <ol style="list-style-type: none"> <li>1. Statement from school or copy of school catalog stating the need for equipment.</li> <li>2. Itemized listing of items purchased/leased</li> </ol>

	3. Itemized bill for internet access 4. Documentation of class schedule/attendance or progress
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**11. Payments and fees for employment and training-related applications, tests and certifications**

Payments for employment-related applications, tests and certifications are allowable as long as they are consistent with the client's individual employment plan. Please note however, that it is not Upper Savannah's policy to conduct background checks and drug screens on all clients as a condition for program participation. Screening is limited to what is required by training vendors and employers.

**12. Legal Aid Services**

The cost for filing for an expungement or pardon application may be paid for clients who are enrolled and actively working towards goals in their Individual Employment Plan. A case manager may set goals which must be met prior to WIOA authorizing payment for expungement funding.

**13. Basic Cell Phone**

Provide funding for a BASIC cell phone with top up minutes for clients who need a phone to check work schedule and arrange transportation. The phone and first month are expected to cost less than \$120 a month. Months can be added as long as the client is actively participating and needs phone. The benefit is available for those who do not have access to a phone.

**14. Other Supportive Services – Driver's Education Training**

Clients who lack a driver's license may be offered instruction through a commercial training provider.

Questions regarding this instruction should be directed to the Workforce Development Staff at 864-941-8050.



Ann Skinner  
Workforce Development Director