



## TITLE: WIOA Youth Support Services Procedure # 7200P

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**Type:** Program Procedure

**Date Established:** 07/01/2016

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**Status:** Final

**Supersedes:** N/A

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### Procedures

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Contractors must have internal policies and procedures that detail eligibility and need for all support service expenditures. All expenditures should meet needs detailed in the Individual Service Strategy (ISS). Expenditures not reflected in the ISS will not be allowable.

Policies and procedures also must define the frequency and amounts of support available, and establish internal budgets and maximums to ensure all participants can access support equitably. Participant files must contain all expenditures and required back-up documentation. In addition, attempts to access alternative services must be noted in participant case notes, which is required to utilize program funds.

The following specific limits and documentation needs exist for PacMtn contractors:

#### **Child/Dependent Care**

Child/dependent care may be provided to a participant's child or parent while the participant is engaged in training or employment consistent with their Individual Service Strategy, including transportation time.

- Priority will be given to single heads of household.
- Reimbursement will not be made for such care if the participant has an unemployed spouse at home.
- The participant must be the custodial parent or guardian of the child/dependent for who such services are required.
- Child/dependent care services shall be paid to a licensed vendor unless the vendor is providing services in the participant's home.

Exceptions can be made if it is clearly demonstrated that such care is not readily available due to the child's/parent's age or special needs or in instances when there is no appropriate care available in the area. Such exceptions are intended as a temporary measure to allow the participant to engage in program activities until acceptable care can be found.

The payment shall be based upon actual costs while the participant is participating in and traveling to or from approved activities, as documented in attendance records, at rates which are not greater

than current DSHS reimbursement rates. In instances where an hourly rate is being paid, the amount paid is not to exceed the maximum daily rate.

### **Transportation**

Assistance may include bus passes, van pool expenses, or other public travel assistance determined reasonable and necessary for a given participant to participate in training and/or obtain and retain employment.

In instances where public transportation is not available or not feasible, assistance may be provided in the form of gas vouchers and/or car repairs when a private vehicle is used as the primary source of transportation to training or work.

If the repair of an existing vehicle addresses a significant barrier to training and/or employment, and such assistance will alleviate the barrier, then such assistance may be granted.

To provide gas vouchers or pay for repair, the following conditions must be met. Participants must:

- have a current Washington State Driver's License,
- have valid insurance, and
- be the registered owner of the vehicle involved.

If the participant is a youth under the age of 18 and not the registered owner of the vehicle, the contractor must obtain documentation identifying the vehicle's registered owner and providing reasonable assurance, in writing, that the vehicle will be available to the participant for the intended purpose if repaired.

### **Medical, Dental, and Counseling Expenses**

Consistent DOL Training and Employment Guidance Letter 3-04 and findings from DOL 's Young Offender Demonstration Grant programs that the provision of necessary medical and counseling expenses improves participant outcomes, assistance for medical and dental services not covered by other insurance policies or by state labor and industries is allowed. Professional counseling may also be provided to a participant under comprehensive guidance and counseling [see §664.410(10)], one of the "14 Required Elements" of the WIOA Title I Youth Program, to address legal, financial, and mental health, and other personal needs as well as outpatient treatment for substance abuse. Standard fees charged for medical records and reports are also allowable.

### **Clothing**

Work clothing including uniforms required by employers may be purchased if necessary for a participant to obtain and/or retain employment. Documentation of placement in employment is required to be included in the file, and with all support requests.

### **Housing Services**

Housing: Rental or Mortgage payments may be paid to a participant's landlord or lender for one month when such payment is needed to prevent homelessness. Payment may not include late fees. In the case of shelter for a participant who is homeless, up to two months' rent may be paid if required by the landlord to secure housing.

**Such housing assistance is intended as a temporary, one-time measure.**

In instances when housing assistance is provided, there must be a reasonable expectation that the assistance will resolve the situation; for example, if rent or a mortgage payment is paid for one month, there must be a reasonable expectation that the participant will obtain the resources to make the necessary rent or mortgage payment for the following months. In the case of a mortgage, the mortgage must be in the participant's name.

In the case of rental assistance, if the house is shared by other renters, the rent support services must be proportionate to the number of renters. Back up documentation must include a copy of the lease or phone verification of the name on the lease by the landlord, the name and contact information of the landlord and the amount of rent and date rent is due.

Other Housing and Living Services: Other services include payments for overdue electric, home heating fuel, and water bills; telecommunication costs; and/or payment for temporary shelter. In instances where an overdue electric, home heating fuel, and/or water bill is being paid, it must be documented that the participant has contacted the local Low-Income Home Energy Assistance Program (LIHEAP) energy assistance provider and found eligible for services but unable to receive services due to a lack of program funds.

Telecommunication costs are subject to the following restrictions:

- If supportive services are used for a cellular telephone, it must be documented in the participant file that this is the participant's only means of telecommunication. In such instances, only base costs may be paid.
- No internet/data costs may be paid.

Each situation must be evaluated on an individual basis and shall include an evaluation of alternative resources and services which may be available. Attempts to access alternative services must be noted in participant case notes. In instances when any of these other services are provided, such assistance must be to address a non-reoccurring service or there must be a reasonable expectation that the assistance will resolve the situation for the foreseeable future.

**Certification, Screening and Testing**

Union initiation; employment-related fees including but not limited to testing fees, drug screening, background checks; food handlers permits, Washington State Drivers Licenses and Identification Cards, security clearance, first aid/CPR certification, or finger printing; commercial and business licenses; and/or other fees if required by law and/or not paid for by employer to accept or maintain employment or participate in a WIOA activity.

**Food**

Food is not allowed as an approved supportive service.

**Safety Gear/Tools/Books/Supplies/Equipment**

Boots, helmets, gloves, safety vests, eye protection, other safety gear required by OSHA/WISHA standards, and tools required for participation in training or to succeed in employment are allowed. Participants may receive assistance for the purchase of tools, books, supplies, and equipment related

to training or necessary for accepting an employment offer. A given tool or piece of equipment may only be purchased once.

The need for any supportive service must be documented on the participant's Individual Service Strategy and in case notes as must all efforts to obtain the needed services from a non-WIOA source.

### **Additional Limitations**

**The maximum amount that may be spent on any one participant in a given program year is \$1,000.**

### **Exception**

In exceptional circumstances, a request for waiver to the above policies must be made to the Pacific Mountain Administration writing prior to issuance of the service for which exception is being requested.

*Any discrepancies arising between PacMtn policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. PacMtn policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will PacMtn policy and or procedures not meet minimum federal and state policy.*

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### **References**

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PacMtn Youth Support Service Policy #7200  
Workforce Innovation and Opportunity Act of 2014  
WorkSource System Policy 1019, Revision 3, Attachment A- Eligibility Handbook  
Training and Employment Guidance Letter (TEGL) 23-14  
TEGL 08-15:  
Second Title I WIOA Youth Program Transition Guidance

NOTE: The Eligibility Policy Handbook is based on the best information available at this time per WIOA law, proposed rules, and DOL/ETA guidance. The handbook will be revised and reissued after the WIOA final rules are issued and as relevant DOL/ETA guidance is received.

Compliance with the state's eligibility policy will be based on the version of the handbook in effect at the time of the action or activity that may be at issue.

**DATES APPROVED: June 4, 2016, March 2, 2018**

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