



WORKFORCE BOULDER COUNTY

DATE: 01/03/2005

WfBC POLICY SERIES # 2005-01

SUBJECT: SUPPORTIVE SERVICES UNDER THE WORKFORCE INVESTMENT ACT

PURPOSE: To provide each service delivery site in the Workforce Boulder County system with revised policy and procedures for the provision of supportive services for adults dislocated workers, and youth under the Workforce Investment Act (WIA).

REPLACE: March 1, 2003 – (2003-01)

REVISED:

REFERENCES: Workforce Investment Act of 1998 effective August 7, 1998, Sections 134, 101, and 108; Interim Final Regulations published in the Federal Register, Vol. 64, No. 72; and CDLE, PGL No. 00-11-WIA1.

BACKGROUND: The Workforce Investment Act stipulates that supportive services must be available to adults, dislocated workers, youth, veterans, and refugees through the One-Stop delivery system. WIA also stipulates that policy must address the coordination and referral of services to other entities in order to avoid duplication of resources and services and may set limits on the funding and duration of such services.

ACTION:

Effective as of the date of this policy, WfBC Program Staff responsible for approving supportive services shall adhere to the guidance and procedures as set forth in this policy.

A. Applicability

This policy is applicable to adults, dislocated workers, and youth registered in WIA Intensive and Training program activities. These services are not an entitlement and are design to the enable an individual to participants in activities authorized under WIA Title I. Supportive services is on of ten required elements for youth services. Supportive services are intended to enable the successful completion of the customer's Individual Service Strategy (ISS) or Individual Educational Plan (IEP) and may include:

- community services linkage
- childcare
- dependent care
- transportation
- clothing
- housing
- physical accessibility
- minor work tools

Referrals to supportive services that are available through other agencies or resources must be sought by WIA program staff, and customers prior to using the services of this program.

B. Administration and Approval of Supportive Services

All supportive services will be administered through Workforce Boulder County center staff. Supportive services include, but are not limited to the items identified in this policy, (sections F through G). All customer requests will be reviewed and approved based upon allowable, reasonable, and necessary services.

WIA program staff may only approve funds for the types of supportive services and amounts as described in this policy. The WIA Program Manager must approve all requests for services or costs that exceed the limits of this policy and a signed Spending Authorization Form must be included in the customer's file.

All supportive services are contingent upon the customer's satisfactory performance while participating in and completing WIA intensive or training activities as well as available funding. The definition of satisfactory performance for a customer who is in training is that he/she must maintain good attendance and grades (a minimum grade point average of 2.0 or satisfactory progress) and is also in compliance with other program requirements. For a customer who is participating in intensive activities, he/she must be in compliance with program requirements, which include active participation and monthly contact with a case manager. The WIA Program Manager may exercise the authority to establish limits including amounts of funding and length of time funding is available to participant.

Customers receiving transportation supportive services must sign the Operators License and Proper Insurance Acknowledgement. (Attachment 1)

C. Procurement and Payment Process

Program staff shall comply with WfBC policies for procuring goods/services and fiscal procedures. These policies address the competitive bid process, exceptions for sole source procurement, and required forms.

All supportive service purchases must be made directly from an authorized WfBC vendor, when available. A list of approved vendors is on file in the fiscal department. After services have been completed and invoices have been received, payment will be made directly to the

vendor by voucher. In the event that a vendor is not on the authorized WfBC vendor list, third party payment may be used in accordance with WfBC fiscal policy. Pre approval and documentation are required for all third party payments.

D. Supportive Services Assessment

WIA program staff will ensure that an assessment to determine supportive service needs are completed and documented on all customers who are eligible for and registered in WIA programs. Customers who are unable to obtain services from other sources and who are registered in intensive or training services may be provided supportive services Program.

E. Referrals

WIA program staff must seek services from other community resources prior to authorizing supportive services under WIA, as appropriate. Referrals and follow-up will be made to other agencies or resources for assistance.

F. Allowable Supportive Services

The range of supportive services available to WIA customers includes childcare, transportation, physical accessibility tools, work clothes, minor work tools, and other discretionary items. Supportive services are available to WIA customers while participating in and completing intensive or training activities. The following items outline the supportive services, provisions, and duration of such services.

1) Child Care

Customers, who may be eligible for childcare services, should be referred to CCAP for all childcare needs, as appropriate. Customers not qualified for CCAP services may be provide supportive services under WIA Title I.

WfBC will adopt the parent share rate schedule as set forth by CCAP. If the customer is not CCAP eligible, WfBC may pay approved childcare costs while in WIA work or training related activities. The maximum for childcare is base on funding availability and will not exceed \$200 monthly.

2) Transportation

Customers may be issued a monthly bus pass. Specific billing codes outline by the transportation agency must be used. Bus tokens may be issued in place of a bus pass under certain circumstances.

Customers may also given assistance for repair of vehicle, which is used for transportation to their training and work related activity. The maximum for this service is \$300. Approval of the WIA Program Manager is required for vehicle repair voucher.

Authorization for transportation assistance may be extended after obtaining employment. Situations in excess of this time limit will be reviewed and granted based on a case-by-case basis.

3) Gas Assistance

Customers who drive may be provided with gas coupons. Prior to receiving gas coupons, customers must acknowledge the Colorado State Law regarding driver licensing and insurance laws.

Coupons may be issued up to \$75.00 every 30 days or less for shorter time frame. Maximum 20-day allowance is \$30. Gas coupons are redeemable at approved vendors in the area.

4) Physical Accessibility Assistance

Program staff may refer customers to an approved vendor for an eye examination and a pair of eyeglasses. Eyeglasses and examination support cannot exceed \$200. Staff may also request items, which will assist customers with accessibility issues for approval to the WIA Program Manager.

5) Work/Training Clothes

Financial assistance will be limited to an amount not to exceed \$150.00 per customer for these items. Customers must be in a work related or training activity.

6) Minor Tools or Supplies

If the tools or supplies are needed to becoming employed, Staff may provide financial assistance up to \$300.00. Customers must be enrolled in a work related activity.

7) Supplemental Support

Additional supportive services including Home, Health and Auto (non-auto repair) related needs payments may be provided, if allowable by program requirements and funding levels. Activation of Supplemental Support must be approved by Program and Fiscal Managers and can be modified at anytime.

G. Other Supportive Services

Supportive services are not limited to the items identified in this policy. In addition to the above listed services, program staff may also refer to or inform customers about public and community agencies for other supportive services. For example:

- Clothing (Dress for Success – professional office attire);
- Colorado (Child Care Assistance Program - CCAP);

- Dental (Boulder County Dental Aid);
- Emergency Food (Salvation Army);
- Housing (Community Housing Services);
- Medical (Boulder County Health Department);
- Vocational Rehabilitation (persons with disabilities); and
- Boulder County Social Services Programs
 - Emergency Assistance
 - Food Assistance
 - Low Income Energy Assistance

Needs Related Payments

Needs related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training activities. All needs related payments must have the approval of the WIA Program Manager.

INQUIRIES: Inquiries concerning this policy should be addressed to Erin Jones, WIA Program Manager

Tom Miller, Executive Director

Date

ACKNOWLEDGEMENT

***RE: COLORADO STATE LAW ADDRESSING MOTOR VEHICLE
OPERATORS LICENSE AND PROPER INSURANCE COVERAGE***

I UNDERSTAND THAT THE LAWS IN THE state of Colorado require a valid driver's license to operate a motor vehicle on city, county and state roadways. I further acknowledge that any person who fails to comply with Colorado Compulsory Insurance Law is subject to a class I traffic penalty. I hereby waive all claims and release and forever discharge the Workforce Boulder County from any damages of loss arising out of gasoline or vehicle repair purchased by supportive services on my behalf as a customer in a WfBC sponsored program.

Customer Signature

Date