



RIVERSIDE COUNTY
WORKFORCE INVESTMENT BOARD

**Title IB Workforce Investment Act (WIA)
Youth Support Services
*POLICY***

Number: 19-11

PURPOSE: To disseminate guidance on the provision of Support Services available to eligible participants of the Workforce Investment Act (WIA) youth programs, and to establish procedures for contracted program Providers, Partners and Staff.

EFFECTIVE DATE: January 1, 2010

REFERENCES: [Workforce Investment Act, Section 101\(46\) Page 10](#)
[Code of Federal Regulations, 20 CFR, Section 664.45\(a\) \(1\)](#)

Title XXII, State of California Child Care Laws, Division 12 Chapter 1, 1998

- [Title 22, Division 12, Chapter 1 - Infant Care Centers](#)
- [Title 22, Division 12, Chapter 1 - Child Care Center for Mildly-III Children](#)
- [Title 22, Division 12, Chapter 1 - Child Care Center for School Age Children](#)

LOCALLY IMPOSED REQUIREMENTS: N/A

BACKGROUND: Section 101(46) of WIA defines “Support Services” as services “such as” transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this title, consistent with the provisions of this title.” In addition to services during the course of the WIA Youth programs, appropriate services may be provided during the 12 months of follow-up services.

POLICY:

Support Services are not entitlement services or automatic assistance. The guiding principle for the provision of Support Services shall be based on the participant's individual need, and the amount of WIA Title IB funding available for the fiscal year. Contracted program Providers shall make every effort to provide such Support Services to eligible participants with demonstrated needs, which if not met, would result in leaving the WIA Youth Program. Therefore, contracted program Providers shall provide Support Services that may include the following categories:

- Transportation Assistance – In the form of monthly bus passes or gas cards for personal auto for commuting to and from WIA Youth Program activities. (i.e., workshops, job search, remedial courses, etc.)
- Clothing Allowance – Acceptable for youth participating in WIA funded youth program, if it is necessary for program completion, reasonable and appropriate.
- Child Care Assistance – For dependents of the enrolled/eligible participant.
- Work Tools & Equipment – Tools and equipment required but not provided by an employer or training institution are allowable if they are deemed necessary to assist youth in participation of WIA activities.
- Medical Assistance – Provides immediate and short-term remedies for acute medical needs that are barriers to program completion.
- Educational Assistance – Reimbursement is allowable for syllabus-related textbooks, workbooks, GED testing, State exams and other educational items.
- Other Assistance – To be determined on a case-by-case basis in accordance with Riverside County EDA established policies and procedures.

PROCEDURES:Determination of Need

Participants must have a State Enrollment/Registration form on file in EDA'S Management Information System (MIS) in order to be considered for Support Services. In establishing need, the Contracted Program Provider must assess and clearly identify the participant's needs and the level of assistance to be provided. All viable alternatives must first be explored with the participant. The entire process must be documented in the file case notes.

Some of the viable alternatives include, but are not limited to:

- Financial aid, grants, scholarships, and loans.
- Clothes Closets. (Provided by community, volunteer or non-profit resources)
- Medical and/or Medi-Cal programs.
- Subsidized programs such as Housing, Safe House, Women-Infants-Children WIC Program.
- Child care referral programs.
- Utility assistance programs.

Documentation of Need

In addition to complete case note documentation, the planned Support Services must be noted on the Individual Service Strategy (ISS). A detailed narrative must be included in the Support Service Plan describing the justification for each service.

Once a need has been established, the next steps for the contracted program Provider and EDA are:

1. Enroll participant in Activity 81, Support Services, on the State Enrollment/Registration Form and submit revised form to EDA representative. A copy must be kept in case file.
2. Submit completed Support Service Plan for EDA review.
3. EDA representative will review the participant's ISS, State Enrollment/Registration Form (WIA EWIE) (*reviewed/approved by EDA Staff*), ISS Support Service Plan (*reviewed/approved by Provider*), and detailed case notes.
4. If approved, EDA representative will affix approval signature to Support Service Plan, Results Section. A copy of the approved Support Service Plan will be submitted to MIS and the original document is to remain in the case file.

Documentation of Need must be completed and EDA approval must be granted prior to processing reimbursement of any Support Services Costs.

GUIDELINES FOR PROVISION OF SERVICES AND COST GUIDELINES:

Support Service assistance is a needs-based reimbursement activity intended to assist participants in successful program completion. Costs are based on types of service, rate level, estimated frequency and duration of services. *The maximum aggregate Support services award may not exceed \$1,500 per participant, including services during Follow-Up.*

Contracted program Provider is responsible for tracking all support service expenditures, making assurances that rate maximums included in this policy are not exceeded and that the \$1,500 maximum award, per participant, is not exceeded. (This may be done via a Support Services spreadsheet report.) Support Services report must clearly identify all types of services received and the award amounts for each participant. EDA may request that Support Services report be submitted on a monthly or quarterly basis in order to process reimbursement of any Support Service costs.

Clothing Allowance

The maximum amount allowable is \$150 per participant and up to \$200 under extenuating circumstances may be paid. Items which may be considered appropriate are: attire specific to the job, belts, nylons, ties, denim pants. Contracted program Providers should note that formal or semi-formal clothing, leisurewear and any/all types of accessories are not considered necessary or appropriate.

Child Care Assistance

Pursuant to Title XXII, Division 12, Chapter 1, State of California Child Care Laws, participants will be advised that only the following arrangements for child care will be allowed:

- Licensed Child Care Provider.
- Licensed Child Care Center.
- Family member 18 years of age or older, excluding parent or siblings.
- Unlicensed Child Care Provider 18 years of age or older providing care in the participant's home.
- Before/after school care provided at the child's school, by school district personnel.
- *If a child's parent or sibling, over the age of 18 is available at the participant's home during the hours of program participation, childcare assistance is not allowed.*

Contracted Program Providers are responsible for compliance with all applicable Laws and Regulations.

At contracted program Provider’s request, EDA may provide forms such as, Child Care Agreement, Report of Independent Contractor(s), Child Care Claim Form, Taxpayer Identification Number or W-9, Activity Log. However, providers may create their own forms to track required data.

<u>Maximum Hourly Child Care Rates</u>	<u>Hourly Rate (per child)</u>
Licensed Child Care Provider	\$ 4
Licensed Day Care Center	\$ 4
Unlicensed Provider 18 years old or older	\$ 2
Special Care Licensed/Unlicensed In Home Care*	\$ 5

<u>Maximum Weekly Full Time Child Care Rates</u>	<u>Weekly Full Time Rate (per child)</u>
Licensed Child Care Provider	\$130
Licensed Day Care Center	\$130
Unlicensed Provider 18 years old or older	\$ 90
Special Care Licensed	\$160
Special Care Licensed/Unlicensed In Home Care	\$145

Weekly rates apply if the participant is in WIA activities a minimum of 8 hours per day, 5 days a week. EDA will only reimburse costs for the hours the participant is engaged in WIA activities. Any cost in excess of the allowable rate becomes the responsibility of the participant. The above maximums may be exceeded only by approval of EDA Staff.

Work Tools & Equipment

Types of equipment include work-related tools such as carpenter tools, computer hardware/software and instruments used for specific trades and occupations. In instances where participant purchases equipment prior to requesting Support Services, contracted program Provider will evaluate validity of need prior to authorized reimbursement.

The following items may be considered necessary and appropriate, but are not limited to:

- Tool Belts
- Tools
- Protective Eye Wear
- Scientific Calculators

The following are examples that are not considered necessary or appropriate:

- Heavy Equipment
- Surveying Tools

The maximum allowable amount which may be paid per participant is \$150 (up to \$200 under extenuating circumstances).

Medical Assistance

This includes employment physical, x-ray exams, drug screening, and inoculations required for employment as well as other types of medical assistance necessary to preclude participants exiting from training or attaining/retaining employment.

Maximum Health and Medical Rates

Minor Emergency Treatments/Medication/Other	\$120
Emergency Dental Care	\$200
Eye Examination	\$ 50
• Dilation Exam (if recommended)	\$ 20
• Lenses	\$150
• Glasses (Frames & Lenses)	\$175

Educational Assistance

These resources are intended to assist youth pursuing their educational goals. Textbooks and/or other educational materials may be purchased if listed on participant's college, university, or accredited institution syllabus or course information form.

Other Assistance

These resources are available for services not otherwise listed in the policy. Requests are valid only if they facilitate enrollment, remove barriers to school and/or employment, in order to avoid program exiting. The following processes and conditions apply:

- Rate of other assistance may not exceed established maximum of \$1,500 per participant.
- Any combination of assistance may be utilized and each item may only be paid once, as long as the combined balances do not exceed the established maximum of \$1,500 per participant.
- Any cost in excess of stated maximum rates becomes the responsibility of the participant or contracted program Provider.

Housing

Emergency funding may be provided to prevent eviction for one month only. The eviction notice must be submitted to contracted program Provider along with a statement from the participant explaining the circumstances that led to the eviction as well as a plan to avoid future eviction.

Support Services During Twelve Month Follow-Up

All services are available for participants who have been positively exited from the WIA Youth program and actively involved in the 12 month follow up services. Payments will be authorized only for those days participant is involved in follow-up activities.

Exceptions

The basis for provision of these services shall be individual need, as determined through the counseling and assessment process. Although the rates listed are maximums based upon past practices and prevailing rates, they are not absolutes. Expenditures in excess of these rates may only be made with the written authorization in advance of the Director of Workforce Development or designee. All exceptions shall be justified in case files through case notes and supporting documents.

DEFINITIONS:

The following definitions are provided for the purposes of this policy.

- **Enrollment/Registration Form [WIA EWIE](#)**– The form used to record the enrollment of an eligible youth into WIA activities.
- **Case Notes** – An essential part of case management, which paint a picture and tell a story of the

WIA youth participant from beginning of services to end. Case note documentation involves knowledgeable recording of all facts and clear delineation of the service delivery plan. Case notes should be objective and comprehensive.

- **Special Care*** – Is defined as care given to a child with special needs or special problems as diagnosed by a licensed physician, such as physically handicapped or developmentally challenged. This includes infant care for children less than 24 months of age.

Refer to the EDA/WD Knowledge Management intranet site for procedures related to this policy.

Please direct any questions or concerns regarding this policy to the Operations Unit of the Economic Development Agency, Workforce Division at 951.955.3100.



Loren Sims, Operations Manager

ls/bw/tp