WESTERN PIEDMONT workforce development board

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"Workforce Solutions for Employers and Job Seekers." | Marty Waters, Chair

AUGUST 13, 2020

TO: All Western Piedmont Workforce Development Area Title I Contractors

SUBJECT: WIOA Title I NEXTGEN Support Services Policy

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

CONTACT: Workforce Development Administrator

Wendy Johnson

Wendy Johnson
Workforce Development Director

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WIOA TITLE I NEXTGEN SUPPORT SERVICES POLICY

PURPOSE: To provide guidance to Western Piedmont Workforce Development Area (WPWDA) Title I Contractors to determine the appropriate use of Workforce Innovation and Opportunity Act (WIOA) Title I funds for support services for youth and young adults in the NEXTGEN program. *To rescind the WIOA Title I NEXTGEN Support Services Policy dated July 1, 2020.*

BACKGROUND: WIOA has allowed for the provision of financial assistance to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants through youth programs consisting of fourteen elements including support services.

PROCEDURE: NEXTGEN Career Advisors (herein referred to as Career Advisors) will use this policy and procedures to determine NEXTGEN participant (herein referred to as participant) needs related to support services and to authorize payments, purchases, and, in rare instances, reimbursement for allowable support services costs. **All support services assistance is subject to WIOA Title I (herein referred to as WIOA) funding availability.**

1. WIOA funds can only be spent on support services for participants enrolled in one or more allowable/appropriate WIOA activities.

    a. For participants, this means that the participant is registered in ncworks.gov and has a WIOA activity that triggers participation in the NEXTGEN program.

    b. Participants who receive WIOA support services must also be active in the WIOA Title I activity for which the participant needs support services.

    c. In addition, federal regulations allow support services to be provided as a part of the required NEXTGEN follow-up activities after exit.

2. Career Advisors are responsible for making a determination of the support services needed for a participant and whether or not the services are available through other resources without using WIOA funds. Staff should give consideration to the participant's own resources and family resources as well as those resources that may be provided by other partner agencies/organizations.

3. All payments for support services must be approved in writing by an authorized Career Advisor prior to making any payments. A WIOA Title I activity code must be open along with the Customer Support Service (CSS) code in ncworks.gov for payment to be made. All required documentation is to be uploaded in ncworks.gov as noted in

this policy or the WPWDA Occupational Trainings, Individual Training Accounts, and Cost Tracking Process Policy located at https://www.wpcog.org/policy-statements. Keep in mind that new forms are to be uploaded in ncworks.gov when support services for a participant changes. (For example, a participant's address changes causing the roundtrip mileage to change then a new Google Maps must be uploaded).

4. Payments will be issued directly to a vendor. At no time will a participant receive a reimbursement check unless extenuating circumstances are documented and approved by the Title I Program Manager. If the participant receives a reimbursement check, the WPWDA Check Log Policy for WIOA Title I Programs must be followed. (See the WPWDA Check Log Policy for WIOA Title I Programs located at https://www.wpcog.org/policy-statements).

5. WIOA funds may be used to provide WIOA participants with needed support services **only if both of the following conditions apply:**

    a. The individual is unable to obtain support services through other programs/organizations providing such services, **and,**
    b. Support services are necessary to enable the individual to participate in WIOA activities.

6. WIOA staff are responsible for documenting support services in ncworks.gov as follows:

    a. Individual Service Strategy/Individual Employment Plan (ISS/IEP**) –** Career Advisors must document the need for support services in the ISS/IEP in ncworks.gov.
    b. Customer Support Services (CSS) activity – In addition to completing a CSS activity for the participant, Career Advisors must also document on the required WIOA Title I Checklist for Determination of Transportation Needs (Attachment A) and/or WIOA Title I Need for Childcare Assistance (Attachment B) and WIOA Title I Childcare Resource Verification (Attachment C) verifying that no other assistance was available and it is to be uploaded into the CSS activity for the respective support service. This code is to be used in addition to a service code for the meeting such as a Career Guidance and Counseling activity or an Individual Counseling activity.

ALLOWABLE SUPPORT SERVICES

1. Transportation Assistance – One-time transportation-related expenses that may be paid with WIOA funds include:

    - North Carolina Vehicle Registration
    - Vehicle Inspection Fee

- Vehicle License Plate
- North Carolina Driver's License

a) Payment of each of the above transportation costs is limited to one time per participant enrollment.

b) Payments for any of the above transportation related needs are limited to the participant, i.e. payments for the vehicle registration or inspection fee must be for a vehicle owned by the participant.

c) WIOA funds cannot be used to lease or purchase a vehicle or for a down payment toward the purchase of a vehicle.

Ongoing transportation-related expenses that may be paid with WIOA funds include:

- Public/Private Bus Tickets
- Carpool/Van Fees
- Taxi/Uber/Lyft Fares (for emergencies only and not to be used for regular transportation and if no other arrangement can be made, must be approved by the Workforce Development Program Administrator)
- Gas Cards

a) Costs for transportation services necessary for a participant to participate in NEXTGEN activities such as transportation to and from occupational skills training, and/or a subsidized or unsubsidized job may be paid with WIOA funds.

b) Payment of transportation costs to and from a paid internship or other paid employment activity will be limited to a one-time $25.00 gas card as assistance only until the participant receives their first paycheck.

c) Payments for on-going transportation services with WIOA funds must be reasonable and not excessive.

d) Participants who drive to and from a training site/school may receive gas cards to purchase gas needed for this travel. A Google Maps will be required for every training location (class, clinical). The Google Maps is to be uploaded in ncworks.gov with the exact mileage shown. No rounding is done on the Google Maps. Rounding is allowed when final travel miles are figured by the Career Advisor in the "Staff to Complete" section of the WIOA Title I NEXTGEN Training Scholarship Attendance Sheet. (See the WPWDA Individual Training Scholarship Requirements, Expectations and Guidelines located at https://www.wpcog.org/policy-statements for the WIOA Title I NEXTGEN Training Scholarship Attendance Sheet.)

Monthly mileage categories for gas card reimbursements are:

25 – 100 miles = $25.00
101 – 300 miles = $75.00
301 – 650 miles = $150.00
651 – 1,000 miles = $225.00

e) Career Advisors are responsible for ensuring that transportation services are paid only for actual days in school, at work and/or days of participation in a WIOA activity. The use of a timesheet or WIOA Title I NEXTGEN Training Scholarship Attendance Sheet is required to document attendance and authorize support service payments.

All participants who receive transportation assistance must be notified that the provision of transportation support services is subject to WIOA funding availability.

2. Childcare Assistance – Efforts should be taken to provide childcare support services to eligible participants. This may include paying less that the maximum rate allowable, or limiting the number of children served per family. **All participants who receive childcare support services must be notified that the provision of childcare support services is subject to WIOA funding availability.**

   a) The participant demonstrates the need for childcare support services as evidenced by their response on the WIOA Title I Need for Childcare Assistance (Attachment B) and the WIOA Title I Childcare Resource Verification (Attachment C). The WIOA Title I Childcare Resource Verification (Attachment C) form is to be taken by the participant to the Department of Social Services in their county of residence and the Community College they are attending to obtain childcare assistance showing that childcare assistance has been obtained, will be obtained, has been exhausted, or is not available from these sources before receiving WIOA childcare support services. The Career Advisor shall document in the case notes that these options have been explored and both completed forms are to be uploaded in ncworks.gov. If services are available from one of these sources at a later date, the Career Advisor will verify that the participant is on the waiting list for services. The WIOA Title I Childcare Resource Verification (Attachment C) is to be completed at the beginning of each new program year showing the need for continued childcare support services and is to be uploaded in ncworks.gov.

   b) Childcare providers will be paid based on the following rates and assistance from other sources.

      - Full-time student (12+ contact hours for curriculum students, 9+ contact hours for summer curriculum students, 12+ contact hours for continuing education students) 100% of maximum monthly allowed amount (subject to funding availability)
      - Three-fourths time student (9 to 11 contact hours for curriculum students, 7-8 contact hours for summer curriculum students, 9 to 11 contact hours for continuing education students) 75% of maximum monthly allowed amount (subject to funding availability)
      - One-half time student (6 to 8 contact hours for curriculum students, 4-6 contact hours for summer curriculum students, 6-8 contact hours for continuing education students) 50% of maximum monthly allowed amount (subject to funding availability)
      - For 1 child, a maximum total of $350.00 per month will be paid as WIOA support service in accordance with attendance and require documentation policies contained herein (subject to funding availability)

- For 2 children, a maximum total of $550.00 per month will be paid as a WIOA support service in accordance with attendance and required documentation policies contained herein (subject to funding availability)
- For the third child and beyond, no WIOA funds will be paid as a WIOA support service.
- Childcare registration fees, activity fees and supply fees will not be paid by WIOA funds and are the responsibility of the participant.
- Wrap-around program fees will not be paid by WIOA funds and are the responsibility of the participant.
- Weekly charges may not exceed actual cost of care.

c) The participant may select the **licensed** childcare provider that most adequately meet their needs for service. Once selected, the Career Advisor will contact the childcare facility to verify that an opening exists and to explain the procedures for payment to the childcare facility. At this point, the following will occur:

- If the participant, Career Advisor and facility agree that this will be the care of choice, then the Career Advisor will arrange an appointment with the Childcare Director and complete the childcare agreement, provide copies of the childcare agreement, invoices, etc. and to insure that the childcare provider understands and agrees to follow WIOA approved procedures. This will be done for new childcare providers and for new Directors for current childcare providers if necessary.
- The Career Advisor will meet with the participant to go over the Guidelines for Using WIOA Title I Childcare Funds (Attachment D), participant responsibilities, childcare agreement, invoicing, etc. to insure that the participant agrees to follow procedures. The participant will sign the Guidelines for using WIOA Title I Childcare Funds (Attachment D) and retain a copy before the child/children begin attending the facility. The signed form is to be uploaded into ncworks.gov.
- A childcare agreement must be completed for each child for whom the participant is receiving assistance whether they are at the same childcare facility or not. The childcare agreement documents the contractual agreement between the childcare provider, the parent (participant) and the Career Advisor for WIOA funded childcare support services. A new childcare agreement must be signed anytime the childcare provider makes a change in the weekly rate. Signed childcare agreements are to be uploaded in ncworks.gov.
- The childcare provider will complete a childcare invoice and childcare attendance record and return them to the Career Advisor for payment. **Monthly childcare attendance records are to be uploaded in ncworks.gov with the childcare invoice in the participant's support services activity code.**

d) Career Advisors are responsible for ensuring that childcare support services are generally paid for actual days in school, at work, and/or days of participation in a WIOA Title I activity. The use of a childcare invoice and a childcare attendance record are required to document attendance and authorize support service payments and must be verified by the Career Advisor before payment is made.

e) Some **licensed** daycare providers may have a policy that requires continued payment of the regular weekly or daily daycare charge during school breaks and holidays. Payment of WIOA support services childcare funds is allowable during scheduled school breaks such as semester breaks and holidays. The amount of payment during the break periods will be the same as regular school days. Career Advisors should discuss this with participants at the time childcare assistance is requested so that all required documentation is in place when the support services are authorized.

f) Payment is allowable for a full week if the participant is attending GED, classroom training, or work-based learning activities 3 days per week, only if payment is required to retain the childcare position at a daycare center.

OTHER ALLOWED SUPPORT SERVICES

Based on an assessment of individual needs, personal and family resources, and assistance available from other organizations/agencies, Career Advisors may authorize WIOA funds for other support services as follows:

- Clothing needed for an interview
- Clothing and other items (tools, etc.) required for employment and/or training
- Reasonable accommodations for persons with disabilities (special services, supplies, assistive technology, etc.)
- Records required for employment (birth certificate, background check, etc.)
- Other employment related needs

a) Career Advisors are responsible for making a determination of the support services needed for a participant and whether or not the services are available through other resources without using WIOA funds. Career Advisors should give consideration to the participant's own resources and family resources as well as those resources that may be provided by other partner agencies/organizations.

b) Payments will be issued directly to a vendor. At no time will a participant receive a reimbursement check unless extenuating circumstances are documented and approved by the Title I Program Manager. If the participant receives a reimbursement check, the WPWDA Check Log Policy for WIOA Title I Programs must be followed. (See the WPWDA Check Log Policy for WIOA Title I Programs located at https://www.wpcog.org/policy-statements).

EMERGENCY NEEDS RELATED SUPPORT SERVICES

Emergency needs related support services include housing, rent, utilities, car repairs, etc. These support services are available based on WIOA Title I funding availability.

a) Payment of support services for emergency needs such as emergency housing, utility payments, car repairs, etc. is limited to a **maximum** of $750 once per participant enrollment.
b) WIOA funds for emergency housing assistance should generally not include payments for stays at a hotel. More appropriate housing options should be used if at all possible.

c) Payment of support services for housing assistance and utilities **does not** include 'set up' of utilities, rent or rent down payment.

d) Support services for emergency needs such as for housing, rent, utilities, car repairs etc., **may not** be paid to a youth who has not actively participated in a WIOA activity within the last 30 days.

e) Support service payments may be used for late fees or reconnect fees associated with delinquent client utility bills.

f) Career Advisors are responsible for obtaining written verification of the actual costs for all of the above support services prior to authorizing any WIOA funds to assist with these expenses.

g) All payments must be approved in writing by the Title I Program Manager or Title I Program Coordinator and must be paid to the vendor. At no time will a participant receive a reimbursement check unless extenuating circumstances are documented and approved by the Title I Program Manager. If the participant receives a reimbursement check, the WPWDA Check Log Policy for WIOA Title I Programs must be followed. (See the WPWDA Check Log Policy for WIOA Title I Programs located at https://www.wpcog.org/policy-statements.

DISALLOWED SUPPORT SERVICES

The following are not to be paid with WIOA funds:

- Penalties
- Court costs
- Other related criminal fees
- Set up fees for utilities, rent, or rent down payment
- Mortgage or Vehicle payments

WIOA Title I Checklist for Determination of Transportation Needs

Name (Print): _____

Check all that apply

I.	Does not own car.	_____
	Does not have access to a car.	_____
	Has a car that is not operational, and has no funds to make operational.	_____
	Has no funds to purchase gas for car.	_____
	Does not have a driver's license.	_____
	Has had driver's license revoked.	_____
II.	Does not know how to drive.	_____
	Does not have any funds to pay for a bus ticket or to pay for someone to transport participant to class.	_____
III.	Non-WIOA transportation resources explored with no positive results.	_____

A participant will have Workforce Innovation and Opportunity Act (WIOA) Title I transportation services provided to them if at least one item in each I, II, and III is checked. Transportation assistance is subject to WIOA Title I funding availability. This form is required for eligibility and receipt of transportation support services. If funding availability changes, I understand that I will receive notification in writing from the Western Piedmont Workforce Development Area Program Administrator.

I certify the above information is correct and understand that if I knowingly falsify or withhold information to qualify for transportation assistance for which I am not entitled, services will be denied and legal action will be taken to recoup WIOA federal funds.

_____ _____
Participant Signature Date

_____ _____
Career Advisor Signature Date

WIOA Title I Need for Childcare Assistance

Checklist for selecting WIOA Title I participants who are most in need of childcare assistance

Participant's Name: _____

Social Security Number (last 4 digits): _____

		Check
I.	Has one child under six years of age.	_____
	Has two children under six years of age.	_____
	Has three children under six years of age.	_____
	Has four children under six years of age.	_____
	Has a special needs child.	_____
	Has school age children 12 years or younger	_____
II.	Has no funds to enroll child/children in childcare.	_____
	Has no live-in relative who may provide childcare.	_____
	Has no relative or friend outside of the home to care for the child/children.	_____
III.	Cannot receive immediate childcare assistance from DSS	_____
	Has contacted other community resources to receive childcare assistance with no positive results.	_____

Participants may qualify for childcare assistance if at least one item in each of the categories I, II, and III is checked. Qualifying participants with two or more items checked in a category will be given priority for childcare services. Childcare assistance is subject to WIOA funding availability.

_____ _____
Participant Signature Date

_____ _____
Career Advisor Signature Date

WIOA Title I Childcare Resource Verification

Participant's Name: _____ Date: _____

Workforce Innovation and Opportunity Act (WIOA) Title I participant (hereafter referred to as participant) is to take this form to the Department of Social Services in the County in which they live and the Community College in which they are attending to request Childcare Assistance. Signatures are required stating childcare assistance has been obtained, on waiting list or exhausted. The Career Advisor is to complete the Pell Grant section stating the participant is/is not receiving assistance. **This form must be completed and returned to the Career Advisor for WIOA childcare assistance consideration.**

Department of Social Services of _____ County

Is DSS providing Childcare assistance for the Participant's child/children? Yes ___ No ____

Monthly DSS Amount: $_____

Is Participant on waiting list for childcare assistance? Yes _____ No _____

Childcare assistance exhausted? Yes _____ No _____

Assistance Denied? Yes _____ No _____ Reason: _____

_____ _____
DSS Representative Signature Date

Community College: _____

Is the Community College providing childcare assistance for the participant's child/children?

Yes _____ No _____ Monthly Amount: $_____

Is Participant on waiting list for childcare assistance? Yes _____ No _____

Childcare assistance exhausted? Yes _____ No _____

Assistance Denied? Yes _____ No _____ Reason: _____

_____ _____
Community College Representative Signature Date

Pell Grant Funds (Career Advisor to complete)

Is the participant receiving or will be receiving Pell Grant Funds?

Yes _____ No _____ Amount: $_____

_____ _____
Career Advisor Signature Date

Guidelines for Using WIOA Title I Childcare Funds

1. The Workforce Innovation and Opportunity Act (WIOA) Title I Participant (hereafter referred to as participant) must demonstrate the need for childcare support services as evidenced by their response to the WIOA Title I Need for Childcare Assistance (Attachment B) and the completion of the WIOA Title I Childcare Resource Verification (Attachment C), which verifies all other childcare resources have been explored and/or exhausted. The participant is responsible for having the WIOA Title I Childcare Resource Verification (Attachment C) completed by the Department of Social Services in the County in which they live <u>and</u> the Community College in which they are attending.

2. The participant must provide the Career Advisor with a copy of the child/children's birth certificate for verification.

3. The participant will choose the licensed approved facility of their choice and will take the child/children for a pre-placement visit after the Career Advisor has verified with the facility that an opening exists. The Career Advisor will assist with the pre-placement visit as necessary.

4. If the participant is in agreement for the child to attend after the pre-placement visit, the Career Advisor will arrange an appointment with the Childcare Director and complete the childcare agreement, provide copies of the agreement, invoices, etc. and to insure that the childcare provider understands and agrees to follow WIOA approved procedures.

5. Payments from WIOA funds to the childcare facility will be provided under the following conditions.

    a. Childcare payments will be made for participants based on the following rates and are subject to funding availability and eligibility to receive childcare assistance. The WIOA Title I Contractor will reimburse the childcare provider based on the following rate and assistance from other sources.

        1) Full-time student (12+ contact hours for curriculum; 9+ contact hours for summer curriculum students; 12 contact hours for continuing education students) 100% of maximum monthly reimbursement amount (subject to funding availability).

        2) Three-fourths time student (9 to 11 contact hours for curriculum students;7-8 contact hours summer curriculum students; 9 to 11 contact hours for continuing education students) 75% of maximum monthly reimbursement amount (subject to funding availability).

        3) One-half time student (6 to 8 contact hours for curriculum students; 4-6 contact hours for summer curriculum students; 6 to 8 contact hours for continuing education students): 50% of maximum monthly reimbursement amount (subject to funding availability).

        4) For one child a maximum total of $350.00 per month will be paid as a WIOA support service in accordance with attendance and required documentation policies contained herein (subject to funding availability).

5) For two children a maximum total of $550.00 per month will be paid as a WIOA support service in accordance with attendance and required documentation policies contained herein (subject to funding availability).

6) For the third child and beyond no WIOA funds will be paid as a support service.

7) Childcare registration fees, activity fees and supply fees will not be paid by WIOA funds, and are the responsibility of the participant.

8) Wrap-around program fees will not be paid by WIOA funds, and are the responsibility of the participant.

9) The weekly charges cannot exceed actual cost of care.

b) WIOA will pay for excused absences. Any unexcused absences or charges above the approved rate will be the responsibility of the participant. Excused absences are:

1) Illness (Personal or immediate family when your presence is required).*

2) Death in the immediate family member.*

3) Appearance in court (if required by a legal authority and document by a subpoena).

4) Employment and/or training-related activities with prior permission from appropriate staff.

5) Jury Duty (summons must be presented as documentation).

6) Scheduled classes cancelled by college officials. Payment for childcare will be provided for days of quarter breaks and institutional holidays if the student is in attendance the day before and the day after the break.

*Immediate family is considered to be mother, father, sister, brother, husband, wife, son, daughter, grandfather, grandmother, grandson, granddaughter, mother-in-law, father-in-law.

6. An unexcused absence is defined as a missed day in class not included in the above list of excused absences.

7. Absences will be monitored by the Career Advisor. A pattern of excessive absences may result in termination of WIOA childcare support services.

8. Childcare support services will be provided for children under six. Before and after school childcare may also be provided for school age children twelve years of age or younger.

9. I understand that as the participant, I will be eligible for childcare support services for:

a) Childcare payments will be made based on the rates in 5(a) & (b) of these Guidelines.

b) Any excused absences.

c) Official school closing, such as cancellation of scheduled classes and authorized holidays.

10. I understand that any difference between the childcare provider's charge and the WIOA approved maximum rate per month, will be the responsibility of me, the WIOA participant and not the WIOA funded service or the Title I Contractor.

11. I understand that the amount paid for me, participant who has an unexcused absence during the period will be the responsibility of me, the participant and not the Title I Contractor, DSS or the community college.

12. Participants who receive childcare services will complete the Waiver of Liability, which is included in the childcare agreement.

13. Childcare assistance is subject to WIOA funding availability.

I understand and agree to comply with the above guidelines.

_____ _____
Participant Signature Date

_____ _____
Career Advisor Signature Date

WIOA Title I NEXTGEN Support Service Policy - Final - 8-13-20

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