



# Montgomery County Workforce Investment Board

Policy: **Support Services Policy**

Effective Date: July 1, 2012

Policy Number: 2012-07

**SUBJECT: Support Services Policy**

**PURPOSE:** To provide Workforce Investment Act (WIA) staff with policy and procedures for the provision of Support services for adult, dislocated workers and youth, under the Workforce Investment Act (WIA) and the Montgomery County WIB's Local Plan.

**REFERENCES:** Workforce Investment Act of 1998 effective August 7, 1998, Sections 134, 101, and 108; DLLR Policy 3-04

**EFFECTIVE DATE:** July 1, 2012

**ACTION REQUIRED:** Within 15 days of the receipt of this policy it is the recipient's responsibility to ensure all staff are informed of the policy and to create an internal process to ensure accountability.

**POLICY:** This policy is applicable to adults, dislocated workers, and youth registered in WIA Intensive and Training program activities. Support services are not entitlements and are designed to enable individuals to participate in and successfully complete activities authorized under WIA programs. Support services must be approved by WIA program staff before they are received. Support Services are to be provided only when they are determined necessary and the participant is unable to obtain the Support service through any other resource or program providing such services. The Contractor must explore with the participant viable alternatives available before providing these services.

Support Services are not entitlement services or automatic assistance. The guiding principle for the provision of any Support Service shall be based on the participant's demonstrated need that would otherwise result in creating barriers to full participation or leaving the Program. It is the responsibility of the Contractor to ensure allowable, reasonable, and appropriate utilization of support service funds and determine if such assistance is available through other community service providers.

## **A. Administration and Approval of Support Services**

All Support services are administered through WIA staff. Support services include, but are not limited to, the items identified in this policy. All customer requests are reviewed and approved based upon allowable, reasonable, and necessary services. These funds are allowed only for the purposes intended and are to be considered life-time maximum amounts. The use of these funds is based on their availability.

Montgomery Works WIA program staff may only approve funds for the types of Support services and amounts described in this policy. The WIB Director must approve all requests for services or costs that exceed the limits in this policy and may make exceptions to this policy on a case by case needs basis.

All Support services are contingent upon the customer's satisfactory performance while participating in and completing WIA intensive or training activities as well as upon available funding. To maintain satisfactory performance, a customer who is in training must maintain good attendance and passing grades and be in compliance with all other program requirements. For a customer who is participating in intensive activities, they must be in compliance with program requirements, including active participation and monthly contact with a case manager.

## **B. Support Services Assessment**

WIA program staff will ensure that an assessment to determine Support service needs is documented in the customer's individual plan for 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 MontgomeryWorks Support services.

## **C. Allowable Support Services**

The range of Support services available to WIA customers includes childcare, transportation, workplace/training accessibility tools, work clothes, minor work tools, and other discretionary items determined by the WIA program staff. Support services are available to WIA customers while they are participating in and completing intensive or training activities.

Funds for these services are intended to support customer's efforts in training or intensive services or to assist with job placement needs. These funds are not intended to fully cover all costs associated with certain activities. The following items outline the Support services, provisions, and duration of such services:

### **1) Child Care**

Customers who may be eligible for childcare support services must certify, in writing, the costs of the care and provide the name and address of the provider. Child care costs will be reimbursed up to a maximum of \$36.00 per day per infant or child, not to exceed \$4500.00 per customer per six month period. The amount of this support is consistent with the federal/state funded Purchase of Child Care Program (POC) in Montgomery County and the county funded Working Parents Assistance Program (WPA).

### **2) Transportation**

Customers may be issued reimbursement funds for public transportation costs to

and from employment (e.g., OJT, customized training, internships) and training sites. In addition, program staff may issue a Metro fare card, bus pass or bus tokens not exceed \$10 per day with a maximum of \$1000.00 per customer per six month period.

Customers may be reimbursed for driving expenses in the amount of the federal business mileage rate as set by the US Internal Revenue Service for mileage reimbursements to and from training sites and to and from required appointments with their case managers. Any mileage over 20 miles per day round trip is reimbursable up to a maximum of \$500.00 per customer per six month period.

### **3) Work / Training Clothes / Uniforms**

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

### **4) Minor Tools or Supplies**

If tools or supplies are needed to participate in training or become employed, Staff may provide financial assistance up to \$500.00 only if it is required by the training provider or an employer. Customers must be enrolled in training or have a firm employment offer before this expense can be approved by Staff.

### **Needs Related Payments**

Needs related payments provide financial assistance to enable individuals to participate in training activities. All needs related payments must have the approval of the Director, Division of Workforce Services.

## **D. Documentation Requirements for Reimbursement**

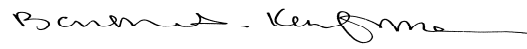
- Determination of need must include documentation regarding the reasonableness of the support service and how the associated cost was determined. It must be documented in the Individual Service Strategy and included in the case folder.
- Reimbursement payments will be made only with the submission of original sales receipts that show itemization of the service and products provided or in the case of mileage, through the submission of a mileage tracking form.
- Mileage reimbursement may be paid directly to the participant or to the person who provides the transportation. The driver of the vehicle must provide a copy of the following: 1) a valid driver's license 2) automobile liability insurance 3) current automobile registration and; 4) Verification of travel distance.
- Mileage reimbursement shall not exceed the current Internal Revenue Service authorized per mile rate.
- Child care reimbursement will be made only with the submission of documentation that includes verification from the child care provider regarding the number of hours of care and that the hours correspond with the hours in the work experience activity.

**Approved:**

**July 11, 2012**

---

Date of Board Approval



---

Barbara Kaufmann, WIB Director