

**JUNE 1, 2023**


**TO:** All Western Piedmont Workforce Development Area Title I Service Providers

**SUBJECT:** Support Services Policy

**EFFECTIVE DATE:** Immediately

**EXPIRATION DATE:** Indefinite

**CONTACT:** Workforce Development Program Manager



[Charity Patterson Hamber \(May 10, 2023 11:16 EDT\)](#)

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Charity Patterson Hamber  
Workforce Development Director

*Serving Alexander, Burke, Caldwell and Catawba Counties*

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The Western Piedmont Workforce Development Board does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

## SUPPORT SERVICES POLICY

**PURPOSE:** To provide guidance to Western Piedmont Workforce Development Area (WPWDA) Title I service providers (herein referred to as service providers) to determine the appropriate use of Workforce Innovation and Opportunity Act (WIOA) Title I funds (herein referred to as WIOA funds) for support services for participants in the Adult, Dislocated Worker, and Youth (youth herein is referred to as NextGen) programs. *To rescind the WIOA Title I Adult and Dislocated Worker Support Services Policy dated April 18, 2022 and WIOA Title I NextGen Support Services Policy dated April 18, 2022.*

**BACKGROUND:** The WIOA defines support services in Section 3(59) as services, such as transportation, childcare and needs related services that are necessary to enable an individual to participate in activities authorized under this Act.

To receive support services, Adult, Dislocated Worker, and NextGen participants (herein referred to as participants) must be receiving staff assisted career services and participating in employment and/or training activities. There must be a direct connection between the support services offered and the WIOA Title I activity in which the participant is participating. The support services provided must be allowable, reasonable, and not otherwise available to the participant. NextGen participants may also receive support services while in follow-up services (20 CFR 681.580).

Support services are not entitlements and must be supported by the demonstration of financial need. WIOA funds used for support services should be utilized in a manner that avoids duplication of services and must be leveraged with all other resources, including funding from private, community, and faith-based organizations.

**PROCEDURE:** Service providers must be aware of and follow all federal, state, and local requirements for the provision of support services funded by WIOA resources. *They must also follow the Support Services Guidelines and Procedures listed below.*

## Support Services Guidelines and Procedures

Career advisors will use these **guidelines** and procedures to determine participant needs related to support services and to authorize payments and purchases. At no time will a participant receive a reimbursement check for support services. All support services assistance is subject to WIOA funding availability.

1. WIOA funds can only be spent on support services for participants enrolled in one or more allowable/appropriate WIOA Title I activities.
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. **Career advisors** should give consideration to the participant's own resources and family resources as well as those resources that may be provided by private, community, faith-based 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 employment/training 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 and 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 (examples: If a participant's childcare rate changes a new childcare agreement needs to be completed, signed by the childcare provider and uploaded in ncworks.gov and/or a NextGen participant's address change causes the roundtrip mileage to change then a new Google Maps must be uploaded in ncworks.gov).
4. Payments will be issued directly to the vendor. At no time will a participant receive a reimbursement check for support services.
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 Title I activities.
6. All support services may be administered in-person or virtually and must be documented as follows:
  - a. Individual Service Strategy/Individual Employment Plan (ISS/IEP), Objective Assessment, and ncworks.gov case notes – career advisors must document the need for support services.
  - b. Customer Support Services (CSS) activity – In addition to completing a CSS activity for the participant, career advisor must also document on the required

WIOA Title I Need for Childcare Assistance (Attachment A), WIOA Title I Childcare Resource Verification (Attachment B), and/or the WIOA Title I Checklist for Determination of Transportation Needs (Attachment E) 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.

7. When administering support services virtually, service providers must place special emphasis on employing additional strategies to eliminate the possibility of fraud.

## **Allowable Support Services for Adult, Dislocated Worker, and NextGen**

### Childcare Assistance

Efforts should be taken to provide childcare support services to eligible participants. This may include paying less than 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.

1. The participant demonstrates the need for childcare support services as evidenced by their response on the WIOA Title I Need for Childcare Assistance (Attachment A) and the WIOA Title I Childcare Resource Verification (Attachment B). The WIOA Title I Childcare Resource Verification (Attachment B) 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 B) 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.
2. Childcare providers will be paid based on the following rates and assistance from other sources.
  - a. 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)
  - b. 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)
  - c. 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)

- d. 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)
  - e. 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)
  - f. For the third child and beyond, no WIOA funds will be paid as a WIOA support service.
  - g. Childcare registration fees, activity fees and supply fees will not be paid by WIOA funds and are the responsibility of the participant.
  - h. Wrap-around program fees will not be paid by WIOA funds and are the responsibility of the participant.
  - i. Weekly charges may not exceed actual cost of care.
3. 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:
- a. 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. **The career advisor will complete an NCWorks New Childcare Provider Request (Attachment D) and submit to the WPWDA Program Coordinator to set up the childcare provider prior to the first payment.**
  - b. The career advisor will meet with the participant to go over the Guidelines for Using WIOA Title I Childcare Funds (Attachment C), 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 C) and retain a copy before the child/children begin attending the facility. The signed form is to be uploaded into ncworks.gov.
  - c. 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.
  - d. The childcare provider is to submit an invoice along with a childcare attendance record and 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.
4. 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 training. 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.

5. Some licensed childcare providers may have a policy that requires continued payment of the regular weekly or daily childcare 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.
6. 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 childcare center.

Transportation Assistance - Payment of transportation costs to and from a paid internship or other paid employment Title I activity will be limited to a one-time \$35.00 gas card as assistance only until the participant receives their first paycheck.

### **Allowable Support Services for NextGen**

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
1. Payment of each of the above transportation costs is limited to one time per participant enrollment.
  2. 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.
  3. 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 **Manager**)
  - Gas Cards
4. 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.
  5. Payments for on-going transportation services with WIOA funds must be allowable, reasonable, not excessive, and not otherwise available to the participant.

6. 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 "WIOA Title I Staff to Complete" section of the WIOA Title I Training Scholarship Attendance Sheet. (See the WPWDA Individual Training Scholarship Requirements, Expectations and Guidelines located at <https://www.wpcog.org/policy-statements> Attachment B for the WIOA Title I Training Scholarship Attendance Sheet.)

Monthly mileage categories for gas card reimbursements are:

25 – 100 miles = \$35.00  
101 – 300 miles = \$90.00  
301 – 650 miles = \$150.00  
651 – 1,000 miles = \$225.00

7. 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 Title I training activity. The use of a timesheet or WIOA Title I Training Scholarship Attendance Sheet is required to document attendance and authorize support service payments.
8. The career advisor will complete the Support Service Documentation Form (Attachment F) and have the participant sign stating they received a gas card as reimbursement for their mileage.

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

### **Emergency Needs Related Support Services for Adult, Dislocated Worker, and NextGen**

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

1. Payment of support services for emergency needs such as emergency housing, utility payments, car repairs, etc. is limited to a maximum of \$1,000 once per participant enrollment.
2. 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.
3. Payment of support services for housing assistance and utilities does not include 'set up' of utilities, rent or rent down payment.
4. Support services for emergency needs such as for housing, rent, utilities, car repairs etc., may not be paid to a participant who has not actively participated in a WIOA Title I activity within the last 30 days.
5. Support service payments may be used for late fees or reconnect fees associated with delinquent client utility bills.

6. 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.
7. All payments must be approved in writing by the service provider Program Manager or service provider Program Coordinator and must be paid to the vendor. At no time will a participant receive a reimbursement check for **emergency related** support services.

**Disallowed Emergency Needs Related Support Services for Adult, Dislocated Worker and NextGen**

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



## Western Piedmont Workforce Development WIOA Title I Need for Childcare Assistance

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

Participant's Name: \_\_\_\_\_

NCWorks State Id: \_\_\_\_\_

	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

**Western Piedmont Workforce Development  
WIOA Title I Childcare Resource Verification**

Participant's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Workforce Innovation and Opportunity Act (WIOA) 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 \_\_\_

Parent fee: \$\_\_\_\_\_

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

## **Western Piedmont Workforce Development Guidelines for Using WIOA Title I Childcare Funds**

1. The Workforce Innovation and Opportunity Act (WIOA) participant must demonstrate the need for childcare support services as evidenced by their response to the WIOA Title I Need for Childcare Assistance (Attachment A) and the completion of the WIOA Title I Childcare Resource Verification (Attachment B), 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 B) completed by the Department of Social Services in the county in which they live and 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 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 service provider 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, supply fees and field trip 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.
  - 10) If DSS is providing childcare assistance to the participant, WIOA funds will be used to pay the parent fee. DSS sets the parent fee based on the participant's household size and household income.
- 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 service provider.
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 service provider, 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

## Western Piedmont Workforce Development NCWorks New Childcare Provider Request

### Provider Name

Childcare Provider Name: \_\_\_\_\_

Federal Tax Id: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Childcare Facility License #: \_\_\_\_\_

### Contact Information

Contact Person: \_\_\_\_\_

Job Title: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Website: \_\_\_\_\_

### Provider Information

Type of Childcare Facility:

*(check one)*

\_\_\_\_\_ Community Based - Church

\_\_\_\_\_ Community Based - Non-Profit

\_\_\_\_\_ Private Employer

\_\_\_\_\_ Other: \_\_\_\_\_

Request Submitted by: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Return form to Elizabeth Hilliard at [elizabeth.hilliard@wpcog.org](mailto:elizabeth.hilliard@wpcog.org)**

**Western Piedmont Workforce Development  
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 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 **Manager**.

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

**Western Piedmont Workforce Development  
WIOA Title I Support Service Documentation Form**

Participant Name: \_\_\_\_\_

NCWorks State Id: \_\_\_\_\_ Program/Location: \_\_\_\_\_

Support Service Received (Please list totals and Month/Year): \_\_\_\_\_

\_\_\_\_\_

Reason for Support Service: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Career Advisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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# Support Services Policy - Final- 6-1-23

Final Audit Report

2023-05-10

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