

Cape Fear Local Policy No. P-WDB-006-2018

Subject: **CFWDB Supportive Services Policy**

Purpose: To provide guidelines for the reimbursement of supportive services expenses to eligible participants in the Cape Fear Workforce Development Board's local area.

Policy: Workforce Development Board supportive services payment policies cover the costs of transportation, child care and dependent care, health care and emergency aid. Service Providers must first try to obtain these services at no cost to WIOA. The Cape Fear Workforce Development Board supportive services policy does not include or allow for needs-related payments.

Action: The following services are covered under this policy:

1. Transportation Assistance

Transportation services may be provided through public transportation, car-pooling, public agency transportation or through the purchase of services contract arrangement. Transportation services will be coordinated with each county's transportation development plan.

Reimbursement will be for actual miles driven only. Mileage will be documented on a travel voucher. Program funds expended for transportation will be for costs incurred.

Different methods of incurring costs and payment procedures are:

- If a participant drives his/her own vehicle to the training site, the service provider will verify this action including the mileage from home to the training center and document it in the participant's file. The participant can then be reimbursed on a per mile basis.
- If a participant arranges to car pool with other participants, the driver can be reimbursed for actual miles driven. The service provider must verify the driver's mileage from home to the training center with the driver certifying the additional mileage on the travel voucher.

If a participant arranges a car with a non-program participant, the service provider will verify and document the arrangement. The driver will be reimbursed for actual miles driven at the same rate as participants. The payment will be made to the driver.

- Participants can be reimbursed for public transportation expenses. For internal control, the service provider will purchase the bus tickets and disburse to participants as appropriate. The provider will document the purchase of tickets

and keep a record of the participants who receive tickets and the date's tickets were received.

- Program funds may be used for transportation services provided by agency owned vehicles. If trips are made to transport only program participants, a log must be maintained showing the miles per trip and the charges for gas, oil and general maintenance associated. The log and vendor invoices will be the source documents supporting the costs.
- If the service provided uses agency-owned vehicles to transport both program participants, the actual costs of operation must be allocated to all funding sources that benefit. A log must be maintained along with vendor invoices for other costs.
- Transportation services may be secured through contract with a private transportation system. The contract must be procured through an open procurement process and costs must be reasonable. If the contract is based on a rate per mile, the provider must maintain logs documenting trips and miles per trip. If the contract is for a fixed amount, the provider will pay for services in installments at agreed upon intervals after services have been rendered.
- The operator may secure other methods of travel, which are not described in the WDB policy. These methods must be submitted to the Board for approval.

2. Childcare and Dependent Care

Childcare costs are allowable. The costs will be paid directly to the service provider unless other arrangements are documented. However, certain situations may indicate a need to allow participants to pay the daycare provider and apply to the operator for reimbursement. In rural areas, it may be difficult or impossible to find actual childcare centers and private individuals may require payment on a frequency insistent with the operator's payment schedule.

In other cases, paying the service provider directly may actually be more expensive than reimbursing the participant. In cases such as this, the contractor is required to verify that services will be provided and that adequate documentation will be maintained. The contractor is required to document the visit. Regardless of whether payment is made directly to the childcare provided or reimbursed to the participant, all necessary documentation and/or invoices must be secured and maintained on file with the program operator.

Program funds will not be used to reserve a block of childcare slots against the possibility that a participant might be enrolled that needs childcare services. Some childcare providers do require payment, even if the child is absent. This is an allowable payment. It is emphasized; however, that if childcare providers can be

found who do not require payment for time when the child is absent, such providers will be used.

Service providers who keep more than one child must be licensed by or registered with the North Carolina Office of Child Day Care Licensing. It is the responsibility of the program operator to determine before incurring childcare costs that the provider is properly licensed or registered. If the proposed child care provider is unable to provide an identification number assigned by the Office of Child Day Care Licensing, the program operator should call that office to determine the provider's status.

To pay childcare costs, the contractor must secure from the provider an itemized invoice showing the name(s) of the child or children, name of parent, time period and dates covered, rate per hour, day, week, as appropriate and total charges. The invoice must also show the ID number assigned to the provider by the Office of Child Care Licensing. A separate invoice will be completed and submitted for each week or month as appropriate. A provider who cares for only one child will not have an ID number. Child care payments may only be paid for the days the participant was in class or on the job or as noted in an earlier paragraph. All invoices for childcare services must be retained, along with other cost documentation for the same project for audit. The contractor must document that a birth certificate or other identification has been checked to prove that the children for whom childcare costs are paid do exist. Reimbursement will be at a rate, which is considered usual, reasonable and customary in the geographical area.

As with all supportive services, the contractor should first attempt to arrange childcare at no cost to the program. Childcare can be provided at no cost if the contractor is able to make these arrangements:

- Acquire without cost openings for participants in existing childcare facilities
- With the assistance of other community agencies, set up a child care facility located in the same place as a program's centralized training
- Adjust hours of training or employment to coincide with school hour in the area, and
- Establish contact with those social service agencies that provide free childcare.

3. Temporary Shelter

Temporary shelter may be required for individuals who find it necessary to leave their present home situations and be placed in a temporary living arrangement. According to document individual needs, program funds may be used to secure a safe, clean and comfortable place to eat, sleep and study.

Permanent arrangements must be secured. This service is provided on a case by case basis.

4. Emergency Aid

Emergency Aid may be provided, usually on a one-time basis to cover unforeseen expenses. Such services include shelter, food, medication, clothes, etc. WIOA funds are provided to participants to cover specific needs that can be tracked via invoice or receipt for payment. No other aid may be provided under emergency aid.

5. Health Care

Health Care will be provided to individuals for whom a documented need exists or is required for employment or schooling. Among medical services which may be provided are physical exams, treatments and services such as eyeglasses and dentures which will improve the participant's employability, information and non-financial assistance in preventive medicine, in the acquisition of medical insurance, and referrals to other agencies for more extensive or specialized help.

A physical may be provided if the individual has not had a physical within the past year and the employer requires a physical examination before the participant can work or attend school. All routine physicals and routine lab tests should be conducted at the county health department if possible.

Contact must be made with other programs/agencies to obtain services at no cost to the program where possible.

Agencies providing health care services must invoice service providers for services rendered. Participant files must be updated with information on the date and healthcare services received.

6. Job Search Expenses

Reimbursement for travel and other expenses associated with job search activities may be approved for participants enrolled in the Dislocated Worker program when it is necessary for them to pursue employment opportunities beyond normal commuting distances (more than 50 miles from their regular place of residence). Reimbursement expenses to participants must be documented. Subsistence may only be reimbursed in conjunction with overnight travel.

Authorization for reimbursement of travel and other costs must be approved prior to the incurrence of costs and may only be approved for travel associated with interviews for bonafide job opening which offers a reasonable level of expectation for employment. Participants traveling to the same destination are expected to travel together to keep mileage costs to a minimum. Costs associated with job search activity may not be authorized retroactively.

Cash register receipts, credit card receipts, motel/hotel statements, receipts for public transportation fares (bus, train, and plane) and/or other appropriate documentation must be transmitted with the request for reimbursement.

Additional Services, which will be provided on a referral basis only, include Financial Counseling and Legal Counseling.

- 1. Financial Counseling** will be designed to assist participants in handling their resources. Many individuals will face problems with basic needs provisions (shelter, food and clothing) as well as responsibilities to creditors for loans, time payments and credit extensions. Coordination with community organizations should occur to assist participants in organizing their financial resources.
- 2. Legal Counseling** is designed to assist participants in dealing with legal matters and the judicial system. If financial legal assistance is necessary, referrals to agencies that do provide such assistance must be made. Legal counseling may be provided through sponsored workshops, referrals to other agencies or by other methods to meet the needs of the individuals.

Effective Date: June 13, 2018

Expiration Date: Indefinite

Contact: Cape Fear Workforce Development Board Director

Distribution: CFWDB WIOA Providers
CFWDB Staff
NC Division of Workforce Solutions