



CENTRAL REGION

Workforce Innovation and Opportunity Act (WIOA) Program Policy #102

Subject: Work Ready Services

Effective Date: November 14, 2012

Revised: January 10, 2018

Policy Statement: The purpose of this policy is to define certain types of services that can be offered for WIOA adult and dislocated worker customers to have the necessary resources available to become work ready as a result of their WIOA program participation. The policy also sets monetary limits to such services.

Policy Provisions:

As defined in the WIOA, supportive services can be made available to enrolled adults and dislocated workers if it is determined that such service(s) are necessary to enable the customer to participate in and complete the program activities documented in their Individual Employment Plans (IEP). These services can also be provided to WIOA participants who have exited and need support services as a follow-up service (for up to 12 months after exit).

The case manager must document that it is beyond the ability of the participant to pay, **and such assistance is unavailable from other sources**. Justification for the provision of these services shall be documented in case notes as directly related to and necessary for the customer to participate in and be successful in WIOA-funded activities.

A maximum work ready services allowance of \$2,500 per participant, per program year is permitted, from among items as specified below. The mix of services should be specific to the customer's needs and case managers shall consult with customers to ensure they understand the annual allowance and how to manage within that allowance. Case managers are required to keep an annual journal log of supportive services and associated costs so that the allowance can be tracked. Such services may be provided from the list below. Exceptions to the cost limit and type of service provided may be granted by the WDB director under a written waiver request submitted by the service provider justifying the basis for such request.

1. Child Care: The following additional stipulations apply:

- Priority will be given to single heads of household. Reimbursement will not be made for child care if the participant has a family member at home available at times when child care is needed. Special cases, such as a spouse with a disability who is unable to work, shall receive individual consideration and be documented by the program operator. A written affidavit may be used for such verification.

- Child care services shall be paid to a licensed vendor and/or provider approved by the Virginia Department of Social Services.
- Child care costs shall not exceed \$85 per week. An additional allowance of \$10 for each additional child may be provided at case manager discretion.
- The participant shall sign a waiver of liability form that is maintained by the WIOA service provider exempting the WDB from any liability associated with illness, injury, accident, mishap or harm incurred during the period of child care.

2. Transportation: Assistance may include public transportation vouchers, licensed transport services, mileage allowance, or other travel assistance that is determined reasonable and necessary. Mileage allowance shall not exceed 75% of the federal mileage reimbursement rate. Board staff will review the federal rate on an annual basis and communicate any adjustments to the service provider. A reimbursement form must be maintained documenting at a minimum the actual mileage, days of travel and purpose of travel.

3. Tools/Equipment to include boots, helmets, gloves, and tools required for participation in training or to succeed in their education or employment.

4. Clothing: Only for articles determined appropriate by the case manager and directly related to employment, interviewing and participation in approved training programs.

5. Automobile Repairs/Maintenance: Assistance may be provided for vehicles used as the primary source of transportation to program activities, training or work. The case manager must document who owns the vehicle through sources such as a state-issued motor vehicle registration. If the participant is not the registered owner, a signed statement from the registered owner documenting that the participant uses the vehicle for transportation to training or work, must be obtained. An invoice from an automobile maintenance and/or repair facility must be presented.

6. Medical services: Assistance for medical, vision or dental services not covered by non-WIOA resources or other insurance policies may be provided. Any service must also be determined by the case manager as necessary for the customer's participation in training or to meet specific work-related requirements to gaining employment.

7. Testing & Licensing Fees: Testing fees required for licensure or certification exams – GED test, driver's permit, and licensing test fees for professional certification after training (e.g. CNA, LPN, MCSE, CDL, etc.)

8. Temporary Housing: Assistance with temporary housing may be provided for eligible participants participating in WIOA approved occupational skills training outside of the service area.