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## South Central Iowa Workforce Local Workforce Development Board

### Title I Support Services Payment Policy

**Memo No: 21-1 Change 1**  
**Approved Date: 1.27.2022**  
**Effective Date: 11.9.2021**

#### References

Workforce Innovation and Opportunity Act (WIOA) Final Rules Workforce Services Policy Chapter 8  
WIOA Title 1B Programs

#### Purpose

This policy outlines the South Central Iowa Workforce Board directives for providing Support Service Payments for the WIOA Title I Adult, Dislocated Worker, and Youth Programs.

#### Background

WIOA Title I-B support service payments are provided for WIOA Title I eligible adults, dislocated workers and youth to assist them in reaching their objectives.

#### Substance

Support services are available to participants receiving individualized career service or training services, but only as determined necessary and documented in case notes that the participant required such support to participate and complete the activity.

The need for and the amount of support service payments must be documented in the data management system and hard copy justification of support uploaded into the data management system. Support Service payments must not be made for activities in which the participant failed to participate, without good cause.

Follow-up services are not a qualifying service for the receipt of supportive services for Adult and Dislocated Workers; therefore, an individual who is only receiving follow-up services may not receive supportive services. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Youth may receive Support Service payments during the provision of follow-up services based upon their needs and only to enable the participant to participate in a WIOA Title I activity or partner activity.

Support service payments for youth, which assist a parent, spouse or legal guardian's participation in a youth participant's training, are allowable under the Title I Youth program. Such payments might include reimbursement for transportation costs or childcare for a parent to attend a conference regarding a youth participant's progress toward achievement of the objectives of the Individual Service Strategy (ISS).

<b>Allowable Supportive Services &amp; Cost Limitations</b>		
Items marked with an asterisk are additional allowable costs if approved by the South Central Iowa Workforce Board Executive Director and documented in the Case Management System.		
<b>Service &amp; Code</b>	<b>Description</b>	<b>Cost Limitation</b>
Clothing (CHG)	The cost of items such as clothes and shoes that are necessary for participation in WIOA activities such as interviewing, employment or work experiences are allowable. Items such as uniforms and protective eyewear are included. The cost of required tools is allowable.	Not to exceed \$250 per fiscal year for clothing and \$1500 per fiscal year for tools.*
Dependent (DPC)	The cost of dependent care from licensed institutions or from private sources agreed upon by the participant and Career Planner are allowable. Dependent care payments cannot be made for services rendered by family members. Dependent care includes child or adult care. The participant must submit payment reimbursement for dependent care monthly.	The dependent care rate will be up to \$8 per hour with a maximum of \$320/week per child for the duration of the approved Title I activity the participant is participating in.
Educational Testing (EDT)	Assistance with educational testing required for participation in WIOA Title I activities is allowable. Some examples of educational testing include, but are not limited to, high school equivalency testing and vocational testing. If required for employment, the costs for licenses and application fees are allowable.	Not to exceed \$2,000 per fiscal year.*
Financial Assistance (FAS)	The purpose of a Financial Assistance Payment is to make a payment to a Service Provider or vendor** on behalf of a participant to cover an emergency financial need of a participant that, if unmet, would prevent the participant from participating in WIOA activities. FAS may be used for such things as <ul style="list-style-type: none"> <li>• Housing Assistance (1st Rent payment or 1 month's rent that is past due) <ol style="list-style-type: none"> <li>1. Provide copy of the lease in a member of the households name</li> <li>2. Provide a statement from the landlord of rent past due.</li> </ol> </li> <li>• Auto Repair <ol style="list-style-type: none"> <li>1. Must provide 2 quotes from licensed mechanics</li> <li>2. Vehicle must be in the participants name; provide proof of registration</li> </ol> </li> <li>• Eyeglass Repair <ol style="list-style-type: none"> <li>1. Provide quote from Eye Care Center.</li> </ol> </li> </ul>	Not to exceed \$1,000 per participant per fiscal year. Case note the specific situation for this need by explaining how this expenditure will help the participant continue in WIOA activities.* **The Executive Director may approve an exception to policy depending on circumstances to pay the participant directly. Must be clearly documented in Case Notes.

	<p>Other critical participant needs that fall into the following categories:</p> <ul style="list-style-type: none"> <li>• 1 Month past-due Electric/Water/Gas/Internet/Phone Bill <ol style="list-style-type: none"> <li>1. Provide copy of Electric Bill in the name of a member of the household</li> <li>2. Address must match current address</li> <li>3. Internet bill can only be paid if the individual is participating in an educational Activity</li> <li>4. Limited to 1 time per Fiscal year.</li> </ol> </li> </ul> <p>Requesting transcripts, obtaining Birth Certificate, Driver's License/ID, and Social Security Card. FAS may not be used to pay any type of fines or penalties imposed because of failure to comply with any federal, State, local law or statute.</p>	
Health Care (HLC)	<p>Health Care (HLC) assistance and referrals may be made available to participants when lack of assistance will affect their ability to obtain or maintain employment. This support service shall be used as a last resort, and only when no other resources are available to the participant.</p> <p>Examples: Vaccinations and physical exams which are required.</p>	Not to exceed \$500/entire length of training plan.*
Miscellaneous Services (MSS)	<p>Bonding is an allowable cost unless funds are available from other resources. If bonding is an occupational requirement, it should be verified that the participant is bondable before the participant is placed in training for that occupation. Legal Aid services are allowable. Must be required for their WIOA (Title I, II, III, or IV) sponsored program. Additional items allowed include: Document translation and Interpretation Services.</p>	Not to exceed \$500 per fiscal year.
Needs-Related Payments	See Separate Policy: Needs Related Payment Policy.	
Services for Individuals with Disabilities (SID)	<p>The cost of special services, supplies, equipment and tools necessary to enable a participant with a disability to participate in training is allowable. It is not an allowable use of WIOA Title I funds to make capital improvements to a training or work site for general compliance with the Americans with Disabilities Act (ADA) requirements.</p>	Not to exceed \$500 per fiscal year.

Stipends (STI)	<p>Youth Only Reasonable stipends may be used to assist the participant with additional or subsistence costs incurred by participating in any of the fourteen (14) youth services provided the provision of a stipend is included in the participant's individual service strategy (ISS).</p> <p>Stipends must be a lump-sum amount for a specific time frame and may not be based on an hourly rate.</p> <p>Element #2: \$100/Mo with 95% Attendance Rate each month, \$50/Mo with 90% Attendance Rate each month.</p> <p>Element #3: For unpaid work experiences: \$100/Mo of 95% attendance each month; Job Shadow: \$75 per successful enrollment</p> <p>Element #6: \$20 per Leadership Development Class Attended at IowaWORKS, \$50 for successful completion of a Community Service Project.</p> <p>Element #10: \$75/Mo of 100% attendance each month at related counseling sessions.</p> <p>Element #11: \$200 for successful completion of Dave Ramsey Financial Peace University Course.</p>	Not to exceed \$2,000 per fiscal year.
Supported Employment and Training (SET)	<p>Supported Employment and Training payments are allowable to provide individuals requiring individualized assistance with the one-on-one instruction and with the support necessary to enable them to complete occupational skill training and to obtain and retain competitive employment. SET may only be used in training situations that are designed to prepare the participant for continuing non-supported competitive employment.</p> <p>SET may be conducted in conjunction with Experiential Learning activities such as: INT, OJT, SHW, PRE and WEP. An example of SET use would be the hiring of a job coach to assist an individual who has been placed in competitive employment.</p>	Not to exceed \$500 per fiscal year.
Transportation (TRN)	The cost of transportation necessary to participate in WIOA Title I activities and services, including job interviews, is allowable.	30¢ per mile for actual miles to and from training site or cost of car pool or common carrier whichever least, ten miles one way minimum. Cost of a Bus pass \$50/mo. Maximum amount not to exceed 150 miles total per day, \$225/week, or



		\$6,750/year.
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<p>Youth Incentive Payment (YIP)</p>	<p>The YIP is based on attendance or achievement of basic education skills, pre-employment/work maturity skills or occupational skills as identified in the ISS for the participant. The YIP must be a lump sum based on achievement/attendance, for a specific time frame and may not be based on an hourly rate. The YIP policy may be based on a combination of attendance and achievement or one or the other. Federal funds may not be spent on entertainment costs. Therefore, incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Internal controls must be in place to safeguard cash which also apply to safeguarding of gift cards, which are essentially cash. Awards are discretionary. Youth participants are allowed for recognition and achievement directly tied to training activities and experiential learning activities. Incentive payments must be:</p> <ol style="list-style-type: none"> <li>1. Tied to the goals of the specific program;</li> <li>2. Outlined in writing before the commencement of the program that may provide incentive payments;</li> <li>3. Align with the local program's organizational policies, and</li> <li>4. In accordance with the requirements contained in the Uniform Administrative Requirements 2 CFR 200.</li> </ol> <p><b>Academic Achievements:</b> Paid per academic calendar of the Education entity they attend (i.e. Per Quarter, Trimester, Term, Semester). For youth enrolled in the following services:</p> <ul style="list-style-type: none"> <li>• 407-Educational Achievement Services</li> <li>• 403-Occupational Skills Training -Non- Approved Providers- Youth Only</li> <li>• 420-Enrolled in Alternative Secondary Education</li> <li>• 301-Secondary Education Certification</li> <li>• 302 Occupational Skills Training (OST) - Approved Provider List</li> <li>• 306-Quality Pre-Apprenticeship</li> <li>307-Registered Apprenticeship</li> </ul>	<p>Not to exceed \$1,500 per fiscal year.</p> <p><b>Grade Achievements:</b> The following may be paid for the grade received:</p> <p style="padding-left: 40px;">A=\$50 B=\$35 C=\$20</p> <p><b>Credit Achievements:</b> Credit Achievements may be paid for participants who receive credits in lieu of grades. \$20 per credit hour completed. Maximum \$500 for 25 credit hours completed.</p> <p><b>Testing Achievements:</b> Testing Achievements may be paid for successful completion of HiSET tests. \$50</p> <p><b>Credential Achievements:</b> A bonus of \$100 may be paid for a high school diploma or equivalent, Occupational Skills Certificate/Licensure, or Degree.</p> <p><b>Educational Functioning Level Gain Achievements:</b> Completion of a post-test demonstrating advancement of 1 skill level authorizes payment of \$50.</p>
<p>Educational Assistance (EST)</p>	<p>Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes is allowable.</p>	<p>Not to exceed \$2,000 per fiscal year.*</p>

### Action

All staff will follow the policies outlined.

### Contact

If there are any questions related to the information in this issuance, contact Krista Tedrow at [sciaworkforceboard@gmail.com](mailto:sciaworkforceboard@gmail.com).

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Natalie McGee

South Central Iowa LWDB Chair

*Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities*