



SUPPORTIVE SERVICES

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2012

Policy/Procedure #: WIA 105-Y

Supersedes: October 1, 2009

Overview

Providers may provide participants with Supportive Services necessary to assist them while pursuing training. Funds for such services are included in the respective WIA Grant Agreements. The most commonly provided support services include childcare and transportation.

Transportation Expenses

Providers wishing to use WIA funds to assist participants with transportation needs in the form of MUNI passes, gas vouchers, etc., will invoice OWED as they normally would for any other program expense (See *Invoicing WIA Expenditures*). Funds for Intensive Service Providers to cover transportation expenses are included in their total "training dollars" and funds for Youth Providers are included in their total grant amount).

The following steps will be taken when a participant is in need of transportation support:

- Participant will complete a ***Supportive Service Payment Determination-Certification Form*** and submit it to their Case Manager.
- The Case Manager (or other authorized Provider representative) will review and sign the document and keep in the participant's file.

Childcare Expenses

The following steps will be taken when a participant is in need of childcare support:

- Participants will complete a ***Child Care Authorization Form*** and submit it to their Case Manager.
- The Case Manager (or other authorized Provider representative) will review and sign the document and submit to OWED's Program Officer for approval.
- The OEWD Program Officer will review and approve the form and submit the original to the WIA child care service provider and return a copy of the approved form to the Provider.
- Provider informs participant to schedule an appointment with the WIA child care service provider to receive support services.
- The Case Manager will track the participant's attendance and progress.
- The WIA childcare service provider provides OEWD with a copy of the participant's information and a cost breakdown each month for approval
- OEWD will be invoiced by the WIA child care service provider.

Other Supportive Services

Participants receiving WIA or General Fund services are eligible for supportive services that enable participants to continue participating in workforce services, including training, that they would otherwise be restricted by hardship. In addition to transportation and child care, a participant may access supportive services such as cost of training materials, union dues, uniform costs or other work-related expenses.

Providers may authorize payment of such supportive services, as their budget allows, but must receive written approval from OEWD before payment is made. To request other supportive services payments, case managers must contact their OEWD program officer and provide a written detailed description of the supportive service request, including:

- Name of the participant
- Description of the supportive service, including an explanation of why the supportive service is needed and how it will aid in the participant's job search or pursuit of education
- Costs of the supportive service, including any regularly scheduled or recurring costs, and the duration for which the supportive service is required
- Explanation of alternatives explored and reasons why the alternatives were not viable options.

Once the OEWD program officer received the written request, and approves the request in writing, the case manager may authorize the payment. OEWD Contracts and Fiscal staff may be notified of the request and reserve the right to deny the request if it is determined to be an inappropriate use of funds, or for other fiscal conflicts.

Reconciling Support Services Accounts

Each month, OEWD's Program Officer will cross reference enrollment of participants receiving support services against the Workforce Central (WFC) system and verify and approve or deny payment of the expense. All expenditures will be tracked and verified through invoices submitted by the Provider or WIA child care service provider.

Inquiries

Inquiries should be addressed to the OEWD Program Operations Director at 415-701-4848 or workforce.development@sfgov.org.

OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.