

# WORKFORCESOLUTIONS

## GREATER DALLAS

<b>Policy Number:</b> S0121, Change 7	<b>RE:</b> Workforce Innovation and Opportunity Act (WIOA) SNAP, Choices, TAC, and other applicable State and Federal Regulations. <b>WD Letter 07-17, TAB 293</b> , 20 CFR, Part 617.28 ; workforce program guides
<b>Date Issued:</b> 0729/2022	<b>Effective Date:</b> 06/01/2022

### Supportive Services Policy

#### Background

Workforce Solutions Greater Dallas offers supportive services to assist individuals enrolled in workforce programs to complete program goals. ***This policy has been updated to increase the transportation amounts based on a sliding scale effective June 1, 2022 and modifications to other transportation related expenses.*** All costs must be reasonable, necessary, and allowable. Procurement processes and documentation must be maintained, as applicable to any purchase. Changes are noted below in **Bold**.

#### Policy

- The Board will provide supportive services to eligible participants. Support services are made available to enable participation in program activities, transition into unsubsidized employment, and employment retention beyond placement. Support services are available to provide work-related equipment to include technology/WI-FI for training access or required for work.
- The workforce center staff will individually assess all applicants to identify the supportive service needs at the time of intake on a case-by-case basis. The workforce center staff maintains individual records of client's needs and number of payments made for support services. Those applicants with needs that cannot be addressed through the workforce programs will be referred to external community services agencies.
- To be eligible for support services, participants must be actively enrolled within a workforce program, and be in good standing. It is Board policy that support service dollars are provided as "last dollar" support. Support services through workforce programs will be used as a supplement in meeting the needs of participants rather than duplicate or supplant the services available under normal circumstances through other agencies. Dislocated workers are eligible to receive support services. Documentation must clearly describe need for support services to participate in planned workforce activities. Documentation must also describe services not available through other local services. If appropriate and available, referrals should be made to community resources and documented within the case notes.

The Supportive Services Policy provides aid when necessary and pending eligibility requirements allows assistance with work-related equipment and/or supplies or interview clothing, payment for vocational exams or certifications or other work-related expenses to include:

- Transportation and transportation related assistance (updates described below)
- Work related equipment and supplies, and work or interviewing clothing
- Payment for vocationally necessary exams or certifications
- Accommodate circumstances of an emergency nature (i.e. utility bill, shelter, etc.) – emergency services such as individual counseling, rent, utilities are allowable and will be considered on a case-by-case basis. Assistance isn't available through other sources with the need documented. **This is intended for short-term emergency/temporary housing necessary for employment or training.**
- Child care
- Other WIOA approved expenses

Gas prices have reached significant highs not seen since 2008. Based on this analysis and current gas prices from AAA (<https://gasprices.aaa.com/?state=TX>) for the DFW Area, the board approved a sliding scale for gas vouchers. It is estimated that gas prices will continue to change. The sliding scale is based on projected increases/decreases. WFSDallas will continue to pay reasonable regular commuter DART bus passes per week.

Gas Price Per Gallon	Gas Voucher per week
\$2.51 - \$3.50	\$ 40
\$3.51 - \$5.00	\$ 75
\$5.01 - \$6.00	\$ 90
\$6.01 - \$7.00	\$ 105

\* For a gas voucher amount to increase/decrease, the average gas price amount for the Dallas area must be supported by documentation from the AAA gas price website: <https://gasprices.aaa.com/?state=TX>. The increase/decrease must be documented for at least two weeks at the sustained gas price per gallon to increase/decrease the stipend amount to a customer (i.e. AAA documentation in the file maintained for two weeks at the sustained gas price per gallon before increasing the rate).

**FOR TRANSPORTATION RELATED EXPENSES ONLY-** the following items are available per customer per year. Even though we have moved past COVID, job seekers continue to struggle with transportation related expenses due to supply changes and the recession. In June, the board approved continuing to provide transportation related expenses with a max of \$4,500 per year/per participant.

Allowable transportation related expenses include:

- Car repairs/maintenance
- Consumables (tires, batteries, oil changes)
- Vehicle safety inspections
- Liability car insurance payments
- Vehicle registration

**For the SNAP program, vehicle registration, liability car insurance payments, or vehicle safety inspections are not allowable expenses.**

**For information of all allowable support services, please access the Texas Workforce Commission's Workforce Program Guides: [Workforce Program Guides](#)**

The following conditions apply:

1. Allowable for participants actively engaged in programs or post exit/follow up after program participation (less than 12 months). For post exit/follow-up after program participation, proof of employment must be provided (check stubs, employer letterhead as verification of employment).
2. Pre-approval is required with receipt(s) from the vendor.
3. Customers requiring automobile maintenance and repair service must obtain prior approval from Workforce Center staff, with appropriate documentation maintained in the file and TWIST.
4. Payments will be paid directly to the vendor for items.
5. These items are considered "one-time assistance per year" to participants who are in need to get to work or school.
6. Participants must also offer proof of vehicle ownership for the proposed service (title or registration).
7. Payments for car insurance, tires (standard), registration, and transportation-related expenses will be paid directly to the vendor upon receipt of invoice.
8. Auto insurance premium must be paid monthly.
9. Procurement is required for the provision of automobile maintenance and repair services with the exception of inspections and vehicle registration. Contractor will provide a pre-approved list of vendors to customers.
- 10. All expenses must be reasonable and necessary to assist a participant in achieving the goals.**

#### CHILD CARE EXPENSES

Child Care support is an allowable expense under the Workforce Innovation and Opportunity Act (WIOA). This policy will allow for child care support necessary for the participant's WIOA program activities for the completion of goals identified in the IEP. Notification of Child Care Eligibility Form (2510) must be used to initiate child care services, with services being approved in increments of thirty days or less, pending availability of funds.

Referrals will be made to the ChildCareGroup for child care services. Once enrolled in childcare services under WIOA, the participant is responsible for delivering a complete time and attendance report, with documentation provided to workforce center staff monthly. Extension of child care beyond the 30 days, will be approved on a case-by-case basis, documenting program activities. If a participant fails to provide the required documentation, or attend a scheduled appointment, child care will be discontinued. All participants must maintain close contact with their workforce center contact while receiving child care services. Procurement is not required for the provision of child care services. Child care costs are not subject to the support services cap.

#### Special Circumstances

1. Support services may be available for dislocated workers who require minimal assistance in returning to a previous occupation, pending documentation of eligibility.
2. Support services may be available for individuals to re-take certifications.
3. Post-termination support services may be available for those participants actively seeking employment based on documentation in TWIST and the IEP.
4. Upon completion of training, tools may be provided to participants, only if such tools are deemed necessary, required and not otherwise available through the employer. All costs must be reasonable, allowable and necessary for employment. Contractors are responsible for administration, management, procurement and distribution of support services including but not limited to books, tools, and supplies.
5. In an effort to meet the needs of customers, costs for Driver's License or State of Texas Identification Card and/or Birth Certificate will be covered based on customer need.

**NEEDS RELATED PAYMENTS (NRPs)**

NRPs are issued based on need as determined through the assessment process for eligible participants. While following Federal and State guidance for eligibility (§ 680.940 and § 680.950), local boards may establish limits on the provision of NRPs, including maximum amount of funding. The maximum amount available for an eligible out-of- school youth, adult or dislocated worker payment amount is determined by the federal poverty level: The table below shows the weekly payment amount based on the participant's family size for the DFW Metro Area. For families' size exceeding five, benefits will be negotiated. The methodology for the amounts defined below follows other workforce boards.

Dallas-Fort Worth-Arlington Metropolitan Statistical Area

City of Dallas, Balance of Dallas County, City of Fort Worth, Balance of Tarrant County (Dallas–Fort Worth MSA)

Family Size	1	2	3	4	5
Income	\$260	\$350	\$440	\$530	\$620

<https://www.twc.texas.gov/workforce-innovation-opportunity-act-eligibility-income-guidelines#dallasfortWortharlingtonMetropolitanStatisticalArea>

**Medicaid Approved Eye Care Providers**

Corrective lenses prescribed based upon a routine examine may be required for training and employment. WFSDallas accepts procured and agreed upon Medicaid eye care provider rates. Contractors may use additional eye care providers following procurement guidelines.

**Action Required**

This policy should be distributed to all affected staff.

**Contact**

Inquiries regarding this policy should be directed to **Connie Rash, Senior Vice President, Resource Development and Deployment at 214.290.1008.**

<b>Approved for Content:</b>	
<i>Connie Rash</i>	
<b>Signature</b>	<b>Date</b>
DocuSigned by: <i>Connie Rash</i>	
<b>President's Signature</b>	<b>Date</b>