



HEART OF TEXAS WORKFORCE DEVELOPMENT BOARD POLICY

ID NO.:	HWD 008-04 – Change 3	DATE ISSUED:	Sept. 18, 2008
	<i>Reviewed 7/08/2009</i>		
	<i>Change 3</i>		August 19, 2010
PROGRAM:	WIA, TANF Choices, FSE&T	KEYWORD:	Supportive Services

Subject: Revision of the Comprehensive Supportive Services Policy for Workforce Investment Act, Temporary Assistance for Needy Families - Choices, and Food Stamp Employment and Training Programs

References: Workforce Investment Act of 1998 (WIA)
WIA Final Regulations (Title 20 CFR 663.800 – 663.810 and Title 20 CFR 664.440)
Personal Responsibility and Work Opportunity Reconciliation Act of 1996
Temporary Assistance for Needy Families, Final Regulations (45 CFR, Part 265)
Texas Workforce Commission Choices Rules: 40 TAC Chapter 811
Farm Security and Rural Investment Act of 2002
United States Department of Agriculture, Food and Nutrition Service, Rules and Regulations, as amended June 19, 2002
TWC WD Letter 27-10

Revised Policy: The following **bold lettered** sections of the Supportive Services Policy, HWD 008-04 are the sole change to the policy. All other provisions of the Board approved policy remain in effect.

C. Supportive Services allowable for customers of TANF Choices, FSE&T, WIA Adult, Dislocated Workers and Youth in Workforce Services include:

1. Transportation

- a. A customer may be provided assistance with transportation to activities in the Individual Employment Plan (IEP) or the Family Employment Plan (FEP). In determining transportation allowances, case managers must evaluate individual customer situations, availability of transportation resources, and the most appropriate and economical method of meeting transportation needs.

- b. Public transportation is considered most appropriate when available, and when it meets the requirements of a customer schedule and activity location. **Case managers may provide customers bus passes weekly or monthly based on the activity schedule of the participant, or may pay for other forms of public transportation that meet the needs of customers, especially those in our rural communities, at rates published by the transportation provider.**
- c. School district bus transportation should be used whenever possible for transporting in-school youth to WIA activities off-campus.
- d. For customers using personal automobiles who need assistance with gasoline expense, transportation allowances shall not exceed \$20.00 per day. Actual assistance must be based on the mileage from participant's residence to the location of the activity. In the case of youth, mileage expense can be paid to a parent or other adult responsible for transporting the youth to activity/ies.
- e. **With the exception of parents of youth who provide transportation for the participant, if a vehicle owned by an individual other than the participant will be used to transport the participant to activities assigned by the case manager/counselor noted in the employment plan or its equivalent, a signed statement by the vehicle owner indicating that the participant has use of the vehicle for such activities, and a copy of ownership documentation must be scanned into the electronic case file.**
- e. Payments must be documented in TWIST, and may continue as long as the customer maintains satisfactory participation and/or progress in the assigned activity. The customer will not be paid for days of non-participation or when the required customer activities are not attended.
- f. Transportation allowances in the form of pre-paid fuel card or bus passes are to be paid in advance to remove the immediate barrier to participation. Case managers must determine any necessary adjustments for absences or non-participation and may deduct the amount from the immediate subsequent payment, delay issuance of the next bus pass or gas card, or other reasonable means to ensure that the transportation assistance is justified by participation in activities.
- g. Costs associated with unforeseen repair of a personal vehicle may be considered not to exceed a cumulative total of \$1,000.00 per **12-month period** of active participation. Such repairs can be paid directly to the repair facility or may be reimbursed to the participant if the vehicle is the only transportation available to the participant and disrepair will result in the customer no longer attending the activity/ies with the following caveats:
 - i. **Authorization for the repairs must be signed by the case manager, the case manager's supervisor and the financial officer of the contractor.**
 - ii. **Participant must provide proof of ownership, registration, insurance coverage of the vehicle prior to approval of the repair. If the participant is not the owner of the vehicle to be repaired, the owner must meet with the case manager, provide the above stated proofs, and sign a Guarantee of Transportation and Hold Harmless Agreement before authorization for the repairs can be given.**

- iii. A legitimate estimate must be submitted at the time of the request for repair, with payment made on the final invoice or receipt, which must be provided to the case manager within 10 working days of completion of repair work. These documents must be scanned into the customer file and a proper notation made in TWIST.
- iv. The Contractor's management authority may issue a guarantee of payment to the vendor selected for the repair. If the vendor is unwilling to accept such a guarantee, it is the responsibility of the participant to locate a vendor willing to accept such a payment arrangement or the participant may pay for the repair and submit documentation for reimbursement.
- v. Consumables necessary for the operation of the vehicle, i.e. tires, a battery, may be considered repairs under this policy.
- vi. A waiver of the cumulative total cap (\$1,000) may be approved **ONLY** by the manager with the highest authority of the contractor in the HOT (e.g. One Stop Project Manager). This individual must sign an approval form or memo designed by the Contractor and when signed, must be scanned into the customer's file and notated in TWIST.
- h. Assistance with the payment of automobile liability insurance for a personal vehicle may be considered for payment to the insurance company or may be reimbursed to the participant not to exceed a cumulative total of \$1,000. These costs can be paid for on behalf of the participant if the vehicle is the only transportation available to the participant and the lack of liability insurance will result in the customer no longer attending the activity/ies, with the following caveats:
 - i. Authorization for liability insurance payments must be signed by the case manager, the case manager's supervisor and the financial officer at the workforce center.
 - ii. Monthly liability insurance payments can be made monthly for up to 6 months or until the \$1,000 maximum is met.
 - iii. Participant must provide proof of ownership of the vehicle prior to any payment for insurance. No insurance shall be paid for a vehicle which is not owned by the participant.
 - iv. Payment shall be made to the insurance carrier. Participant must make appropriate arrangements for timely payment with the case manager.
 - v. Costs for vehicle Registration or State Inspection are NOT allowed.

2. Housing and Utilities

- a. Assistance with the Payment of Housing/Rental or Utility Expenses may be provided to a participant who is active in a workforce program activity. Only one payment will be provided in a six month period; that payment can be for up to 3 months of expenses which are in arrears. To receive this assistance, a letter stating that eviction or shut off is eminent, a shut off or eviction policy substantiating that shutoff or eviction is imminent, or a notice of eviction or

utility shut-off must be submitted to the case manager and documented in TWIST.

- b. Allowable assistance includes full or partial payment of monthly rent on leased housing, electric bill, gas bill, water bill, or local service phone bill, charged to the residence of record of the participant. Case managers must scan a copy of the documentation into the customer's file and make appropriate notes in TWIST.
- c. Temporary shelter may be secured and paid for to assist homeless individuals participate in workforce services. Such assistance may continue until the individual demonstrates the financial means to secure permanent housing.
- d. On-campus or training-related housing is allowed for WIA customers who live more than 50 miles from the campus where enrolled in full-time training or short-term training (short term training is of a duration no more than six weeks of full-time training – at least 4 hours per day, 5 days per week) that requires daily attendance. It is also allowable for persons who are homeless or living in a shelter and who cannot attend school without living arrangements. Other situations may be considered on a case-by-case basis in accordance with contractor procedures.

3. Health and Medical Services

- a. The purchase of eyeglasses, hearing aids or other medical items necessary to secure and maintain employment is allowable.
- b. WIA may pay for immunizations and tests required for admission to a training institution that cannot be obtained through the customer's personal medical insurance or a public health organization. While no dollar limit is placed, payments must be reasonable and customary for the particular service. Supportive Services will not pay for health or accident insurance. The purchase of eye glasses, hearing aids or other medical items necessary to succeed in training and employment is allowable.
- c. **Approval for Health and Medical Services financial support may be granted ONLY by the manager with the highest authority of the contractor in the HOT (e.g. One Stop Project Manager). This individual must sign an approval form or memo designed by the Center System Contractor that must be scanned into the customer's file and notated in TWIST.**

- 4. **Relocation Assistance** is provided to TANF Choices or WIA customers who obtain employment in another area, and who are financially unable to move and begin work. The amount of assistance may not exceed **\$500.00**. **Relocation assistance is limited to truck rental or automobile mileage, bus tickets, and hotel/motel costs for up to three nights. Employment and relocation expenses shall be reimbursed upon submission of verifiable receipts. Such documents shall be scanned into the participant's file and documented in TWIST.**

Section IV. Policy Governing Allowable Supportive Services During the Post-Program Period Following Successful Completion of Program Services

A. WIA customers may continue to qualify for needed Supportive Services during the 12 month post-program period.

I. To qualify for continuing assistance, employment and reasonable **monthly** contact with assigned post-program case manager must be maintained. Financial need for continuation of WIA Supportive Services must be evaluated every 60 days, and individuals who neglect to schedule such a review shall cease receiving Supportive Services assistance. In any case, contractors may provide a reduced level of assistance or refuse payment requests made by the individual based on evaluation of the customer's current financial circumstances.

Continuity: All clauses of HWD 008-04 Supportive Services Policy not changed by this or previously adopted changes remain in full force and effect.

Effective Date: Sept. 18, 2008, Change 3 – September 1, 2010