

SOUTHERN NEVADA WORKFORCE INVESTMENT BOARD
General Policies and Procedures
SUPPORT SERVICES

EFFECTIVE DATE: May 1, 2009

NUMBER: 3.4Y

SUPERSEDES: Supersedes all youth references in SNWIB General Policies and Procedures 3.4 dated July 11, 2003

AUTHORIZATION: SNWIB Manager

BACKGROUND:

In accordance with Title I of the Workforce Investment Act (WIA), the term "Support Services" means services that are allowable and necessary to enable an individual to participate in activities authorized under WIA, and consistent with the provisions of this title.

I. GENERAL SUPPORT SERVICE PROVISIONS

Support services shall only be provided to WIA clients who are participating in WIA activities, and are unable to obtain such services through other programs.

Support services must be documented. At a minimum the information contained on the SNWIB participant support services log (Attachment A) should be included. This log or another approved documentation process must be maintained in each individual participant's file.

The Southern Nevada Workforce Investment Board (SNWIB) allows contracted service providers the flexibility to develop support service policies and procedures that are tailored and deemed appropriate to meet the needs of the local community only as long as they are allowable per federal, state and local policies [State Policy 1.15, Section 101(46), Section 134(c)(2)(A)(B), §663.800-840] and meet the minimum standards of these policies.

NOTE: Support services shall not be provided as a stand-alone service, and can only be provided to support other WIA activities.

II. SUPPORT SERVICES PROCEDURES

The SNWIB requires that WIA Title I service providers develop procedures for support services that at a minimum have the following elements:

- A. Assurances that the support services provided are allowable, necessary, and reasonable for the individual to participate in WIA Title I activities.
- B. Assurances that other support service resources, paid with non-WIA funds, are not readily available through a referral or otherwise.
- C. Assurances that supportive services are not duplicated and that all supportive services are coordinated with other entities as appropriate.
- D. An appropriate price/costs analysis.
- E. A process to determine that contract funds are available for necessary support services
- F. A process for financial tracking and issuing of support services.

- G. A process to document supportive services are both provided and received by clients.
- H. A process to ensure that supportive services are not misused or abused by staff or participants.
- I. A maximum cost limitation or per client limit for support services.

III. GENERAL SUPPORT SERVICE CATEGORIES

The following are general categories of common types of allowable Support Services:

- A. Transportation, including bus tickets or bus passes;
- B. Child or Dependant Care;
- C. Employment related equipment and supplies;
- D. Interview clothing;
- E. Emergency housing or utilities support; and
- F. Other Support Services needed to participate in WIA activities related to employment, training, or educational activities such as Health/Sheriff cards, eyeglasses, etc.

IV. GENERAL EXCLUSIONS FROM SUPPORT SERVICES

The following types of support services will be deemed unallowable under SNWIB contracted services:

- A. The cost of setting an individual up in business;
- B. Interest, penalties, or fines;
- C. Dues for any organization substantially engaged in lobbying, including unions; and
- D. Memberships, subscriptions, and professional activity costs.

V. DOCUMENTING SUPPORT SERVICES

The Supportive Services Log should be used to document all support services paid for with WIA funds. See *Attachment A*. Documentation of support services must include:

- A. The date;
- B. Type of service;
- C. Cost/amount;
- D. Signature;
- E. A case note with justification of supportive service recorded in (NJCOS) case notes;
- F. As applicable, financial back-up documents for supportive services provided such as copies of checks, invoices, and receipts; and
- G. As applicable, case note or other documentation of any referrals or attempts at referrals for supportive services.

ATTACHMENTS

Participant Support Services Log

