



SUPPORTIVE SERVICES

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2008

Policy/Procedure #: WIA105-A

Supersedes: N/A

Overview

Adult Intensive Service Providers and Youth 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

Adult and Youth 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:

- Participant 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 OEWD's WIA Program Manager.
- The WIA Program Manager will review and approve the form and submit the original to the Children's Council of San Francisco and a return copy of the approved form back to the Provider.
- Provider informs participant to schedule an appointment with the Children's Council to receive support services
- The Case Manager will track the participant's attendance and progress
- Children's Council provides OEWD with a copy of the participant's information and a cost breakdown each month for approval
- OWED sends the approved invoice to HSA

- HSA submits invoice to OWED for payment

Reconciling Support Services Accounts

Each month, OEWD's WIA Program Manager will cross reference enrollment of participants receiving support services against the Job Training Automation (JTA) system and verify and approve or deny payment of the expense. Expenditures will be tracked on the ***Childcare Expense Log*** and reported back to HSA in the monthly ***Expenditures vs. Budget Report***.