

The Seventh Planning District Consortium Workforce Development Board

Administrative Office

4000 Viking Dr., Suite A-1, Bossier City, LA 71111 | (318) 632-2022

Matt Wheeler, Chairman | Candle Sattler, Interim Director of Workforce Development

Seventh Planning District Consortium Workforce Development Board

- Title:** LWDA 70 Supportive Services Policy for Adult, Dislocated Worker, and Youth Participants.
- Purpose:** The purpose of this policy is to provide guidelines and criteria to be used by the Seventh Planning District Consortium Workforce Development Board (LWDB 70), The Coordinating & Development Corporation (LWDA 70 Staff) and Workforce Innovation and Opportunity Act (WIOA) Title 1 funded service providers in the administration of supportive services for current Workforce Innovation Opportunity Act (WIOA) eligible adult, dislocated worker and youth participants residing in Region 7.
- Background:** The WIOA provides program guidelines for supportive services for WIOA eligible adult and dislocated workers and youth participants. Supportive services are provided to eligible WIOA adults, dislocated workers and youth when the supportive service will assist participants in helping remove barriers with the intent to help participants reach employment and training goals.
- Procedure:** The following policy and procedures will be followed by LWDA 70 staff in using WIOA funds for the provision of participant Supportive Services.
- Effective Date:** December 4, 2020



Bienville Parish
2434 Manning St.
Ringgold, LA 71068
(318) 894-9173

Bossier Parish
4000 Viking Dr., Suite B-1
Bossier City, LA 71111
(318) 741-7363

Caddo Parish
125 E. Louisiana Ave.
Vivian, LA 71082
(318) 676-5721

Claiborne Parish
507 W. Main St.
Homer, LA 71040
(318) 927-3338

DeSoto Parish
142 Lake Rd.
Mansfield, LA 71052
(318) 871-2391

Lincoln Parish
307 N. Homer St., Suite 307
Ruston, LA 71270
(318) 251-5023

Natchitoches Parish
303 Bienville St.
Natchitoches, LA 71457
(318) 357-2414

Red River Parish
615 E. Carroll St., 3rd Floor
Coushatta, LA 71019
(318) 932-9570

Sabine Parish
1125 W. Mississippi Ave., Suite A
Many, LA 71449
(318) 256-2698

Webster Parish
902 Lee St.
Minden, LA 71055
(318) 371-3024



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EQUAL OPPORTUNITY EMPLOYER/PROGRAM AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.

POLICY:

It is the policy of the Seventh Planning District Consortium Workforce Development Board, in coordination with the One Stop partners, to provide support services to eligible individuals participating in approved Individual Career services, or Training activities consistent with Section 681.570 and Section 680.900 of the Workforce Innovation and Opportunity Act (WIOA) and OWD 4-20 regulations.

Support services are not entitlement services or automatic assistance. Supportive services are based on financial need and participants are not automatically entitled to supportive services. Supportive services for eligible adults, dislocated workers and youth are defined in WIOA Section 3 (59) and 134 (c) (2) and (3). Supportive services are provided to address a participant's needs or barriers as identified during the initial and on-going individual assessment process, and may include services such as transportation, childcare, eldercare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA Title I.

WIOA Title I supportive services are only to be provided when they are determined necessary, reasonable and allowable. The need for supportive services must be based on an objective assessment and described and justified when developing an Individual Employment Plan (IEP) for adults and an Individual Service Strategy (ISS) for youth. Therefore, a thorough understanding of the resources and services available from other agencies is essential in providing services with WIOA funds. *Under no circumstances should a participant be denied supportive services without the documented concurrence of the LWDA 70 Program Manager.*

Supportive services may be provided to eligible WIOA participants who:

1. Are enrolled in WIOA career or training services; or,
2. Are unable to obtain the supportive service through any other resource or program providing such services; and,
3. **For OSY only** have exited and need post-program supportive services as follow-up services (for up to 12 months after exit).

WIOA supportive services are limited and must be coordinated with other community resources. In every instance of providing supportive services, LWDA 70 Staff must ensure that no other resource exists or that the resource is not readily available and that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant.

LWDA 70 staff should ensure that supportive services only be provided when the services are not available elsewhere, since WIOA is considered funding of last resort. When participants need supportive services, LWDA 70 staff will follow the procedures below:

1. The participants need for the provided service must be determined in the initial and ongoing assessment and must be documented in case notes; participants enrolled in Individualized Career or Training Services must demonstrate need in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
2. The cost of supportive services must be reasonable and competitive in process. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, most competitive price available.
3. The cost of Supportive Services must be necessary to participate and an allowable cost under Federal guidelines.
4. Supportive Services may not be provided prior to an individual's registration date in WIOA activities.

5. The need for Supportive Services will be determined on individual basis, in coordination with PELL and other federal and local funds, including core partner programs, and the availability of local formula funds.
6. Supportive Services are meant to be short-term measures and may be limited both in duration and amount.
7. Supportive Services may only be provided to active Adult and Dislocated Worker participants prior to exiting from the program; however, follow-up services for youth may include supportive services.
8. Participants will only be reimbursed for training related expenses when requested and approved prior to the expense occurring.
9. If the cost of the Supportive Service exceeds the approved amount, a modification request may be submitted with verification/justification of the increased amount.
10. All Supportive Service requests must be made to the Program Manager for approval using the Supportive Service forms. When applicable, documentation must be submitted with the forms. Approved requests must be uploaded into Document (staff) and case noted.
11. The appropriate Activity Code must be used upon approval from the Program Manager.
12. Supportive services may be terminated immediately based on the following reasons:
 - Failure to meet program requirements;
 - Purchase of unauthorized items;
 - Failure to submit receipts or correct back-up documentation;
 - Supportive service system is being abused;
 - Supportive service funding is not available;
 - Individual is making unsatisfactory progress; or
 - Re-determination of financial need reveals individual has other resources to meet needs or no longer needs the service.

The following Supportive Services are designed to provide a participant with the resources necessary to support their participation in training and career services. Supportive Services may be provided to Adult and Dislocated Workers in WIOA Individualized Career and Training Services. Youth Supportive Services should enable an individual to participate in WIOA Activities. Per TEGL 19-16, Supportive Services may include but are not limited to:

- Assistance with transportation;
- Assistance with childcare and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970)
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and
- Legal aid services.

Supportive services are one of the fourteen WIOA services elements that must be made available to eligible youth based on each participant's assessment and Individual Service Strategy (ISS). The standard to authorize supportive services for youth shall not vary from those for adults and dislocated workers.

All youth participants must receive follow up services for a minimum duration of 12 months after program exit. Follow up services include supportive services and continued documentation must be maintained and demonstrate an ongoing need for services.

In the event that an eligible youth is co-enrolled in an adult program, supportive services may be provided under the WIOA adult program.

SUPPORT SERVICES:

Priority of service status is established at the time of eligibility determination and does not change during the period of participation.

To be eligible for supportive services, a participant must have been determined WIOA eligible and:

- Participating in programs with activities authorized under WIOA;
- Unable to obtain supportive services through other programs providing such services.

Non-WIOA funded programs may have different support service guidelines than those listed above. In these instances, funding specific grant guidelines should be followed.

In order to be considered to receive supportive services, a Supportive Services Request Form (see ATTACHMENT 1) must be properly completed by the participant, a LWDA 70 staff member, and then approved by the LWDA 70 Program Manager (or designee).

The LWDA 70 will provide supportive service funds for the following but are not limited to: childcare, transportation, work/training clothes/uniforms, certification testing fees under certain conditions, and/or minor tools or supplies.

NOTE: All supportive service reimbursements to participants shall be made within 90 calendar days in a program year. Reimbursements to participants older than 90 calendar days cannot be made.

Transportation: If it is determined that transportation supportive services are needed, assistance will be provided in the form of mileage reimbursement to WIOA participants who are: enrolled in training (OJT, ITA, customized training, internships, etc.) For the employment of WIOA Adults and/or Dislocated Workers, or Youth, assistance will be provided at regular intervals, based on availability of funds. The distance required for training is determined upon initial supportive service approval, based on Map-Quest or Google Maps. The standard Federal travel rate is used (\$0.575 currently). (It is reviewed for change in January and July of each year.) Participants will submit required forms bi-weekly to LWDA 70's Staff for reimbursement.

To determine the allowable transportation cost, use the transportation cost formula:

Distance (Round Trip) x Frequency x Standard Rate = allowed transportation cost (Round up to the nearest \$1.00).

Example: 54 miles Round Trip x 2 trips x \$0.575 = \$62.10. Round up to the next \$1.00, so \$62.10 would be \$62.00

Other forms of public or private transportation services may be paid for at cost which is reasonable based on local market price conditions, such as taxi, bus fare, or as provided by another local transportation organization.

Child/Dependent Care: Child and dependent care assistance is a supportive service provided to participants if it is determined that without it a participant will not be able to participate in services or transition to employment. Childcare assistance will not be provided when a competent adult (over the age of 18 years) residing at the same address as the participant is available to provide childcare. Only participants in Work Experience, an ITA or an OJT or Youth participants attending Adult Education are eligible to receive child/dependent care assistance.

Participants must prove that they are not receiving assistance from any other organization. Participants may only utilize licensed childcare/dependent care providers who have been pre-approved by LWDA 70 staff. Participants must submit original receipts for reimbursement. Reimbursement will not be approved for care provided by a member of the immediate family. Participants who access services from a childcare/dependent provider not approved by LWDA 70 staff will be held responsible for any incurred costs.

Medical Services: These services are directly related to employment or training outcomes, and include medical services necessary to successfully complete training, gain licensure or certification, or obtain employment. Services include a physical examination or drug testing for employment or training purposes.

Tools: Tools may be purchased for participants if the tools are required to continue a training program or obtain employment. Staff must determine that the tools are required and that they cannot be provided by any other source, such as the prospective employer or training provider. Participants must be enrolled in training or have a firm employment offer before this expense can be approved by staff.

Work Related Expenses: WIOA participants (Adult/DW/Youth) receiving Individual Career services, may be aided in purchasing clothing, tools, protective gear, scrubs, stethoscope, protective eye gear, blood pressure cuff certifications, licenses, and other needs in order to become employed. If tools or supplies are needed to participate in training or become employed, staff may provide financial assistance only if it is required by the training provider or an employer. Participants must be enrolled in training or have a firm employment offer before this expense can be approved by staff.

NOTE: Training related expenses for WIOA eligible adults or youth that may be covered by an Individual Training Account do not count against the supportive services limit for each registered participant. ITA related training expenses may include but are not limited to assistance with the purchase of tools required for a specific course; current school admission fees, computer and lab fees; and books and supplies.

Accommodation Expenses: defined as temporary lodging (hotel/motel) services that are necessary to enable an individual to participate in training activities under WIOA Section 3 (59); Section 134(d) (2) and 20CFR 680.330, -.900, -.910 and -.920. The training facility must be located more than 150 miles from the participant's residence in order to qualify for non-commuting lodging assistance.

Emergency Assistance: These types of support services may be provided when necessary to successfully continue training/activities and may include, but not be limited to auto repair, healthcare and medical services, rent, etc. All emergency assistance payments will be considered on a case-by case basis and proper justification must be documented.

If providing auto repairs to personal automobiles, participants must possess a valid driver's license, proof of ownership and insurance. Participant must provide three quotes or bids for repairs.

Support services will only be provided by the LWDB 70 if funds are available.

Other types of supportive services not included in the recognized categories above may be provided to WIOA participants if they meet the definition of a supportive service as stated in the Act. Accordingly, these supportive services must also be determined to be reasonable and necessary for an individual to complete training or obtain or retain permanent employment.

Procedures and Documentation Requirements for Reimbursement

- LWDA 70 staff will determine a participant's need for supportive services as a part of the initial and on-going assessment.
- LWDA 70 staff will determine whether other community resources are available to cover necessary expenses and show evidence of referrals to other resources, including, when feasible, outcomes of the referral. These efforts to obtain other resources before expending WIOA funds must be specifically documented in the case notes in HiRE and/or uploaded in Document (staff) in HiRE.
- LWDA 70 staff will submit a written supportive services request to the program manager for approval. The request must include the participant's name, state ID, date of service, vendor's name, justification for the service, evidence that other non-WIOA sources were explored and signatures of the participant, LWDA 70 staff and program manager, or other staff who has been delegated signature authority.
- LWDA 70 staff must assure that no participant exceeds the LWDB 70 approved supportive service limit of \$1,000 for all WIOA Title I eligible adult, dislocated worker and youth enrolled participants per program year.
- LWDA 70 staff must maintain a supportive service tracking log provided by LWDA 70's Program Manager that tracks the date of the service, type of service, amount of the service disbursed to the participant and a current total of supportive services spent-to-date. LWDA 70 staff shall upload all approved supportive service request into Document (staff) and case noted in HiRE.
- LWDA 70 staff shall ensure that case notes regarding supportive service received are entered in participants case notes in HiRE within two (2) working days from the date of service.
- Determination of need must include documentation regarding the reasonableness of the support service and how the associated cost was determined. Youth participants supportive service needs must also be documented in their Individual Service Strategy and case noted in HiRE.
- Reimbursement payments will be made only with the submission of original sales receipts that show itemization of the service and products provided or in the case of mileage, through the submission of a mileage tracking form.
- Mileage reimbursement shall not exceed the current (\$0.575) Federal travel authorized per mile rate.
- Childcare reimbursement will be made only with the submission of documentation that includes verification from the childcare provider regarding the number of hours of care and that the hours correspond with the hours in the work experience/training activity.
- For incentive payments, LWDA 70 staff must have copies of awards of attainments such as certificates or diplomas or other documentation verifying successful completion of the activity. Case notes must document why the incentive was provided, the amount of the incentive, and the date the participant received the incentive. The appropriate activity code must be added.

In general, all supportive services payments must have a receipt from the vendor/provider that clearly shows the amount that was paid.

INDIVIDUAL SUPPORTIVE SERVICE LIMITS:

Supportive services are contingent upon funding availability and approval of request. Based on documented need as specified elsewhere in this policy, LWDA 70 staff may allocate up to \$1,000 in supportive service payments per participant, per program year while they are enrolled in WIOA services. If supportive service funds are used, LWDA 70 staff must document in case notes how the need was determined for each area support service funds were used.

UNALLOWABLE SUPPORT SERVICES:

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed.

Examples of unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Contributions and donations
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased for family or friends
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

HIRE ACTIVITY CODES:

Supportive Service Activity Codes are created in HiRE based on the type of Supportive Service received; Child/Dependent Care, Transportation Assistance, Needs Related Payments, Stipends, Incentives, and Other.

There are (9) WIOA Supportive Service Activity Codes in HiRE – 5 specific to Youth participants only.

- 180: Supportive Service - Child/Dependent Care
- 181: Supportive Service - Transportation Assistance
- 185: Supportive Service- Other
- 326: Supportive Service- Needs Related Payments
- 419: Stipends (Youth)
- 480: Supportive Service - Child/Dependent Care (Youth)
- 481: Supportive Service - Transportation Assistance (Youth)
- 484: Supportive Service - Incentives (Youth)
- 485: Supportive Service - Other (Youth)

*Note: Supportive Service Costs are to be recorded separately from tuition costs. If a Provider has supportive service costs (such as tools, books, uniforms, fees, etc.) included in the tuition costs, please record the tuition costs within the applicable training activity code and any supportive service costs using the applicable supportive service activity code. Ensure a case note is entered detailing each specific supportive service provided.

Supportive Service activity codes are not stand-alone codes. Supportive Services must be provided in conjunction or coordination with another career or training service. These supportive services codes are not exclusive to coordination with training activities (i.e. 202-Individual Counseling and Career Planning.)

Supportive Service -Child/Dependent Care, Transportation Assistance, Stipend, and Other

When creating 180/480, 181/481, 185/485, or 419 Supportive Service Activity Codes in HIRE, staff will create the Activity Code with begin and end dates that parallel the duration of the employment or training service. Staff must case note each time a Supportive Service is provided within that duration.

Example: A participant is in need of Transportation Assistance. Staff are to record the 181/481- Supportive Service Transportation activity in HiRE for the specified duration (i.e. 6 months, 1 year, etc). A detailed case note MUST be entered each and every time a transportation payment is issued within the specified duration.

Example: A participant has completed training but is now in need of assistance with paying for testing to receive their Occupational License. Staff are to record the testing fee using the 185/485 Supportive Service-Other activity code for the specified duration. A detailed case note MUST be entered including details of the other supportive service.

Supportive Service - Needs Related Payments

When creating a 326 Support Service- Needs Related Payments Activity Code in HiRE, staff will create the Activity Code with begin and end dates that parallel the duration of the training service. In order to qualify for needs related payments a participant MUST be enrolled in training. Staff MUST case note each time a Needs Related Payment is provided within that duration.

Supportive Service - Incentives

When creating a 484 Supportive Service- Incentives Activity Code in HiRE, staff will create an Activity Code each time an Incentive is provided; where the actual begin and end date is the date in which the Supportive Service was either requested, received, or upon agreement of purchase (per your local policy). Staff MUST enter a detailed case note each time an Incentive is awarded.

REQUIRED HIRE CASE NOTES:

- Sufficient case notes to determine what was purchased, from where, the cost, for what purpose the purchase was made and the date range, if applicable,
- The need and inability to obtain this service elsewhere in the community for the Supportive Services/needs related payment service.
- Co-enrollment details as to shared costs among multiple programs and services.
- Purchase order/invoice details sufficient to determine the need for the purchase, what was purchased, from where, time frames and costs for training related costs.

FOLLOW UP SERVICES:

Supportive Services may be individuals enrolled in the Youth program for up to one year after the date of exit from WIOA program, provided the services is necessary to retain employment or continue in a post-exit training program, and there is financial need documented in the participants file and case noted in HiRE.

Follow-up career services are not a qualifying service for the recipient of Supportive Services; therefore, an Adult/Dislocated Worker who is receiving follow-up services may not receive Support Services after exit date from WIOA program.

Youth follow-up services may include the Supportive Services as stated in 20 CFR 681.580.

PRIORITY OF SERVICE:

Participants in WIOA programs who face significant barriers to employment – such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient – should be given service according to their level of need.

AVAILABILITY OF FUNDS:

All services under WIOA are subject to change due to the availability of funding, and/or LWDB 70 policy and directive.

EXCEPTIONS:

Prior approval is required for any requests exceeding funding or duration limits set forth in this policy. Participants must submit such request in writing with reasonable justification and supporting documentation when appropriate to LWDA 70 staff for approval. Exceptions for extreme circumstances may be approved at the discretion of the Director.

MONITORING:

LWDA 70 monitoring staff will provided monitoring reviews throughout an program year to ensure adherence to WIOA laws, regulations and policies to ensure that participants are provided appropriate access to programs or activities.

ACTION:

This policy supersedes WIOA Supportive Service Policy, January 30, 2020. This policy is effective immediately. All submitted forms are live documents and subject to change according to local, State, and Federal needs. Once the forms and exhibits pertaining to this policy are approved by the LWDB 70, they will not require board approval if other changes occur, unless the change affects protocols. Should you have any question, please feel free to contact LWDA 70 staff at (318) 632-2022.

EXPIRATION DATE:

This policy shall remain in effect until revised or canceled by the Seventh Planning District Consortium Workforce Development Board.

Passed and Approved on this 4 Day of December 2020.



The Seventh Planning District Consortium Workforce Development Board
Title: Matt Wheeler, Chairperson

12/4/2020
Date



THE COORDINATING & DEVELOPMENT CORPORATION



The Department of Labor

Supportive Service Request - Form A

LWDA 70 Staff Name: _____ Date of Request: _____

Participants Name: _____ State ID: _____

Parish: _____ Funding: _____

Local Community Agency Name: _____

Address: _____

Phone Number: _____ Agency Contact Name (Print): _____

Supportive Service Requesting: _____

Dollar Amount: _____ Can Agency Provide the Service: Yes No

If Yes, How Much: _____

If No, Why: _____

Agency's Contact Signature: _____ Date: _____

**Supportive Services cannot exceed \$1,000 per program year*

LWDA 70 Staff Signature

Participants Signature

.....
 Approved Not Approved

Justification for Above: _____

WIOA Program Manager Signature

Date

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Supportive Service Other Resources – Form C

Participant Name: _____ State ID #: _____

In the space below, please provide a brief description of the support service you are seeking to assist you overcome the barrier to training/employment. If applicable, please include an estimated dollar amount associated with the request:

Support Requested: _____

Estimated \$ amount needed: _____

REGION 7 RESOURCE AGENCIES

Bienville Parish

Minden Behavioral Health Clinic - (318) 371-3001
Bienville Community Health Center - (318) 894-2341
Bienville Parish Health Unit - (318) 894-2209
Arcadia Housing Authority - (318) 263-8471
Bienville Council on Aging - (318) 263-8936
Louisiana Veterans Affairs Office - (318) 263-7419
Pine Belt Multi-Purpose Community Action - (318) 259-7560

Bossier Parish

Shreveport Behavioral Health Clinic - (318) 676-5111
Bossier Parish Health Unit - (318) 741-7314
Housing Authority of City of Bossier City - (888) 549-1556
Bossier Parish Section 8 Housing - (318) 747-7823
Bossier Council on Aging - (318) 741-8302
Louisiana Veteran's Affairs Office - (318) 741-8391
Bossier Office of Community Services - (318) 747-1045

Caddo Parish

Workers Compensation Office - (318) 676-5331
Louisiana Rehabilitation Services - (318) 676-7155
Shreveport Behavioral Health Clinic - (318) 676-5111
Caddo Parish Health Unit - (318) 676-5721
Community Support Programs - (318) 865-1422
Caddo Parish Section 8 - (318) 227-0906
Housing Authority of the City of Shreveport - (318) 698-3600
Oil City Housing Authority - (318) 995-6669
Housing Authority of Vivian - (318) 375-2381
Caddo Council on Aging - (318) 676-7900
Louisiana Veteran's Affairs Office - (318) 676-7540
Caddo Community Action Agency - (318) 868-6360

Claiborne Parish

Minden Behavioral Health Clinic - (318) 371-3001
Claiborne Parish Health Unit - (318) 927-6127
Claiborne Parish Section 8 Housing Authority - (318) 251-9867
Haynesville Housing Authority - (318) 624-1272
Homer Housing Authority - (318) 927-3579
Claiborne Council on Aging - (318) 927-6922
Louisiana Veteran's Affairs Office - (318) 927-3077
Claiborne Community Services - (318) 927-3557

DeSoto Parish

Shreveport Behavioral Health Clinic - (318) 676-5111
DeSoto Parish Health Unit - (318) 872-0472
DeSoto Parish Police Jury Housing Section 8 - (318) 872-0880
Housing Authority of the Town of Mansfield - (318) 872-1383
Housing Authority of the City of Logansport - (318) 697-4380
DeSoto Council on Aging - (318) 588-8349
Louisiana Veteran's Affairs Office - (318) 872-4325
DeSoto Parish Office of Community Service - (318) 872-0880

Lincoln Parish

Lincoln Parish Department of Children and Family Services - (888) 524-3578
LA Vocational Rehabilitation Services - (318) 676-7155
Northwest Louisiana Human Services - (318) 676-5111
Lincoln Parish Health Unit - (318) 251-4120
Ruston Housing Authority - (318) 255-3644
Lincoln Council on Aging - (318) 255-5070
Louisiana Veteran's Affairs Office - (318) 251-4142
Ruston Office of Community Service - (318) 251-5136

Natchitoches Parish

- Natchitoches Behavioral Health Clinic - (318) 357-3122
- Natchitoches Parish Health Unit - (318) 357-3132
- Natchitoches Housing Authority - (318) 352-9774
- Natchitoches Parish Housing Authority - (318) 357-0553
- Natchitoches Parish Council on Aging - (318) 357-3250
- Louisiana Veteran's Affairs Office - (318) 357-3106
- Natchitoches Parish Office of Comm. Svs - (318) 357-2220
- Natchitoches Office of Juvenile Justice - (318) 357-3152
- Natchitoches Off. Children and Family Svs - (888) 524-3578

Red River Parish

- Natchitoches Behavioral Health Clinic - (318) 357-3122
- Red River Parish Health Department - (318) 932-4087
- Red River Parish Section 8 Housing Authority - (318) 932-5719
- Red River Council on Aging - (318) 932-5721
- Louisiana Veteran's Affairs Office - (318) 932-4911
- Red River Office of Family Support - (318) 932-3222
- Ware Youth Center - (318) 932-4411

Sabine Parish

- Sabine Comprehensive Health Clinic - (318) 256-8150
- Sabine Parish Health Unit - (318) 256-4105
- Sabine Parish Housing Authority - (318) 256-3359
- Sabine Council on Aging - (318) 256-4140
- Department of Children and Family Service - (318) 256-4104
- Louisiana Veteran's Affairs Office - (318) 932-4911

Webster Parish

- Minden Behavioral Health Clinic - (318) 371-3001
- Webster-Springhill Health Unit (Monday- (318) 539-4314
- Webster-Minden Health Unit - (318) 371-3030
- Webster Parish Sec. 8 Housing Authority - (318) 377-7022
- Minden Housing Authority - (318) 377-1077
- Webster Parish Council on Aging - (318) 371-3056
- Louisiana Veteran's Affairs Office - (318) 371-3045
- Webster Parish Off. Community Service - (318) 377-7022
- Minden District Probation & Parole - (318) 371-3020

_____, I attest that contact was made to the resources provided above to request assistance/support for the indicated barrier(s). It was determined there is not funding assistance through the provided resources to address the barrier(s) hindering my participation in a WIOA training service (s). I understand that my request for support service(s) provided by the Seventh Planning District Consortium Workforce Development Board will be reviewed resulting in full funding, partial funding, or no funding of my request. I acknowledge the Seventh Planning District Consortium Workforce Development Board may reduce or suspend support service funding at their discretion.

Participant Name: _____

Date: _____

LWDA 70 Staff: _____

Date: _____

TRANSPORTATION SUPPORT SERVICE REIMBURSEMENT PROCEDURES - Form D

Participant Info:

- The participant will complete required attendance forms after beginning the training.
- The forms will cover two weeks of training.
- The forms will be submitted bi-weekly to the LWDA 70 Staff for reimbursement.
- Reimbursement will be mailed to participant to the address on file in the HiRE.

LWDA 70 Staff will:

- determine eligibility and need for support service.
- document in the HiRE eligibility, need and unable to obtain these services from another organization.
- verify participants address.
- Reimbursement Process:
 - o LWDA 70 Staff will receive completed forms from participant and will document in HiRE.
 - o LWDA 70 Staff will then forward reimbursement claim to LWDA 70 Program Manager for processing.

Grades - Participant must be making satisfactory progress in the training program or WIOA Transportation Support Services may be suspended. Satisfactory progress is completing the report period (i.e., semester or quarter) with a minimum of 2.0 GPA (grade point average). Grades must be submitted to LWDA 70 staff by the end of each grading period.

If GPA is below a 2.0, an improvement plan is to be developed with participant. The participant must bring their GPA to a minimum of a 2.0 the following semester/quarter in order to be re-eligible for Transportation Support Services.

WIOA Participant Info:

School/Course: _____

Residential Address: _____

School Address: _____

Dates Traveled:

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Your bi-weekly cost for mileage: _____ miles _____ trips @ \$0.575 = _____

Example: 54 miles Round Trip x 2 trips x \$0.575 = \$62.10. Round up to the next \$1.00, so \$62.10 would be \$62.00

I have read the Transportation Assistance Guidelines and understand the expectations required of me in order to receive this service.

Comments: *Subject to Change without notice.*

***miles cannot exceed 100 miles bi-weekly, therefore payment should not be more than \$57.50.**

Participant Signature

Date