

## MATRIX OF SUPPORT SERVICES

Note - **All Supportive Services must be a barrier and noted in the IEP.** Customer should be referred to other available resources prior to use of supportive services, and this should be noted on IEP or VOS case notes. **For support, customers and career advisors will need to sign the self-sufficiency statement (for adults and DW) to note a barrier. Youth have to indicate a barrier. Those receiving support only must follow pre-training requirements as well.**

### WIOA Support Services

#### **TRANSPORTATION - \$10.00 per day (increase up to \$15.00)**

**Required Paperwork:**

- VOS Authorization (participant voucher) & Monthly Attendance time sheet.
- **Completed Job Search form to be attached if that activity is approved by career advisor.**
- **Max of 2 times per week approved by career advisor if needed.**
- **Job search form must be completed by job seeker.**

#### **CHILD CARE**

**One Child – up to \$30.00/day- \$150.00/week (max)**

**Two or More Children – up to \$40.00/day--\$200.00/week (max)**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Budget Sheet
- Participant Statement of Understanding
- Release From Liability Form, Birth Certificate for Child(ren)
- Family members in household form
- Monthly Attendance
- Childcare verification form completed by Provider when requesting payment. Eleven is the maximum age.

**\*Child care hours can include travel time to and from training site.**

#### **RELOCATION ALLOWANCE – up to \$800.00 Maximum**

**(Dislocated Workers only; TAA to pay first)**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Request for Payment
- Employment Verification (3 written bids needed – U Hauls or moving companies acceptable)

**WORK NUMBER** – Use follow up check list before using WN to locate current or exited customers. If case is still open, enter authorization for verification of call to WN. If exited customer, print off closure screen to show customer was once active. **\*\*Staff to the Board only allowed to access. \*\***

**BOOKS – up to \$1,500 maximum**  
(not to exceed the Cost Sheet of the Training Provider)

**ANY ALLOWABLE SUPPORTIVE SERVICE**

**\$1,500 Maximum(suggested increase to \$2,000)** (unless prior approval from Director of Program Operations and Executive Director to maximum of \$2,000(suggested increase up to \$2,500))

**ALL SERVICES LISTED BELOW FALL UNDER THE \$1,500 LIMIT (up to \$2,000)  
Individual Maximum limits set by Training Provider Cost Sheets for Program of Study**

**PHYSICAL - \$750.00 Maximum (Include in \$1,500) (up to \$2,000)**

**\*Maximum \$750.00 to include physical and all required shots.**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Authorization Letter to Vendor
- EOB
- Request for Payment Invoice from Vendor - Should be included in TAA (if applicable)

**OPTICAL - \$325.00 Maximum (Include in \$1,500) (up to \$2,000)**

- \$75.00 eye exam
- \$250.00 frame/lens (glasses or contacts)
- Use insurance or Lion's Club first
- No tint, unless required by doctor
- Progressive and contacts are allowed.

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Budget Sheet Authorization Letter to Vendor—sales tax not included Invoice from Vendor
- Request for payment
- Report on Eye Exam

**DENTAL - (Include in \$1,500) (up to \$2,000)**

**\*Non-medical assistance including X-rays, fillings, extractions and dentures; use insurance first**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Budget Sheet Authorization Letter to Vendor
- Invoice from Vendor

**TUTORING - (Include in \$1,500) (up to \$2,000)**

**\*Cannot be a duplication of services**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Authorization Letter to Vendor
- Invoice from Vendor

**COUNSELING SERVICES - (Include in \$1,500) (up to \$2,000)**

**\*Cannot be a duplication of services**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Authorization Letter to Vendor
- Invoice from Vendor

**DRUG AND BACKGROUND CHECKS - Include in the \$1500(up to \$2,000)**

**\*Customer is required to have these done up front for trucking, education and healthcare training. If customer fails either or both, they pay the costs. Charges usually range from 75.00-\$100.00 for background and \$35 -\$50 for drug tests.**

**Required Paperwork:**

- VOS authorization only if passed one or both tests
- Letter of Authorization to vendor

**AUTO REPAIR - Maximum of \$1,000 (Include in \$1,500) (up to \$2,000)**

**\*Only when auto repair is a barrier to training or employment.**

**\*Car repair must make the car operational.**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Budget Sheet
- Three Written Estimates on Repair Cost
- Car Title in Participant's Name (copy to be sent into Admin) Authorization Letter to Vendor
- Invoice from Vendor (Only one estimate needed if car is immovable) sales tax not included.

**\*Car title or vehicle registration must be in WIOA participant's name.**

**GED/HISET - (Include in \$1,500) (up to \$2,000)**

**\*Can pay for test twice, three times if learning disabled. Must meet minimum scores of Pre-test first.**

**Required Paperwork:**

- VOS Authorization (participant voucher),
- Staff to register customer for HiSet test on ETS site (1-855-694-4738)
- Staff to pay for test cost using company credit card

**DRIVER LICENSE FEES - (Include in \$1,500) (up to \$2,000)**

**\*Cannot be a duplication of services**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Invoice from Vendor
- Staff Assisted Delivery of Payment & Receipt

**LICENSE TAG AND WHEEL TAX - (Include in \$1,500) (up to \$2,000)**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Authorization Letter to Vendor
- Invoice from Vendor
- Staff Assisted Delivery of Payment & Receipt

**UNIFORMS/SHOES/WATCHES - \$400.00 Maximum (Include in \$1,500) (up to \$2,000)**

**Required Paperwork:**

- VOS Authorization (participant voucher),
- Authorization Letter to Vendor
- Invoice from Vendor

**TOOLS/LICENSE/INSURANCE/NCLEX/BOARD FEES - ~~Maximum of \$800.00 for basic tools~~ (required for admission into class) to complete the course. (Include in \$1,500) (up to \$2,000)**

**Required Paperwork:**

- VOS Authorization (participant voucher)
- Authorization Letter of Authorization to Vendor
- Invoice from Vendor

**CLOTHING/GROOMING AIDS - \$25.00 (Include in \$1,500) (up to \$2,000)**

**\*Hygiene items such as soap, shampoo, toothbrush, deodorant, mouthwash, haircuts up to \$25.00 with prior approval.**

**Required Paperwork:**

- VOS Authorization (participant voucher)

**RFP'S FOR CUSTOMER EXPENSES**

**\*CDL licenses (copy of license showing CDL), testing, etc. if customer pays and needs reimbursement**

**Required Paperwork:**

- VOS Authorization
- Before customer has expense.
- Document proof of all expenses (receipt/s included)
- All receipts must be signed by the participant.

**Tennessee Reconnect On-Line Fees - \$480.00 max**

**Required Paperwork:**

- VOS Authorization
- Proof of on-line fees to be paid

**Other Costs listed on a Training Providers Cost Sheet needed to graduate – (Include in the \$2,000)**

Revised Oct 2018

Title: LWSM Policy

---

Effective Date:

Duration: Indefinite

Authorized By:

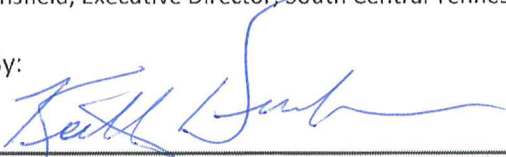


---

Jerry Mansfield, Executive Director, South Central Tennessee Development District

Date

Approved By:



12/21/2018

---

Keith Durham, Board Chair, Southern Middle Tennessee Local Workforce Board

Date