



Area 11: Local Policy

Supportive Services Policy

Purpose:

This policy provides guidance on Supportive Services and Needs Related Payments in accordance with the Workforce Innovation and Opportunity Act (WIOA) use of funds to support adults, dislocated workers, and youth participating in WIOA Title I activities.

Background:

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA sec. 134(c)(2) and (3) (adults and dislocated workers) and sec. 129(c)(2) (youth) and defined in WIOA sec. 3(59) and 20 CFR 680.900-970 and 681.570. Services may include, but are not limited, to the following:

- Linkages to community services;
- Assistance with transportation;
- Assistance with childcare and dependent care;
- Assistance with housing;
- Needs-related payments, as described in the NRP policy;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses, protective eye gear and other essential safety equipment;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training related applications, tests, and certifications.

Policy:

Supportive Services for Adult/ Dislocated Workers

Supportive services may be made available to any adult or dislocated worker participating in title I career services or training activities that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive services must be necessary to enable the individual to participate in career services or training activities.

Note that follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving “follow-up” services may not receive supportive services.

Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive services, like follow-up services do not make an individual a participant or extend participation.

The WDBCO shall offer Supportive Services to adult and dislocated workers on a case by case basis. The lifetime maximum amount of Supportive Services is \$2,000.00 per participant.

Supportive Services for Youth

Supportive services for youth are defined as services that are necessary to enable an individual to participate in activities authorized under Title I. Supportive services may be provided to youth based on specific need and in accordance with the youth’s IOP. Youth who have exited and need post-program Supportive Services (while in “follow-up”) may receive such services for up to 12 months after program exit.

The WDBCO shall offer Supportive Services to youth on a case by case basis. The annual amount of Supportive Services is \$5,000.00 per participant.

Disallowed Supportive Services

Supportive Services may not be utilized to pay for expenses incurred prior to the participants enrollment into the WIOA program. The following are a list of disallowed Supportive Services activities and/or services:

- Fines and penalties such as traffic violations, late finance charges, and interest payment
- Entertainment including tips
- Contributions or donations
- Refundable deposits
- Alcohol or tobacco products

- Pet food
- Items for family members or friends
- Out-of-State job search and relocation expenses

Supportive Services funding is limited and must be coordinated with other community resources. In every instance of providing supportive services, Service Providers must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the Supportive Service and create a hardship to the participant.

Eligibility

Supportive services may only be provided to participants when it is necessary to enable individuals to participate in title I career services or training activities and is tied to a specific service. The participant must be actively engaged in career services or training activities prior to requesting Supportive Service.

Payment of Supportive Services

Supportive Services payments are paid on behalf of a participant. The utilization of Supportive Services is determined on an individual basis. Eligibility or enrollment in WIOA does not constitute entitlement to Support Services. Support Services dollars are not guaranteed as they are based on availability of program funds.

Documentation

Service Providers are required to maintain accurate documentation of all Supportive Services provided to participants. Copies the documents must be kept in the participants file and Case Notes must be documented in OWCMS and CFIS Client Tracker. Participant case notes must document the form of supportive services provided and the date of issuance

Needs-Related Payments

The WDBCO shall allow needs related payments to all eligible participants on a case by case bases until NRP funds are exhausted. If participant is not eligible, participant shall be notified within 30 days and notified on how they can appeal the decision. Director of Career Services shall seek approval from the WDBCO Chief Executive Officer prior to providing a needs related payment to a participant. **The lifetime maximum level of needs-related payments for a participant is \$2,000.00.** The WDBCO shall follow criteria according to 20 CFR 680.970. According to sec. 134(d)(3)(B) of WIOA, a participant must be enrolled in a training program described in sec. 134(c)(3) of WIOA in order to receive needs-related payments. Specific criteria for Adult and Dislocated Worker eligibility may be found in 20 CFR 680.940 and 680.950.

Definitions:

Needs Related Payment - Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.

Supportive Services - Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services and are governed by the DOL-only Final Rule at 20 CFR 680.900 through .970.

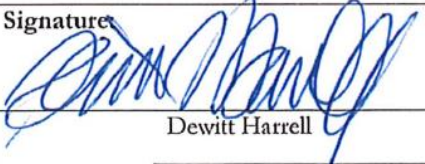
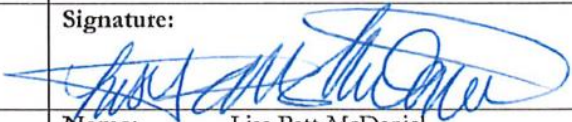
References:

WIOA Section 134(d)(2,3)
20 CFR 680.900 – 680.970
20 CFR 681.570
WIOAPL 15-14

Inquires

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