



Crater Regional Workforce Development Board

Title: Title 1 Participant Supportive Services	Policy #: 2022-06
Replaces: 2018-04	Effective Date: June 16, 2022 Last updated: July 1, 2024

Purpose

To provide guidance regarding the usage and different types of supportive services allowed for eligible WIOA adult, dislocated worker and youth participants in the Crater Region.

References:

- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), (20 CFR §681. 570 and §688.120, 20 CFR §680.900 -20 CFR §680,970)
- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) # 19-16, Dated March 1, 2107 & #21-16, Dated March 2, 2017

Policy

- Supportive services may only be provided to participants who are participating in career or training services and are unable to obtain the services through other programs who provide such services.
- Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in Workforce Innovation and Opportunity Act (WIOA) activities.

The WIOA Title 1 program responsible party must thoroughly assess the participant's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally the participant and service provider must develop a plan on how the participant will support a part or all of the expense for supportive service issues once the initial assistance has been given to the participant.

One Stop Operators, service providers, and One Stop partners shall identify in the Memorandum of Understanding (MOU) the process utilized to ensure resource and service coordination regarding supportive services including how supportive services will be funded when they are not available from other sources. In addition, the MOU must describe how accurate information will be provided on the availability of such services in the local area.

Procedure

Determination of Need: Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the participant to participate in approved programs and only when similar services are unavailable within the community.

The participant's need and necessity of the supportive service must be documented in the case file; and for participants enrolled in individualized career or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Cost Limitations: Cost limits are variable based on the LWDA's allocation & budgets as well as the individual jobseeker's identified need. Generally, supportive services provided through the course of a jobseeker's Title 1 service should not exceed \$1,500. In some instances, there may be a need to exceed the limitations specified by this policy, or to provide a supportive service not defined that otherwise meets the intent of this policy. In cases of exceeding cost limitations, LWDA administrative staff may approve actions to exceed those limits. Such requests will be evaluated on a case-by-case basis and either approve or disapprove the exception request within seven (7) working days.

Documentation: A supportive service receipt form (with signatures) must be completed each time a supportive service is provided. The receipt form should including any/all backup documentation for the support (i.e. copy of gas card with denomination noted, mileage printout, supply list, invoice or receipt from purchase of items, etc.). The receipt form should be signed by the participant upon pickup or actual provision of the supportive service. All documentation should be uploaded in the Virginia Workforce Connection and the appropriate supportive service code entered.

Allowable Supportive Services

Assistance with Uniforms or other Work-related Items: Supportive services assistance is authorized for protective clothing, tools, and equipment required for participants to enroll and participate in training programs or other employment under WIOA. These items may include eyewear, steel-toed shoes, work related or training related tools and equipment, uniforms, testing fees required for licensure or certification exam, etc. If these items are required under a training program curriculum, they become training costs and are included in the individual training account obligations and in the adult and dislocated worker program count toward the 40% training requirement.

Items not included in a training program curriculum are still supportive services if they are provided to the participant. These items include interpreter, or signer, interviewing clothing, laundry and/or dry cleaning services, additional tools and materials needs for employment after training is completed.

Basic Car Repair: Supportive service cost for emergency car repairs is authorized, such as tire and battery replacement, minor car repairs not covered by insurance or warranty, and oil changes. Preventive maintenance or major work such as transmission and engine repair is not covered as a supportive service. Such expenses must be documented by a service or repair facility.

Child Care and Dependent Care: Childcare assistance may be provided by a licensed and insured day/ adult care provider to participants who are not able to participate in WIOA programs without such assistance.

This includes participants who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare arrangements. Program providers must obtain proof of insurance and be listed as a covered entity with the insurance provider.

Education, Employment Certification and Associated Memberships Fees: Supportive service assistance is authorized for the payment of tutoring services, application, and testing fees to educational institutions. These are fees that are paid to determine a participant's eligibility and acceptance at the educational institution and which will allow the client to obtain information on financial aid awards. Exam fees and membership fees are allowed if it assists the customer in obtaining employment and networking within the certification field. This also includes tutoring services for adult and dislocated worker programs only.

Emergency Housing: Emergency housing assistance may be provided to participants on a limited basis. The assistance may include the cost of rent, mortgage payment, temporary housing in a motel/hotel or apartment, utility payments, to stop an eviction and relocation expenses. Since this is a limited-time emergency intervention, a plan must be established to ensure the client will be able to meet long term housing needs.

Legal Aide Services: Participants may receive assistance with restitution, court fines, child support, traffic infractions, and driving school as a result of record. Assistance in linkages with legal aid organizations for legal representation, for record expungement and any other legal proceedings.

Linkages to Community Services: Assistance in providing linkages, referrals, and accurate information about the availability of supportive service assistance not provided or funded by the Workforce Innovation and Opportunity Act. These services may include: SNAP benefits, temporary assistance for needy families (TANF), veteran's assistance funds, financial assistance for education, county public assistance funds, etc.

Medical Services: Supportive service assistance is authorized for healthcare and medical services. Medical assistance may include health screenings such as dental, general medical, drug screening needed to enter employment, examinations/inoculations needed before entering training or employment such as eye exams, glasses, TB test, etc.. Medical assistance is not intended to cover the costs of major issues such as major surgery or major dental care.

Transportation Assistance: Transportation assistance includes costs for items such as: gas/fuel cards, mileage reimbursement, bus and/or other transportation fares. For youth this includes driver's education. Case management staff should use online mileage calculators/estimated fuel cost in conjunction with the number of days the jobseeker would travel to/from training to determine how much support can be provided for gas/fuel cards & bus passes. As need is variable based on the distance traveled, and number of days the participant has training, no specific limit exists for transportation assistance if a need has been determined at the time of enrollment. Any mileage reimbursement requests should follow the federal mileage rate, proof of mapped mileage and proof of class attendance.

Disclaimer This policy is based on CRWDB interpretation of the statute, along with the Workforce Investment and Opportunity Act; Final Rule released by the U.S. Department of Labor and federal and state policies relating to WIOA implementation. This policy will be reviewed and updated based on any additional federal or state guidance.