



Support Services Policy

ADULT AND DISLOCATED WORKERS



ARWDB APPROVED: April 5, 2023

EFFECTIVE: April 5, 2023

REVISION:

Added additional State requirements regarding co-enrollment and mental health services. New cap set for up to \$2500 for A/DW/DWGs; and new "Determination of Need" Forms for participant and staff. Statement added to allow flexibility in policy to allow automatic inclusion when new services covered under SS are approved at state level.



WorkSource Atlanta Regional Policies and Procedures Manual

Supportive Services Policy

Board Approved – April 5, 2023

Purpose

Supportive services for Adults and Dislocated Workers are provided for the Workforce Innovation and Opportunity Act (WIOA) to enable an individual to participate in activities authorized under WIOA Title I. This memorandum establishes local area policy for WorkSource Atlanta Regional in providing support services as allowed for by WIOA.

Reference

WIOA, section 3(59), 20 CFR 680.900

Policy

Supportive services are services which are reasonable and necessary to enable a WIOA participant who cannot afford to pay for such services to participate in an individualized career and/or training services funding under WIOA. Supportive services must be determined on an individual basis. Limited supportive services may be provided to individuals receiving Basic Career Services; however, such individuals must be registered as a WIOA participant and are subject to performance outcomes.

The use of supportive services is encouraged to enable hard-to-serve populations to participate in long-term interventions.

NOTE: Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services 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 (TEGL 19-16). Youth follow-up services also may include the following program elements: (1) Supportive Services (WIOA§681.580). _ (See *NexGen Support Policy for Youth*)

Based on individual assessment and availability of funds, supportive services may be awarded to eligible participants. Supportive services must be tied to education, occupational skills training, OJT, or job search activities. Supportive service awards are only provided under the following conditions:

1. Individuals are WIOA eligible and registered in the Georgia Work Ready Online Participant Portal (GWROPP) and are participating in an individualized career and/or training services;
 - Limited supportive services may be provided to eligible applicants before they are enrolled as participants to permit participation in assessment activities.
2. Be unable to obtain supportive services through other programs that provide such services; and
3. Participants comply with program regulations and policies during the enrollment period and/or training.
4. When it is necessary to enable individuals to participate in WIOA Title I activities; and
5. Participant household income/budget and IEP justifies the need for supportive services.

A maximum of up to **\$2,500*** total supportive services assistance with WIOA formula funding may be awarded for the entire participation period, as WIOA funds are available. Other grants and funding may be used in addition to available WIOA formula funds through special grants during times of economic impact caused by a pandemic or national disaster. Annually, , the ARWDB Director will establish the maximum amount of supportive services per participant for the current Program Year, and may adjusted when needed

which may be lower than the maximum cap of up to \$2,500*.

Supportive Services for Co-enrolled Participants

- A. An Adult, Dislocated Worker, or Youth program participant may receive supportive services when engaged in individualized career or training services funded by WIOA one-stop partners, or other funding sources. If the services are included in the participant's IEP or ISS (WIOA Desk Reference). There is no requirement that WIOA fund the service or activity in order to provide supportive service to an eligible participant. This access to supportive services gives a participant the resources needed to participate in career and/or training services that are not directly funded by the Adult, Dislocated Worker, or Youth program, but that the participant and career planner deem necessary and appropriate for the participant to achieve the employment and training goals identified in their IEP/ISS (TEGL 19-16, p. 18). Access is permitted if:
 - a. the individual has been determined eligible for WIOA Title I services;
 - b. the individual has received, or is receiving, at least one participation-causing service provided by WIOA Title I (NOTE: this requirement is minimally satisfied by the development of an IEP/ISS);
 - c. the supportive service provided is an allowable supportive service; and
 - d. the need for support is included in the participant's IEP/ISS and documented via a local "Determination of Need" form for Supportive Services (known as Supportive Service Request Form).

NOTE: Services being supported that are not funded by WIOA Title I should be entered in GEO in the Partner Programs section of the Programs page. If the partner program is not listed, the case manager should select "Other."

Guidelines and Procedures

All supportive services must have been approved and recorded in GWROPP prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved. Advances against future payments are not allowed. The provision of supportive services must be determined on an individual basis. Eligibility and determination of need for supportive services should be conducted by a case manager or appropriate WorkSource Atlanta Regional staff on a case-by-case basis to determine if the participant is eligible for and in need of supportive services. Eligibility for supportive services is contingent upon enrollment and/or participation in a training program or approved activity.

(Note: All supportive services are provided at the discretion of the Atlanta Regional Workforce Development Board; supportive services are not to be considered automatic or entitlements and are contingent upon the assessment of a customer's circumstances by WorkSource Atlanta Regional staff and as WIOA funds are available.)

Supportive services may include, but are not limited to those listed below. Supportive services not listed below are permitted if authorized by state and federal rules.

Auto Insurance: Payment may be issued for auto insurance coverage required by the State of Georgia and can only be justified in a situation where, without the insurance, the participant would not be able to travel to the training site and/or place of employment. Liability insurance coverage will be authorized only if the vehicle is needed for the participant to seek, accept or retain employment, or to participate in employment and training activities. Liability insurance, as required by the state of Georgia covers damage to

property and persons after an accident happens. The vehicle must be titled and registered in the participant's name. Payment may not exceed three month's coverage and/or the maximum support limit. Payment will be one-time only for up to three months and not to exceed support services cap.

Auto Repair: WIOA funds may pay for repair and replacement of essential parts and safety equipment to an automobile only if it can be verified there is no other reasonable way for the participant to transport himself/herself to a training or work site. The vehicle must be titled and registered in the participant's name, be properly insured and it must be verified by a reputable mechanic that the repairs are needed. Exceptions may be made if the vehicle belongs to another family member and is the only means of transportation available to the participant. **Exceptions must be documented in the participant's file.** Original invoices/receipts are required for car repair payments. Quotes or work orders are not accepted for payment receipts. This is a one-time payment only not to exceed maximum support allowed.

Childcare/After-School Program (ASP) Care: One-time payments may be made for after-school registrations. The childcare cost may be reimbursed at the rate outlined in childcare agreement. This rate should be reviewed on an annual basis. These limits apply on a per child basis not to exceed the maximum support allowed. The childcare provider must be licensed or registered. All participants must apply for Department of Family and Children Services CAPS program and provide proof of application determination.

Attire: Clothing, uniforms, and or footwear may be purchased for job interviews or work. This includes, but is not limited to, such items as a uniform, a particular type of footwear required for the job by an employer, or attire for a job interview or first day of work. At least three quotes must be provided.

Medical/Dental/Optical: Covered expenses include medical testing/treatment, prescriptions, mental health testing, or counseling. Policy may allow that the maximum can be expended in one (medical, dental, optical) area, or a combination of all three areas. WIOA funds cannot be used for costs incurred by other family members. This service should be limited to the minimum required to permit the person to participate in training, job search, accept employment, or maintain employment.

Mental Health and Wellness: Covered expenses will be contingent on the participants expressed need and interest in receiving mental health services. Mental Health care providers will be customers' choice and must be listed with Psychology Today and/or found through NAMI. Providers must be willing to accept WIOA vouchers for mental health services.

Miscellaneous Items: Payment may be provided to ensure the participant is prepared for a job interview and/or entering employment, including cost for professional licenses, certifications, Individual Training Account (ITA) or intensive service test fees, background checks, identification (Georgia Driver's License, identification card), etc. At least three quotes must be provided.

Rent Assistance: WIOA funds may assist with past due rent payments. Clear verification (copy of rental agreement and eviction notice or letter from landlord) of outstanding charges and residency must be provided by the customer. Documentation that the situation would make it impossible for the participant to conduct an efficient job search, maintain employment or participate in training without the rent assistance, and that the participant has a plan for future payments. Mortgage or other payments that contribute to the purchase of real property that the participants own are not allowed (e.g. house, car, boat). Regulations prohibit the payment of debts incurred prior to enrollment in the program.

Tools or Equipment: Supportive service funding may be used to provide tools not included in training costs but as required to complete the training program or obtain employment. If needed for employment, a bona

vide, written job offer must be provided prior to the approval of funds for purchase. Otherwise, tools may be purchased for participants if the tools are required to continue a training program or obtain employment. The service provider must determine that the tools are required and that they cannot be provided by any other source such as a community partner resource, the prospective employer, or the participant.

Tools become the property of the participant upon satisfactory completion of the WIOA training as outlined in the participant's Individual Employment Plan (IEP) or upon employment. Tools and equipment can be included in the Individual Training Account (ITA) or as a supportive service. If the participant fails to complete the prescribed WIOA training, the tools remain the property of the ARWDB.

Computer: In limited cases, the purchase of a computer may be approved as a required tool. This is most typically, but not exclusively, in distance learning situations. Per guidance from USDOL, case managers **must** request approval from their program manager prior to a computer purchase to ensure it meets the requirements. Factors that will be taken into consideration prior to computer purchase approval include but are not limited to: a) does the training program include distance learning and to what degree; b) does the participant have reasonable computer access through another source, such as a computer lab on campus or at a public library; and c) does the participant have a lengthy commute to obtain computer access. Providers requesting a computer purchase approval can include justification addressing these factors in an e-mail or submit a request completed by the participant.

WIFI/Broadband Access: Payment assistance for WIFI/broadband access may be available after all other options have been exhausted. Documentation and/or evidence of application for alternative funding sources for assistance will be required. Payment total cannot exceed the maximum support allowed.

Transportation: A participant may receive only one type of transportation assistance at any given time: gas card, rideshare, or monthly transit pass. File documentation must clearly itemize transportation assistance.

Transit Pass: Participants may receive a transit pass (e.g. MARTA, Gwinnett County Transit, Connect Douglas, Xpress) issued from a transit provider, which may be renewed monthly. Transit passes range in denominations and WorkSource Atlanta Regional staff will determine the most suitable denomination based on need. Participants are required to be enrolled in training or participating in an approved activity, in good standing, and making satisfactory progress to continue to be eligible to receive transportation assistance.

Gas Cards: Pre-paid gas cards for transportation assistance are available for participants enrolled in training or participating in an approved activity, in good standing, and making satisfactory progress. The amount of the gas card will be calculated using the IRS Standard Mileage Rate. The calculation formula will include miles from home to school roundtrip multiplied by the amount of days attending class. See IRS standard mileage link as follows: <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2023-business-use-increases-3-cents-per-mile>. Gas cards will be issued once per month; however, a participant may receive additional funds not to exceed two cards per month with approval of a WorkSource Atlanta Regional program manager.

Ride-Share Cards: Pre-paid ride-share cards for transportation assistance are available for participants enrolled in training or participating in an approved activity, in good standing, and making satisfactory progress. The amount of the card will be calculated using the IRS Standard

Mileage Rate. The calculation formula will include miles from home to school roundtrip multiplied by the amount of days attending class multiplied by the IRS Standard Mileage Link. See IRS standard mileage link as follows: <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2023-business-use-increases-3-cents-per-mile> The card(s) will be issued once per month; however, a participant may receive additional funds not to exceed two cards per month with approval of a WorkSource Atlanta Regional program manager.

Other Supportive Services: Other supportive services may be provided as determined by the Atlanta Regional Workforce Development Board. Such goods and services should be reasonable and necessary for the participant to remain in training and/or obtain or retain employment. These services may include, but are not limited to:

1. Haircuts, personal grooming and hygiene needs;
2. Bonding and liability insurance for employment;
3. Work clothing (includes clothing for interviews);
4. Financial counseling or assistance;
5. Application fees;
6. Union dues or initiation fees;
7. Auxiliary aides and services for participants with disabilities;
8. Business licenses; and/or
9. Drug testing as required for employment (includes Work Experience (WEX))

Supportive service funds may not be used for the following purposes:

- a. Fines and penalties, such as traffic violations, late finance charges, interest payments, community justice restitution, and supervision fees
- b. Entertainment, including tips
- c. Contributions or donations
- d. Vehicle or mortgage payments
- e. Refundable deposits (Rents, housing, etc.)
- f. Purchase of vehicle
- g. Food, alcohol, or tobacco products

WIOA regulations prohibit the payment of debts incurred prior to enrollment in the program.

All supportive service payments must be tied to education, occupational skills training, OJT or job search activities. Supportive services must be reflected in the customer's Individual Career Plan and/or case documentation in GWROPP.

A **Determination of Need Request Form** (SSDNR-P / SSDNA-S) must be fully completed for all supportive service requests needed to mitigate a barrier or barriers to customer's participation in and completion of training or employment activity, but not directly related to program participation and as such considered "standard and customary." Examples of "standard and customary" supportive services for which the **Determination of Need Request Form is not required** include: tools required for program/work participation, uniform/specific clothing required for program participation, license/testing/certification/background check fees required for program participation and or credential attainment. The following questions and issues must be addressed when completing the form:

1. Description of the specific circumstances that have created the need for supportive services at this time.
2. Description of staff and customer's efforts, and the outcomes of those efforts, in obtaining assistance from other community resources, friends, or family members.
3. Description of how this assistance will remedy the specific situation and assist the customer in completing training and/or maintaining employment.
4. If the supportive services request reflects a recurring need, explain how this need will be addressed in the future without additional assistance.

All efforts must be made to ascertain that supportive service payments provided to the participant are not available through another resource. Staff must utilize the Determination of Need Request form to clearly document resource referrals made to the participant. Community resources are the primary source for supportive service needs such as food stamps, TANF, Medicaid, and community based social service agencies. WorkSource Atlanta Regional staff should assist participants in exploring resources available from other sources in the community or within their own support system. Document all conversations regarding supportive services, referrals, actions, etc. in the participant's file.

Other Considerations

1. Supportive service payments are not automatic or guaranteed to customers. Payments must be evaluated on a case-by-case basis to allow a participant to overcome a barrier to training or employment.
2. The expenditure should not exceed a prudent person's decision under the circumstances at the time the cost is incurred. It should reflect current market price, and public perception should be taken into consideration.
3. Source documentation comprised of original invoices or receipts are required for all payments/reimbursements. **No photocopies are allowed.** Source documentation should allow tracking of funds to a level of expenditure adequate to establish that funds have not been used in violation of applicable laws and regulations and be in accordance with generally accepted accounting principles. All forms and signatures must be completed in ink.
4. All original source documentation related to supportive services must be submitted to the finance department with the completed payment requisition; copies of the source documentation should be maintained in the customer's file.
5. **Reconciliation of supportive services in the State Participant Portal Tracking System (VOS) will be conducted by the ARC Workforce Finance Administrator. It is the responsibility of the Service Providers to create a supportive services account in VOS with a committed amount for a participant once the individual has been determined to be eligible for supportive services. Total supportive service commitments should not exceed the ARC set cap. Once set**

up in the system, the ARC Workforce Finance Administrator will be reconciled one year after the initial set up, or if notified that the participant has exited the program, whichever comes first. If reconciliation determines that there was an excess payment to a participant above the ARC cap with no prior approval, that excess amount will be charged back to the respective Service Provider. Note that reconciliation will be done based on actual submitted receipts and backup documentation sent with monthly invoices.

6. *Pre-purchased supportive services (i.e., transit passes, pre-paid gas, clothing, personal care services/product cards and certificates, etc.) must be pre-approved by the designated Service Provider manager and must be tracked by usage on a spreadsheet. The pre-purchased cost should be part of the supportive services either set up already in VOS or be the initiating supportive services to set up in VOS if it is the first for the participant.*
 - a. All receipts and other proof of payment must be entered into the GWROPP and determined accurate 60-days prior the participant exit.
 - b. All changes to a participant's supportive service situation should be updated in real time in the GWROPP.
7. Retention/Follow-up services for participants may be provided on a case-by-case basis for up to one year after initial employment date, as permissible by state and federal regulations. WorkSource Atlanta Regional reserves the right to deny any request for lack of funding or other good cause.

** Annually, the ARWDB Director will establish the maximum amount of supportive services per participant for the current Program Year and will adjust as needed.*



Support Service Request Analysis

**Adult and Dislocated Worker
 Determination of Need Request (DNR)**

Participant Name: _____ Last 4 of SSN: _____

Training Site _____ Effective Date: _____

Review Date: _____ Anticipated Support Time Frame: _____

I. General Determination for Need of Supportive Services

 1. The Individual is registered in VOS as an eligible participant. Yes No

 2. The individual is participating (or to participate) in an approved training activity. Yes No

 3. The individual is incapable of providing supportive services without assistance. Yes No

If yes to #3, indicate incapability by checking all applicable reasons below:

 Low Income (*Documentation in file*) Yes No

 Receipt of Federal or State Public Assistance (*Documentation in file*) Yes No

 Receipt of U.I. benefits indicating lay-off status or exhaustion of benefits
 (*Documentation in file*) Yes No

 Unemployed or underemployed (*Documentation in file*) Yes No

 Child Care Needs (*See Section IV below for documentation*) Yes No

 Transportation Needs (*See Section IV below for documentation*) Yes No

 Dependent Care Needs (*See Section IV below for documentation*) Yes No

 Other (Specify): _____ Yes No

II. Eligibility

 The participant is eligible for support based on a. b. or c. below: Yes No

 a. Is in an approved training (full time student and progressing satisfactorily per policy or approved for extenuating circumstance by WorkSource Atlanta Regional staff); **OR** Yes No

 b. Is in skill upgrading to an "In Demand" occupation; **OR** Yes No

 c. Is in an OJT and need support until first paycheck Yes No

III. Specific Supportive Service(s) Needed.
1. Childcare Yes No

 Participant provided children's names and ages Yes No

How many children are needing childcare? _____

Childcare Provider _____

Address _____
 Contact _____ Phone number: _____
 Daily Amount _____ Weekly Amount: _____
 Number of Days Needed _____ Payment Amount: \$ _____

CHECK ONE:
 Daily Weekly

2. Technology Yes No
 Participant provided supporting documents for request Yes No
 Length of Training Program _____ Amount Requested: \$ _____

3. Rent Assistance Yes No
 Participant provided a copy of rental agreement/eviction notice? Yes No
 Length of Training Program _____ Amount Requested: _____

4. Transportation (Gas Cards) Yes No
 Participant provided supporting documents for request Yes No
 Number of days per week mileage is needed _____ Daily Round-trip Mileage: _____
 Length of Training Program _____ Amount Requested _____

5. Transportation (Bus Passes) Yes No
 Determination Amount (circle one) 31- Day 10- Ride Single Ride
 Length of Training Program _____ Amount Requested _____

6. Transportation (Ride Share Cards) Yes No
 Participant provided documentation of mileage requested Yes No
 Number of days per week mileage is needed _____ Daily Round-trip Mileage: _____
 Length of Training Program _____ Amount Requested _____

7. Other Supportive Services Needed Yes No
 Participant completed explanation of need: Yes No
 Participant provided documentation to support the need: Yes No
 Length of Training Program _____ Amount Requested _____

IV. Participant Certification
 Participant initialed acknowledgement statement Yes No
 Participant Signed Certification statement: Yes No

Career Advisor Signature: _____ Date: _____

Center Manager Signature: _____

PARTICIPANT DETERMINATION OF NEED

Supportive Service Request

If you are requesting supportive services, please carefully complete the corresponding sections below based on your need. Make sure to ATTACH all supporting documents before submitting this form.

Participant Name: _____ Last 4 of SSN: _____

Street Address: _____

City: _____ State _____ Zip code _____

Contact Number: _____ Email address: _____

Training Provider: _____ Start Date: _____

CHILDCARE

Are you requesting assistance with childcare: Yes No

If YES, please complete the section below.

1. Briefly explain why you need support paying for childcare. _____

2. Do you have children 12 years of age and under? If YES, how many?: _____
3. How many days per week are needed for childcare? _____

Please list the names of your children and their date of birth *(A copy of each child's birth certificate is required.)*

#	NAME	BIRTHDATE	Birth certificate attached
1.			<input type="checkbox"/>
2.			<input type="checkbox"/>
3.			<input type="checkbox"/>
4.			<input type="checkbox"/>
5.			<input type="checkbox"/>

Childcare Provider: _____

Address: _____

Contact: _____ Phone Number: _____

CHECK ONE:
Daily Weekly

Cost: \$ _____

TECHNOLOGY (Laptops & wifi)

Are you requesting hardware (laptop)? Yes No

Are you requesting wifi access? Yes No

If YES, list and attach any supporting documentation and answer the following questions:

1. Does the training program include distance learning and to what degree? Yes No
Explanation: _____
2. Do you have reasonable computer access through another source, such as a computer lab on campus or at a public library? Yes No
Explanation: _____
3. Do you have a lengthy commute to obtain computer access? Yes No

Explanation: _____

4. What are your training program's hardware and software requirements? List them below.

RENTAL ASSISTANCE

Are you requesting assistance with your rent payments? Yes No

If YES, please answer & complete the following:

1. Briefly explain why you need support paying for your rent _____
2. **Attach a copy of rental agreement/eviction notice** or letter from landlord showing outstanding charges.

TRANSPORTATION

Are you requesting assistance with your transportation costs for gas? Yes No

If YES, please select which assistance type you need:

Gas Cards Ride Share Bus Passes

If you are in need of a **GAS CARD or RIDE SHARE, ATTACH** copy of **MapQuest** or other documentation showing mileage from home address to training site and **double the mileage** to indicate round-trip mileage. The calculation formula will be the roundtrip mileage multiplied by the amount of days attending the training site multiplied by the IRS Standard Mileage Rate. The IRS Standard Mileage Link as follows: <https://www.irs.gov/newsroom/irs-issues-standard-mileage-rates-for-2023-business-use-increases-3-cents-per-mile>

OTHER SUPPORTIVE SERVICE NEEDS

Are you requesting any other type of support? Yes No

If YES, please briefly explain your need below. List any supporting documentation and attach to form:

RESOURCE COORDINATION:

WorkSource Atlanta Regional wants to ensure you are able to be self-sufficient once funding is exhausted, Please identify all funds available from other resources (i.e., TAA, TANF, PELL, HOPE, etc.) to assist plans for self-sufficiency:

PARTICIPANT ACKNOWLEDGEMENT:

I understand that I can be terminated from WorkSource Atlanta Regional WIOA Program and held liable under Federal/ State laws resulting in a fine, imprisonment or both, and be required to repay any monies received by me while in the WIOA program due to any fraudulent information that was supplied by me.

Participant's
Initials

CERTIFICATION:

I certify that I am not currently receiving payments from any source for the above-mentioned support service payments. If I receive any support payments from sources other than the WorkSource Atlanta Regional WIOA program, I will notify the Career Advisor immediately.

I further understand that to receive the support payment, I must be enrolled as a full-time student, attend all required hours, be in good standing and make satisfactory progress.

I will inform my Career Advisor immediately when **any** of the following occur:

- My class schedule will not allow me to enroll as a full-time student; **OR**
- Circumstances for receiving support service payment changes; **OR**
- I move.

Participant's Signature _____

Date: _____

WORKSOURCE ATLANTA REGIONAL Supportive Services \$ Cap

A/DW/DWG

ChildCare*	UP to \$ 2500
	Per Day
Childcare	\$50
After school care	\$20
Registration fee (One-time)	\$75

Transportation*	
Mileage	.655 cents per mile (round trip home - school)
Transit Pass	determine # days attending and use current mileage rate round trip to determine \$ needed for pass.

*** Must be physically in class a minimum of **3 hours** per day.**

Miscellaneous **	
Attire	up to \$100
Auto Insurance	Up to 3 months - but not to exceed SS Cap
Auto Repair / including Tires	Up to but not to exceed SS Cap
Medical/Dental/Optical	Up to but not to exceed SS Cap
Mental Health Services	Up to but not to exceed SS Cap
Rent Assistance	Up to but not to exceed SS Cap
Computer	Up to but not to exceed SS Cap
WIFI/Broadband	Up to 6 months - but not exceed SS cap

* **Must** be physically in class a minimum of **3 hours** per day.

Additional information is required and **will not be processed until received.

Assistive Technology needs, please coordinate with Disability Employment Coordinator or VR.

WORKSORUCE ATLANTA REGIONAL
Support Services Customer Need Checklist

Select based on **priority** of need = 1, 2 or 3

ChildCare* Need Requested

Childcare	
After school care	
Registration fee (One-time)	

Transportation*

Mileage	
Transit Pass	

Miscellaneous**

Assistive Technology	
Attire	
Auto Insurance	
Auto Repair / including Tires	
Computer/Laptop	
Medical/Dental/Optical	
Mental Health Services	
Rent Assistance	
WIFI/Broadband	

Other:

* **Must** be physically in class a minimum of **3 hours** per day.

Additional information is required and **will not be processed until received.

Assistive Technology needs, please coordinate with Disability Employment Coordinator or VR.

Section 3.4.4
SUPPORT SERVICES
State Approved Policy
2.9.2023-2



3.4.4 SUPPORTIVE SERVICES

I. Definition

Supportive services are defined as services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA.

WIOA §3 (59)

II. Supportive Services

Supportive services are services which are reasonable and necessary to enable a WIOA participant who cannot afford to pay for such services to participate in individualized career and/or training services funded under WIOA. The provision of supportive services must be determined on an individual basis. Limited supportive services may be provided to individuals receiving Basic Career Services; however, such individuals must be registered as a WIOA participant and are subject to performance outcomes.

NOTE: Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services 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 (TEGL 19-16). Youth follow-up services also may include the following program elements: (1) Supportive Services (WIOA §681.580).

All supportive services must have been approved and recorded in the WorkSource Portal prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.

A participant may waive WIOA payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment to start at a later date, but may not claim retroactive payments. Advances against future payments are not allowed.

- A. To be eligible for any WIOA financial assistance payments, a participant must have been determined WIOA eligible and:
 - i. be participating in individualized career services and/or training services.
 - 1. Exception: Limited supportive services may be provided to eligible applicants (e.g., paying for a birth certificate) before they are enrolled as participants to permit participation in assessment activities;
 - ii. be unable to obtain supportive services through other programs providing such services; and
 - iii. must comply with program regulations and policies during the period of training and/or enrollment.



Service providers should provide no further payments to participants that fail to participate without good cause.

The use of supportive services is encouraged to enable hard-to-serve populations to participate in longer-term interventions. The provision of supportive services must be determined on an individual basis.

III. LWDA Supportive Services Policy

In order to ensure that supportive services are provided in the most consistent, effective, and efficient manner throughout the state, OWD will require each LWDA to develop a comprehensive supportive service policy, which receives local board approval prior to implementation. Each LWDA will develop a policy that complies not only with all applicable federal regulations, but also meets the requirements mandated by the SWDB and OWD. This process will provide more consistency in the provision and documentation of supportive services across the state, while allowing LWDAs to develop a policy which takes into account unique circumstances that are present in the area.

- A. Along with complying with all applicable sections of WIOA law, CFRs, and TEGL/TEN's, the local board-approved policy must meet requirements in each of the following categories:
 - i. Eligibility and determination of need for supportive services;
 - ii. The local board-approved supportive service policy must establish a process by which participants are determined eligible and in need of supportive services;
 - iii. Federal law states that supportive service costs should be necessary to enable an individual to participate in activities authorized under WIOA; and
 - iv. Eligibility and determination of need for supportive services should be conducted by a case manager or appropriate LWDA staff on a case-by-case basis to determine if the participant is eligible for and in need of supportive services.
- B. Documentation of eligibility and determination of need for supportive services:
 - i. The local board-approved supportive service policy must establish a process by which documentation of a participant's eligibility and determination of need is collected and included in each participant's WorkSource Portal case file.
 - ii. The documentation must cover:
 1. Financial/physical need: There must be documentation in each electronic case file in the WorkSource Portal that participants are incapable of providing these services for themselves. Examples of acceptable documentation include, but are not limited to, the following:
 - a. low income status as documented by family/household income determination;
 - b. receipt of federal or state public assistance;
 - c. UI benefits;



- d. documentation of skill upgrading that would lead to employment in a local or state in-demand occupation;
 - e. documentation of lack of employment or underemployment;
 - f. separation notice;
 - g. birth certificates for children receiving childcare; and
 - h. documentation of transportation distance to attend training
2. Resource coordination: There must be documentation supporting that these services or funds were not available from any other state and/or federal grant/program/funding stream/agency. There should be an analysis of all federal/state/local resources available in the LWDA and how they are being coordinated to promote the most efficient use of resources. Examples of acceptable documentation include, but are not limited to, the following: UI records or application for applicable state and federal funds.
 3. Type of supportive service requested and how the supportive service will assist their participation in WIOA activities. An example of acceptable documentation includes, but is not limited to, an LWDA created supportive service request form.
 4. Amount requested and justification for the amount being necessary and reasonable to enable participation in qualifying WIOA activities. Examples of acceptable documentation include, but are not limited to, LWDA created supportive service request form and case notes in the WorkSource Portal.
 5. Establishment of a timeframe that the supportive services will be provided to assist participation in WIOA activities. Examples of acceptable documentation include, but are not limited to LWDA created supportive service request form and case notes in the WorkSource Portal.

iii. This documentation should be collected and included in the participant's WorkSource Portal case file.

C. Allowable supportive services

- i. The local board-approved policy must state specifically what types of supportive services the local board will provide to participants, as well as which WIOA-participant group qualifies for the stated services (this includes incentives provided to Youth participants).
- ii. Allowable supportive services provided during individualized career and/or training services include, but are not limited to:
 1. Assistance with transportation;
 2. Assistance with childcare and dependent care;
 3. Assistance with housing;
 4. Reasonable accommodations for individuals with disabilities;



5. Assistance with uniforms or other appropriate work attire and related tools, including eyeglasses and protective eye gear;
6. Emergency auto repair (LWDA policy must ensure that the repair is necessary for the participants to attend training and the most economical option for the participant's transportation needs);
7. Emergency healthcare and medical services (LWDA policy must ensure that these types of payments are only provided when necessary for the participant to participate in training).

iii. Allowable supportive services provided after receiving individualized career and/or training services in order to obtain employment include, but are not limited to:

1. Assistance with uniforms or other appropriate work attire and related tools, including eyeglasses and protective ear gear;
2. Tools, work clothing, and boots/shoes required for employment;
3. Drug testing required by employer;
4. Financial counseling; and
5. Auxiliary aides and services necessary for persons with disabilities to obtain and retain employment.

D. Process for provision of supportive services

The local board-approved policy will need to state the process by which participants will receive supportive service payments. The policy will need to address whether the LWDA, subrecipient, or vendor will be providing the payment to participant and in what form the payment will be provided (voucher, check, direct payment, or other). The policy should also include how often supportive services are provided to participants.

E. Documentation of the provision for supportive services

- i. All supportive service information for participants must be entered in the WorkSource Portal (type of supportive service, amount, date of service etc.). All supporting documentation for a participant's supportive services must be scanned into the WorkSource Portal (Examples of this supporting documentation include but are not limited to, participant time sheets, income determination, UI records, supportive service request form, etc.).
- ii. All participant's supportive service information is required to be accurate in the WorkSource Portal. The budgeted amount, type of service and timeframe in which the supportive service was given must be accurate. No payment can be made to the participant until that amount has been updated in the WorkSource Portal. Supporting documentation of the participant's qualifying WIOA activity, for which the participant is receiving supportive services, must be scanned into the participant's WorkSource Portal profile. Examples of this supporting documentation include, but are not limited to, in-training participant time sheets signed by



the instructor/supervisor and documents proving participation in other types of individualized career and/or training services.

F. Unallowable Supportive Services

- i. Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:
 1. Rent deposits or housing deposits;
 2. Mortgage payments;
 3. Car payments;
 4. Purchase of vehicles; and
 5. Fines

G. Supportive Services for Youth

Supportive Services for youth, as defined in WIOA sec. 3(59), are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

- i. Linkages to community services;
- ii. Assistance with transportation;
- iii. Assistance with child care and dependent care;
- iv. Assistance with housing
- v. Needs-related payments;
- vi. Assistance with educational testing;
- vii. Reasonable accommodations for youth with disabilities;
- viii. Legal aid services;
- ix. Referrals to health care;
- x. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- xi. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and,
- xii. Payments and fees for employment and training-related applications, tests, and certifications (WIOA §681.570).

H. Youth Incentive Payments

Incentive payments to youth participants are permitted for recognition and achievement directly:

1. Tied to the goals of the specific program;
2. Outlined in writing before the commencement of the program that may provide incentive payments;
3. Align with the local program's organizational policies; and,



4. Are in accordance with the requirements contained in 2 CFR part 200 (WIOA §681.640)

WIOA regulations comments narrative include: “The USDOL has included the reference to the Uniform Guidance at 2 CFR part 200 to emphasize that while incentive payments are allowable under WIOA, the incentives must be in compliance with the requirements in 2 CFR part 200. For example, Federal funds may not be spent on entertainment costs. Therefore, incentives may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Additionally, there are requirements related to internal controls to safeguard cash, which also apply to safeguarding of gift cards, which are essentially cash. While the Department recognizes the importance of incentives as motivators for various activities such as recruitment, submitting eligibility documentation, and participation in the program, the USDOL concluded that incentives must be connected to recognition of achievement of milestones in the program tied to work experience or training. Such incentives for achievement could include improvements marked by testing or other successful outcomes. While WIOA funds cannot be used for incentives for recruitment and eligibility documentation, local areas may leverage private funds for such incentives.”

I. Needs-Related Payments

LWDAs must have an LWDB approved Needs-related Payment policy prior to making any determinations of Needs-Related payments. Needs-related payments are only available to Youth, Adult, or Dislocated Worker individuals enrolled in training services and must be consistent with 20 CFR 680.930-970.

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.

Eligibility requirements for adults to receive needs-related payments include:

- a) Be unemployed;
- b) Not qualify for, or have ceased qualifying for, unemployment compensation;
and,
- c) Be enrolled in a program of training services under WIOA sec. 134(c)(3).

Eligibility requirements for dislocated workers to receive needs-related payments include:



- a) Be unemployed, AND
 - 1. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and,
 - 2. Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; OR

- b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3).

Needs-related payments may be provided if the participant has been accepted into a training program that will begin within 30 calendar days. Extension of the 30-day period (to address appropriate circumstances) requires approval from TCSG.

Establishing payment levels for needs-related payments:

- a) The payment level for WIOA adults must be established by the LWDB.
- b) For statewide projects, the payment level for adults must be established by the State WDB.
- c) For dislocated workers, payments must not exceed the greater of either of the following levels:
 - 1. The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
 - 2. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff.

The weekly payment level must be adjusted to reflect changes in total family income, as determined by LDWB policies. WIOA §680-970.

J. Supportive Services for Co-enrolled Participants

An Adult, Dislocated Worker, or Youth program participant may receive supportive services when engaged in individualized career or training services funded by WIOA one-stop partners, or other funding sources, if the services are included in the participant's IEP or ISS (WIOA Desk Reference). There is no requirement that WIOA fund the service or activity in order to provide supportive service to an eligible participant. This access to supportive services gives a participant the resources needed to participate in career and/or training services that are not directly funded by the Adult, Dislocated Worker, or Youth program, but that the participant and career planner



deem necessary and appropriate for the participant to achieve the employment and training goals identified in their IEP/ISS (TEGL 19-16, p. 18). Access is permitted if:

1. the individual has been determined eligible for WIOA Title I services;
2. the individual has received, or is receiving, at least one participation-causing service provided by WIOA Title I (NOTE: this requirement is minimally satisfied by the development of an IEP/ISS);
3. the supportive service provided is an allowable supportive service; and
4. the need for support is included in the participant's IEP/ISS and documented via a local “Determination of Need” form for Supportive Services (known as Supportive Service Request Form).

NOTE: Services being supported that are not funded by WIOA Title I should be entered in GEO in the Partner Programs section of the Programs page. If the partner program is not listed, the case manager should select "Other.”

EXAMPLES: A participant co-enrolled in the Adult or Youth Title I program and Adult Education Title II program may receive transportation assistance funded by Title I to attend a training program funded by the TCSG foundation. Similarly, an Adult program participant with an active IEP that identifies a training need, but whose tuition is being fully funded with a PELL grant, may receive childcare assistance to support their participation in the training program.