

Capital Region Workforce Partnership (CRWP)
Workforce Development Board (WDB)
Workforce Innovation and Opportunity Act (WIOA) Service Policy #SP108

Supportive Services

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

Effective Date: Revision 1 effective September 12, 2024, Original policy - December 15, 2017

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 Capital Region.

Background

Supportive services are necessary to enable an individual to participate in certain activities authorized under WIOA. Supportive services may include, but are not limited to, the following: (1) Linkages to community services; (2) Assistance with transportation; (3) Assistance with child care and dependent care; (4) Assistance with housing; (5) Needs-related payments; (6) Assistance with educational testing; (7) Reasonable accommodations for individuals with disabilities; (8) Referrals to health care; (9) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; (10) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (11) Payments and fees for employment and training-related applications, tests, and certifications.

Youth participants may also receive assistance with educational testing; reasonable accommodations for youth with disabilities; referrals to medical services; and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear. (20 CFR §681. 570 and §688.120) Linkages to community services include, but are not limited to, legal aid services, securing government identification, and linkages to organizations that provide you the opportunity to develop their leadership skills through service to their respective communities. (WIOA)

Supportive services for Adults and Dislocated Workers may only be provided when they are necessary to enable individuals to participate in career services or training activities. This includes provision of information relating to the availability of supportive services. For Youth, this is one of the fourteen program elements required by WIOA in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into post-secondary education and/or employment, and career readiness for youth participants.

Note: For the adult and dislocated worker program 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 support services. Youth may still receive supportive services; however, available services during follow-up are not described in this policy.

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.
- Supportive services may only be provided after it has been determined the participant is unable to obtain support services through other programs providing such services.

The service provider 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.

The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

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 FOR SUPPORTIVE SERVICES

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 listed in Attachment I. The cost of reimbursement or direct payment for supportive services shall be the actual costs incurred up to the maximum yearly amount allowed. The exception to this is a Needs Related Payments, which is covered in policy #SP109. Costs for Supportive Services must be reasonable and when necessary, competitively priced. An effort must be made by the service provider to make this determination. The cost limitation includes all supportive services provided during the participant's enrollment and those supportive services provided to the client as part of follow up after exit.

When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the most appropriate based on the customer's needs, ability to access and competitively priced service available. The exception to this is a Needs Related Payment.

Exceptions to exceed cost limitations or provide a service not listed: 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, the Program Director's may approve actions to exceed no more than 15% of the established limitation with written justification.

Anything above 15% must be approved by CRWP administrative staff. All requests for providing a service not listed in the policy must be pre-approved by CRWP.

All exceptions must include the following:

- Customer name and State ID #;
- Identification of the additional supportive services needed and approximate cost and;
- Justification for the request, including documentation of need and the activity it supports, and;
- Current customer activity status, and
- Documentation of previous funds expended.

The CRWP will evaluate the request on a case-by-case basis and either approve or disapprove the exception request within seven (7) working days.

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. Assistance for dependent care is authorized and may be provided to participants who are responsible for such care for a minor or an adult member of the family.

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.

Food and Hygiene: Youth participants may receive food assistance and hygiene supplies to support their participation in the program. Food may be provided in the form of meals and snacks when participants are actively engaged in program activities onsite during typical meal times, and staff may offer snacks during any visit. Participants may also receive emergency food or hygiene products for their residence, provided that these items are directly purchased by the program. Additionally, gift cards for food may be given for use at restaurants or stores that do not allow the purchase of alcohol or tobacco, ensuring that the program's guidelines and restrictions are followed. Hygiene support includes a variety of essential items such as cleaning supplies, personal care products, and grooming essentials. Cleaning supplies may consist of household items like disinfectants, detergents, and sanitizers to maintain a clean and safe living environment. Personal care products can include items such as soap, shampoo, toothpaste, and deodorant, ensuring participants have access to basic hygiene necessities. Grooming items may range from hair care products to razors, helping participants maintain their personal appearance and well-being. These supplies are provided to support the overall health, hygiene, and self-esteem of program participants.

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 means costs in support of travel for job search, travel to and from work experience or training sites or any other location that supports activities outlined in a service plan. Examples of such assistance might include but are not to be limited to mileage reimbursement not to exceed prevailing IRS rates, public transportation, van or car services, gas cards, ride-sharing services, or other transportation modes that are outlined in case notes and supported with documentation. For youth this includes driver's education.

Attachment:

I. Supportive Services Limits Chart

Signed By:



Director

Attachment I SUPPORTIVE SERVICES LIMITS CHART

Notes:

- 1) A program provider may establish more restrictive limits in order to manage a budget or customer volume issues or fluctuations. Such limit adjustments established by a service provider must be documented in a written policy and provided to CRWP.
- 2) Limits for individual items listed below may be modified to provide the total costs for supportive service do not exceed the total cap of per participant as identified by the program funding stream.

Service	Adult and Dislocated Worker Category Limit	Youth Category Limit
TOTAL SUPPORTIVE SERVICES LIMITS ALLOWABLE PER PROGRAM YEAR	\$3,000	\$3500
Cost Limitation Per Category		
Assistance with Uniforms or Other Work-Related Items	\$1000	\$1000
Basic Car Repair	\$500	\$500
Car Liability Insurance	\$600	\$600
Child & Dependent Care ¹	\$1000	\$1000
Emergency Housing ²	\$1000	\$1000
Education, Employment Certification and Associated Memberships Fees	\$1000	\$1400
Food and Hygiene	None	\$500
Legal Aide Services	\$400	\$400
Linkage to Community Services	None	None
Medical/Health Services	\$600	\$600
Transportation Assistance	\$750	\$950

¹ Estimate based on the Virginia Department of Social Services average cost of licensed child care for 1 child @ 6 weeks

² Estimate based on the FY2018 GSA per diem rate for Richmond, VA.