
Policy Number: Section 2 Policy 7

Effective Date: 12-4-23

Supportive Services Policy

Purpose:

The purpose of this policy is to describe and to detail the regulations concerning Supportive Services

References:

WIOA § 3(59); 134(c)(2)(A)(iv); 134(d)(2)
20 CFR 679.430, 680 & 681
TEGLs 19-16 & 21-16
ADWS Policy No. – 3.9 (Supportive Services)

Policy:

The term “supportive services” is defined as payments for services that are necessary to enable an individual to participate and be successful in activities authorized under WIOA. Supportive services are designed to provide a participant with the resources necessary to enable an individual to participate in WIOA Title I-B Adult, Dislocated Worker, or Youth activities. The activities need not be provided with WIOA funds, but the program provider must be allowed to provide such activities by federal and state laws, regulations, policies, and guidance [WIOA § 3(59); 20 CFR 680.910(b) 681.570; TEGLs 19-16 & 21-16]. Supportive services are Program Element 7 of the Youth program, and such services must be available to Youth as when needed, appropriate, and in accordance with the local Supportive Service Policy. Supportive services may be provided with WIOA Title I-B funds when such services are not available through non-WIOA funding sources.

The Central Arkansas Workforce Development Board in consultation with the American Job Center partners and other community service providers, ensures resource and service coordination in the Central area. The Central Arkansas Workforce Development Board has the discretion to provide supportive services as deemed appropriate, subject to WIOA’s limitations.

Supportive services may include, but are not limited to [WIOA § 3(59); 20 CFR 680.900, 681.460(a)(7), & 681.570; TEGLs 19-16 & 21-16]:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- 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 and protective eye gear.
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes.
- Payments and fees for employment and training-related applications, tests, and certifications.

Partnering with American Job Center partners and other entities that can provide supportive services to participants is highly encouraged. [WIOA § 134(d)(2); 20 CFR 680.910; 20 CFR 681.460(c); 20 CFR 681.470; TEGLs 19-16 & 21-16]. The WIOA staff must work with the other entities to ensure that participants receive coordinated service to create an appropriate total package [20 CFR 681.470; TEGLs 19-16 & 21-16].

Eligibility for Supportive Services

For any individual to receive supportive services, he or she must meet all eligibility requirements for a WIOA Title I-B program. The need for supportive services to participate in an eligible activity of the program may be determined through an interview, an evaluation or assessment, or the development of either an individual service strategy (ISS) or an individual employment plan (IEP). Documentation of the need for supportive services must be maintained in the participant file.

Adults & Dislocated Workers

The primary requirements for an Adult or Dislocated Workers to receive a supportive service are [WIOA § 3(59) & 134(d)(2); 20 CFR 680.140, 680.900 & 680.910; TEGL 19-16]:

- The participant is participating in an activity authorized as a WIOA Title I-B Adult or Dislocated Worker (DLW) career (except follow-up) or training service. (There is no requirement that WIOA fund the service or activity, but WIOA Title I-B must be authorized by WIOA § 134 and/or the appropriate other sections of the Final Rule or TEGLs to fund the service or activity.)
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The participant is unable to obtain the needed supportive services through another program providing such services [WIOA § 134(d)(2) 20 CFR 680.910(a)].

Youth

The primary requirements for a Youth to receive a supportive service are [WIOA § 3(59); 20 CFR 681.570 & 681.580; TEGL 21-16]:

- The participant is participating in an activity authorized as a WIOA Title I-B Youth activity or service, including follow-up services. (There is no requirement that WIOA fund the service or activity, but it must be one of the 14 program elements or a follow-up service.)
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The participant is unable to obtain the needed supportive services through another program providing such services.

Needs Related Payments

Needs-related payments may be provided to Adults and Dislocated Workers to enable them to participate in training services. Needs-related payments may not be provided for participation in Career Services [WIOA §

134(d)(3)(A); 20 CFR 680.930]. To receive needs-related payments, an Adult must meet all of the following bulleted eligibility requirements [WIOA § 134(d)(3)(A); 20 CFR 680.940]:

- Be unemployed.
- Not qualify for, or have ceased qualifying for, unemployment compensation
- Be enrolled (registered for classes) in a WIOA Title I-B training service.

To receive needs-related payments, a Dislocated Worker must meet one of the following two numbered eligibility requirements [WIOA § 134(d)(3)(A); 20 CFR 680.950]: 1. For DLWs who qualified for unemployment benefits or trade readjustment allowance under TAA, meet all of the following bulleted requirements:

- Be unemployed.
- Have ceased qualifying for, unemployment compensation or trade readjustment allowance under TAA.
- Be enrolled (registered for classes) in a program of WIOA Title I-B training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for the DLW program, OR if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

For DLWs who did not qualify for unemployment benefits or trade readjustment assistance under TAA, meet all of the following bulleted requirements:

- Be unemployed.
- Did not qualify for unemployment benefits or trade readjustment assistance under TAA.
- Be enrolled (registered for classes) in a WIOA Title I-B training service

Needs-related payments may be paid while a participant is waiting to start training classes, provided he or she has been accepted into a training program and enrolled in (registered for) classes and provided the classes will begin within 30 days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances [20 CFR 680.960].

The level of a needs-related payment made to an eligible Dislocated Worker may not exceed the greater of:

- (a) the applicable level of unemployment compensation; or
- (b) if the DLW did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, adjusted to reflect changes in total family income, as determined by the CAWDB policies [WIOA § 134(d)(3)(C); 20 CFR 680.970].

Supportive Services may be the key to assisting the hard-to-serve participants enrolled in WIOA programs. There are numerous agencies and programs providing health care, temporary shelter, financial counseling, transportation, childcare and other support, which are well suited to customer needs. WIOA staff will make referrals to other programs prior to providing supportive services with WIOA funds. When a determination is made that no other services are available, staff will make a request to a supervisor to provide such services. Staff must document that the participant has exhausted all other means of providing the supportive services requested by completing a verification form.

Continued eligibility – at a minimum each semester staff will revisit a participant's need for continued supportive services and will document that the review has occurred and the results of that review. Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services, are governed by the DOL-only Final Rule at 20 CFR 680.900 through .970.

Supportive services may be available to any youth, adult or dislocated worker participating in Title I career services or training activities who is unable to obtain supportive services through other programs providing such services. Supportive services may NOT be provided to an adult or dislocated worker participant once they exit WIOA program or during follow-up. This does not apply to youth participants. They may still receive supportive services during follow-up if it is deemed necessary and appropriate.

Definitions and approved supportive services limits.

Combined funding for training and supportive services is limited to \$10,000 per eligible WIOA participant. However, this limit may be increased up to \$15,000 with approval from the Executive Director of the Central Arkansas Planning and Development District, Inc.

- A) Clothing - The costs of items such as clothes and shoes which are necessary for participation in WIOA training activities are allowable.
- B) Counseling - The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. Generally, major personal or emotional problems are outside the scope of WIOA services, therefore referrals to counseling services are critical.
- C) Childcare - Agreements can be made with licensed childcare facilities for participants who do not qualify for childcare assistance through other sources. The maximum amount to be paid by WIOA fund will be in accordance with comparable rates in the area which the participant lives. Total amounts per participant will be approved by the supervisor.
- D) Residential - The cost of rent, house payments and utility assistance may be provided in extreme cases where participants are in danger of losing their housing or having utilities disconnected. A secure nighttime residence is essential to the success of our participants.

Training programs require some participants to be away from their nighttime residence in order to complete training. An example of this is traveling to another city to complete a rotation required for clinical training for an RN student.

- E) Health - The health category includes such items as vaccinations or physicals required for a participant to enroll in a particular training program. It may also include things such as one-time dental work or eye glasses if not otherwise available from another source.

Health care – insurance premiums may be paid after all other health care options have been exhausted and the coverage is a requirement to attend a training program. Examples include preventative and corrective care necessary to enter training; participate in training, to be employed or to retain employment. Drug and alcohol treatment are not included in this body of health care. Glasses, dental corrections, etc., may be required to be employable or to complete training. Treatment not covered by medical insurance or program elements may be provided to a trainee or employee in some cases.

- F) Transportation - The cost of transportation to assist participants to get to and from training activities, including job search activities, is allowable. Transportation assistance may include bus tokens or passes or a mileage allowance per mile driven for travel from the participant's place of residence to and back from the training site. The rate per mile shall not exceed the rate set for the Arkansas state government.

Tires and car repairs may be made with management approval if the participant cannot participate in training without this service. Participants will contribute a portion of such costs when possible. This service requires management approval, and the amounts will vary based on participant need.

The primary process for paying supportive services is through reimbursement. Workforce staff are responsible for explaining the process to the participant, and the participant is responsible for submitting the proper documentation along with the reimbursement request. If there is a circumstance where reimbursement is not possible, and an advancement of funds is requested, the request will require the approval of the CAWDB administrative entity's Executive Director.

- G) Emergency Food - Under extreme circumstances staff may purchase food for a participant at a restaurant or grocery store; for example, a youth participant who has no funds to purchase lunch during their work or training day. These limits will be approved on a case-by-case basis with management approval.
- H) Needs-related payments will be awarded only when the provision of the other supportive services does not provide the assistance a participant needs. The forms are an attachment to this document. WIOA regulations will be followed when providing this service.
- I) Other services may be provided if allowable within WIOA and regulations with management approval as situations arise.
 - a. In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:
 - i. The training provider must provide a written explanation for the necessity of the equipment.
 - ii. Costs of the equipment must be identified and included on the ITA.
 - iii. The Workforce Center Manager must submit a written request to the Executive Director for approval.
 - iv. The workforce staff must develop a process to ensure the participant understands that the voucher can only be used for the intended purpose, and that the participant promptly submits the purchase receipt.
 - v. The participant must provide written acknowledgement that he/she must return the equipment if he/she does not complete the course, for whatever reason.

Assistance with educational testing – for example testing fees required for an LPN license.

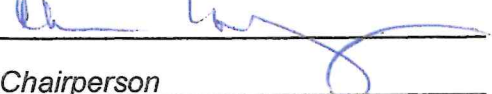
Accommodations for individuals with disabilities; - for example an amplified stethoscope may be needed for a participant who is hearing impaired and enrolled in LPN training.

Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; - must be a requirement for the job or the training program and not just a nice to have item.

Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; - must be a requirement for the training and not just a nice to have item.

Payments and fees for employment and training-related applications, tests, and certifications; - for example a background check required for entrance into a training program or a CDL text packet required for entrance into a truck driving program.

Legal aid services – for example, payment of a minor offense so a participant may retain or obtain a driver's license.

Approved by: 
Title: CAWDB Chairperson

Date: 12-4-23

CAPDD/Arkansas Workforce Center is an "equal opportunity employer/program," and "auxiliary aids and Services are available upon request to Individuals with disabilities." Arkansas Relay Service: 1-800-285-1121 (Voice) 1-800-285-1131 (TDD) or TDD 711.

9-10-19
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