

## JEFFERSON/FRANKLIN CONSORTIUM WIOA SUPPORTIVE SERVICES POLICY

### Description

The Workforce Innovation and Opportunity Act (WIOA) defines Supportive Services as those services necessary to enable an individual to participate in activities authorized under WIOA, Title I. (Reference: State's most current Supportive Service policy). This Policy provides guidelines on administering Supportive Services based on the requirements of WIOA. Supportive Services should be made available to assist customers in removing or reducing barriers to participate in WIOA activities.

Supportive Services may include transportation, childcare, and other expenses needed to keep an eligible customer in an activity. Assistive technology/equipment may be included in this definition if staff document the customer needs this technology/equipment to participate in the WIOA activity and is unable to obtain from other resources.

The extent of Supportive Services provided will vary based on the customer's needs and the region's availability of funds and resources. Temporary suspension of supportive services can be approved at the program director and coordinator discretion based on individual's lack of participation.

Supportive services may only be provided to individuals who are:

- ☐ Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3).
- ☐ Unable to obtain supportive services through other programs providing such services.
- ☐ Necessary to enable individuals to participate in career service or training activities.

Supportive Service payments will be requested individually for specific needs. Supportive Services payments will be made on a case-by-case basis only when determined necessary and reasonable. The Supportive Services must be necessary for the customer to achieve the goals outlined in their Employment Plan. Payments will not be made for non-WIOA activities or for items that are not necessary for participation in the WIOA activity. The service provider's determination of financial need will be documented through the statewide electronic case management system.

WIOA Supportive Services are the last resort therefore other sources of funding must be sought first. Staff may make inquiries and referrals to partner agencies, faith-based organizations, non-profit organizations, and other organizations referenced in the region's Resource Guide available in each career center and at [jeff-frankjobs.com](http://jeff-frankjobs.com). All attempts to find other resources will be documented in the statewide electronic case-management system. Customers must

provide documentation to staff that states the need for the requested supportive service (i.e., employer statement or school document).

Supportive Services are based upon individual need and the individual's resources will be considered prior to making these payments. Staff will complete a Supportive Services Request Form when customers express a need for Supportive Services. Customers must present documentation showing the need for the service (i.e., statements from employer/school indicating the need, completing a financial needs budget).

Staff will review the customer's electronic case management record to determine if Supportive Services were received from other regions. All Supportive Services payments, regardless of the region, will be taken into consideration before issuing additional funding.

The cap for all Supportive Services per participant per program year is \$2500. A participant may receive more than the cap in hardship circumstances. Procedures for paying Supportive Services beyond the capped amounts, which must include a written justification must be prepared by the staff and approved by the Local WDB prior to making a payment above the cap. Copy of the request and approval will be placed in the participant file.

### Transportation

Supportive Services for transportation can be made in the form of mileage reimbursement. Requests for mileage reimbursement must be supported by a training schedule or letter from the training institute outlining the days that the customer is required to attend. Mileage reimbursement will be calculated based on the round trip from the customer's home directly to the training/work facility and back, with a minimum of 20 miles roundtrip. Mileage must be calculated using a web-based mapping service such as Google Maps, MapQuest, Yahoo Maps, or similar service. Roundtrip mileage reimbursement rate will be \$0.32 per mile with a maximum amount of \$16.00 per day. Payments will be made monthly.

Customers must submit completed Transportation Assistance sheets with all required signatures for mileage reimbursement.

### Childcare

Supportive Services for childcare can be provided for days of required participation documented by a class schedule or timesheet. Childcare must be provided by a State Approved Day Care. If a family member wishes to provide childcare for a customer, this individual must obtain Family Support Division (FSD) approval. Customers should apply for FSD childcare assistance program before WIOA funds are used. WIOA funds can subsidize FSD payments when proper documentation is submitted showing the unpaid portion or for paying a co-payment if required by FSD. WIOA funds can be used if a customer can document that they are not eligible for FSD funding. The maximum childcare rate is \$20.00 per day, per child, based on funding availability.

Customers must submit completed Attendance sheets with all required signatures for childcare reimbursement.

### Other Expenses

Customers engaged in an allowable employment, education, or training component may receive other supportive services if the expense meets all the general Supportive Services eligibility criteria listed above and is required to complete the necessary function to perform a job or training.

- Background check/fingerprinting -- to qualify for assistance, the need must be directly work or education related in order for the customer to obtain employment or for admission in post-secondary education. Documentation must include a statement from the employer or educational institution indicating the requirement. Request must have prior WDB approval and are considered on a case-by-case basis.
- Application or exam fees -- to qualify for this type of assistance, the need must be required by the post-educational or Adult Education and Literacy (AEL) facility. Documentation must be provided from the facility stating the fee is required. Requests must have prior WDB approval and are considered on a case-by-case basis.
- Medical testing fees -- to qualify for this type of assistance, the need must be required by the post-educational facility. Documentation must be provided from the facility stating the testing is required. Requests must have prior WDB approval and are considered on a case-by-case basis.
- Books/Training Materials not covered by an Individual Training Account (ITA) -- to qualify for this type of assistance, the need must be required by the post-educational facility. Documentation must be provided from the facility stating the books/materials are required. Request must have prior WDB approval and are considered on a case-by-case basis.
- Clothing assistance -- To qualify for this type of assistance, the clothing items must be required as a condition of training or employment. This includes interview clothing, limited to one outfit and one pair of dress shoes per participant per program year. Clothing that is allowed to be purchased for training or employment includes up to three tops and three bottoms. Appropriate footwear such as dress shoes, non-skid shoes, steel toed boots, etc., are allowable. Documentation must be provided by the case manager assisting with job search activities or the training facility stating the need for assistance and a detailed list of the items needing to be purchased. Requests must have prior WDB approval and are considered on a case-by-case basis.
- Tools, Equipment, or Supplies -- To qualify for this type of assistance, the tools, equipment, or supplies must be required to perform the job duties or complete training. Documentation must be provided from the employer or training provider that the specific list of tools, equipment, or supplies are required. Request must have prior WDB approval and are considered on a case-by-case basis.

## Trade Act Funding, Skill-Up and other available funding

If a customer is enrolled in Trade Act, this funding source must be utilized prior to WIOA funding. If the customer needs resources not covered by Trade Act, local policy should be followed to provide these wrap-around services.

## Dislocated Worker Grants (DWG)

DWGs provide supplemental dislocated worker funds to respond to the needs of dislocated workers and communities affected by major economic dislocation events which cannot be met with formula allotments. Regions must follow the Supportive Service Policy approved with the grant.

## Case Notes

All Supportive Services must be documented in the statewide electronic case management system and include at a minimum all of the following:

- ☐ The type of Supportive Service paid (i.e., transportation, childcare, etc.),
- ☐ The amount of Supportive Service paid,
- ☐ The timeframe the Supportive Service paid,
- ☐ The justification of need for the Supportive Service,
- ☐ Lack of availability of alternatives or other community resources.

In all cases, Case Notes must be reviewed prior to making any Supportive Service payments to avoid duplicate payments.

When/If the Local WDB enters into a subcontract with a service provider for Supportive Services, the subcontractor must comply with the Uniform Guidance (2 CFR Part 200).