



I. Purpose

The purpose of this policy is to address the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Title I Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show that the supportive service is allowable, reasonable, and not otherwise available to the participant. This policy rescinds any prior policy regarding supportive services in STLWDA.

II. Background

The Workforce Innovation and Opportunity Act (WIOA) defines supportive services in **WIOA Sec. 3(59)** 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 this Act. Supportive services for Adults and Dislocated Workers are further referenced in WIOA Secs. 134(d)(2) and (3) and for WIOA eligible Youth in section 129(c)(2)(G) and are governed by 20 CFR 680.900 through .970. Supportive services are not entitlements and must be supported by demonstration of financial need. Supportive services are limited and must be leveraged with other local resources, including co-enrollment with core partner programs.

III. Instructions

AJC Title I staff should ensure that supportive services only be provided when the services are not available elsewhere, since WIOA is considered funding of last resort. When participants need supportive services, staff will follow the procedures below:

1. The participants need for the provided service, must be determined in the initial and ongoing assessment, and must be documented in the case file; participants enrolled in Individualized Career or Training Services must demonstrate need in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
2. The cost of supportive services must be reasonable and competitive in process. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, most competitive price available.
3. The cost of Supportive Services must be necessary to participate and an allowable cost under Federal guidelines.
4. Supportive Services may not be provided prior to an individual's registration date in WIOA activities.
5. The need for Supportive Services will be determined on individual basis, in coordination with PELL and other federal and local funds, including core partner programs, and the availability of local formula funds.
6. Supportive Services are meant to be short-term measures and may be limited both in duration and amount.
7. Supportive Services may only be provided to active Adult and Dislocated Worker participants prior to exiting from the program; however, follow-up services for youth may include supportive services.
8. Customers will only be reimbursed for training related expenses when requested and approved prior to the expense occurring.

9. If the cost of the Supportive Service exceeds the approved amount, a modification request may be submitted with verification/justification of the increased amount.

The following Supportive Services may be provided to Adult and Dislocated Workers in WIOA Individualized Career and Training Services. Youth Supportive Services should enable an individual to participate in WIOA Activities:

- Linkages to community services
- Assistance with transportation (See Guidance Attachment A – Transportation Assistance Guidelines)
- Assistance with childcare and dependent care (See Guidance Attachment B – Child Care Assistance Guidelines)
- Assistance with housing (rent only, no mortgage payments)
- Needs related payments (See Guidance Attachment C – Needs Related Payments Determination and Weekly Verification Form)
- 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, test, and certifications
- Other Supportive Services that have not been described in this policy may be considered on a case-by-case basis when presented in a written statement of need.

Needs Related Payments:

Individuals in need of training services may not have the resources to participate in the training. Needs related payments are designed to provide a participant with financial assistance to meet the needs of their non-training expenses for the purpose of enabling them to engage in training services **WIOA Sec. 134(d)(3)** that lead to in-demand occupations. Unlike other supportive services, to qualify for needs related payments a participant must be enrolled in training. Needs related payments are stipends paid directly to the eligible participant, up to the date of completion of training, or the last day of attendance. NRP's are not wages and therefore are not reportable as taxable income. Participants must be attending full-time to receive needs related payments.

1. To Receive Needs Related Payments:

- a. Adults and Out-of-School Youth (ages 18-24) must:
 - i. Be unemployed;
 - ii. Not qualify for, or have ceased qualifying for, unemployment compensation; and
 - iii. Be enrolled in a program of training services under *WIOA Section 134(d)(4)*
- b. Dislocated Workers must:
 - i. Be unemployed, and (**20 CFR 680.950**):

- ii. Have ceased to qualify for unemployment insurance or trade readjustment allowance under TAA; and
- iii. Be enrolled in a program of training services under *WIOA Section 134(d)(4)* 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
- iv. Be unemployed and unable to qualify for unemployment insurance or trade readjustment assistance under TAA and be enrolled in a program of training services under *WIOA Section 134(c)(3)*.

2. The Level of Needs Related Payment made:

- a. To an Adult or Out-of-School Youth ages 18-24, shall not exceed the poverty level for a family of one for an equivalent period. The weekly payment level will be calculated by dividing the poverty level by 52 weeks. (Example: Poverty level for family of one - \$12,880 / 52 weeks = \$247.69 weekly, \$495.38 bi-weekly)
- b. To a dislocated worker shall not exceed the greater of **(20 CFR 680.970)**—
 - i. The applicable weekly level of unemployment insurance compensation for participants who were eligible for unemployment insurance compensation because of a qualifying dislocation; or
 - ii. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation because of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income provided in the most current LLSIL Guidelines.

Needs related payments may be provided if the participant has been accepted in a training program that will begin **within 30 calendar days**. Payments will be terminated for participants upon completion of training or at the point they are no longer attending. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances **(20 CFR 680.960)**.

Documentation Requirements:

Eligible participants must provide a written statement of need along with any requested supporting documentation for supportive services to be paid directly to the participant. All documentation requirements must be kept in accordance with the LWDBs **Electronic Case Files Guidance**.

Unallowable Support Services:

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed. Examples of unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Contributions and donations
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products

- Pet food
- Items to be purchased for family or friends
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

Funding Limits:

Total Supportive Services awarded per participant attending training will be based on a sliding scale. The total amount of supportive services during a semester for participants receiving the maximum amount of ITA limits may not exceed:

- \$1,500 per semester, or
- \$1,500 per non-semester training program

*Total Supportive Services awarded per participant not receiving the maximum amount ITA services may not exceed the higher of:

- The total WIOA funded amount of set ITA limits by semester for program length plus \$1,500 per semester/non-semester training program

Example: ITA limits broken out by maximum amount per semester (\$1,250), but ITA is not needed - customer must not exceed \$2,750 (\$1,250 + \$1,500) in supportive services.

Total Supportive Services awarded per participant not attending training shall not exceed \$1,500.

Duration Limits:

Participants in training services as defined in WIOA secs. 134(c)(2) and (3) may receive supportive services on a semester-by-semester basis through completion of training or at the point they are no longer attending.

Participants receiving supportive services in coordination with career and employment related activities are eligible for up to six months, at which time review of individual needs may result in services for an additional six-month period. Justification must be clearly documented in the participant's case file.

Availability of Funds:

All services under WIOA are subject to change due to the availability of funding, and/or Local Board policy and directive.

Exceptions:

Prior approval is required for any requests exceeding funding or duration limits set forth in this policy. Participants must submit such request in writing with reasonable justification and supporting documentation when appropriate to the Career Service Provider designee for approval.

Priority of Service:

Participants in WIOA programs who face significant barriers to employment – such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient – should be

Funds for supportive services should be utilized in a manner that avoids redundancy and leverages funding from all available resources, including funding from private, community and faith-based organizations.

WIOA funding is maximized by referral and co-enrollment of participants in partner programs. Please refer to the LWDA's Co-Enrollment Policy for more information concerning co-enrollment of participants in multiple programs and best practices to leverage resources for maximum benefit.

Enclosures:

Attachment A – Transportation Assistance Guidelines

Attachment B – Child Care Assistance Guidelines

Attachment C – Needs Related Payments Determination and Weekly Verification Form

AUTHORIZED BY:



Michele Holt, Director, Workforce Development




Date

APPROVED BY:



John Proffitt, Chair, Workforce Development Board



Date

Supportive Services Policy, Effective Date 3.14.2018, Revised Date 6.9.2021

Attachment A - Supportive Services Policy Transportation Assistance Guidelines

Transportation Assistance may be provided to participants who:

- live at least ten (10) miles (one way) from the training site AND can demonstrate the need to receive such services by providing a written statement for the file
AND
- who are entering **WIOA sponsored training services** or who are actively participating in **WIOA approved training services**

Expectations of WIOA Participants:

- Participant must submit an Attendance Verification Form on a monthly basis. Attendance Verification Forms must be submitted to the American Job Center by the 5th of the following month. **Forms received after the 5th of the following month may not be paid.**
- Participants must complete Attendance Verification Forms in **blue or black ink only.**
- Participants must maintain satisfactory progress while in training to remain eligible for all WIOA services including transportation.
- Participants must maintain **monthly contact** with the Title I Career Service Staff to remain eligible for all WIOA services including transportation.

The following restrictions shall apply to transportation assistance:

- Title I Career Service Staff will determine eligibility to receive transportation assistance on a semester by semester basis. Eligibility is based on the participant's status at the time of the request as well as the availability of funds. Therefore, eligibility to receive transportation assistance for a particular semester does not guarantee eligibility to receive transportation assistance for future semesters.
- Title I Career Service Staff will update and assess the participant's residency, training site, financial need, and academic status each semester in order to verify continued eligibility to receive transportation assistance.
- Title I Career Service Staff will verify the participants current address prior to submitting an SSR for approval by collecting two forms of identification (Driver's License or State Issued ID **AND** Utility Bill, Voters Registration Card or Documentation from a State/Federal agency validating the address). Both forms of ID should have the same address and match the address in VOS. Title I Career Service Staff should MapQuest driving directions to verify that the customer lives ten (10) or more miles one way from their residence to the training site. Both forms of ID and the MapQuest print out should be attached to the approved copy of the SSR in the file.
- Title I Career Service Staff must submit an SSR each semester/quarter to request continuation of transportation assistance (*after verifying the customer's current address and distance from the training site by following the process above*).
- Payments will be made based on a monthly Attendance Verification Form submitted by the participant and approved by the appropriate authorized staff.
- Payments will be terminated for participants upon completion of training or at the point they are no longer attending.
- Payments will not be made to participants who fail to reply to requests for communication from Title I Career Service Staff.

Attachment B - Supportive Services Policy Childcare Assistance Guidelines

Child Care Assistance is a Supportive Service. In addition to the current Supportive Service policy, the following conditions apply:

Child Care Assistance may be provided to customers who:

- Have dependent children in need of child care
- AND**
- Are actively participating in **training services**

Expectations of WIOA Customers:

- Customers must submit a receipt of childcare payment on a monthly basis. Receipts must be submitted to the Career Center within three (3) business days of the time period end date. **Receipts for payment received after the 3rd business day may not be paid.**
- Customers must maintain satisfactory progress to remain eligible for all WIOA services including child care
- Customers must maintain **monthly contact** with their Career Service Coordinators to remain eligible for all WIOA services including child care

The following restrictions shall apply to child care assistance:

- WIOA staff will determine the amount of time that the customer will receive child care assistance.
- WIOA staff will periodically review the customer's financial and academic status in order to verify customers continued eligibility to receive childcare assistance.
- WIOA staff must submit a new SSR each semester/quarter to request reimbursement for child care assistance
- Payments will be made based on receipts submitted by the customer and approved by the appropriate authorized staff.
- WIOA staff reserves the right to terminate child care payments to customers who fail to follow requirements of the WIOA program.
- Child care payments will be terminated when a customer stops attending training as outlined in the WIOA Individual Employment Plan. (Customer drops out of training)
- Child care payments will not be made to customers who fail to reply to requests for communication from WIOA staff.
- All supportive services offered through WIOA are contingent upon the availability of funds and may be discontinued at any point.
- Any childcare service not outlined in this document must receive approval by the Career Service Providers designee.

I have read the Child Care Assistance Guidelines and I understand the consequences of failing to abide by the statements listed above.

Customer Signature: _____ Date: _____

Attachment C – Supportive Service Policy - Needs Related Payments Determination Form & Weekly Verification Form

| | | |
|---|----------------------------|----------------------|
| Name: | State ID: | Date: |
| Address: | | City, State, Zip: |
| County: | Date of Qualifying Layoff: | Training Start Date: |
| Last Date of UI/Training Benefits/TRA: | | Period: / / to / / |
| Program: <input type="checkbox"/> Adult <input type="checkbox"/> Dislocated Worker <input type="checkbox"/> Out-of-School Youth | | Case Manager: |

- I certify that I am:
- Unemployed
 - Did not qualify for unemployment or have ceased to qualify for unemployment
 - Enrolled and attending an ETPL approved training full time
 - Unable to qualify for unemployment or Trade Readjustment Assistance under TAA
 - Do not have other resources to support me while attending training
 - Require income support to participate in full-time training

| Monthly Income | |
|------------------------------------|--|
| Personal | |
| Spouse | |
| Other Family Members | |
| Child Support Income | |
| Social Security | |
| Maintenance/Alimony | |
| Retirement Income | |
| Workers Compensation | |
| Social Security | |
| Unemployment Insurance | |
| Public Assistance: WIC, TANF, SNAP | |
| Trade Readjustment Allowance | |
| Other: | |
| Total Monthly Income | |

| Monthly Expenses | |
|-----------------------------------|--|
| Rent/Mortgage | |
| Electricity/Heating | |
| Water/Garbage/Sewage | |
| Telephone | |
| Car Payment(s) | |
| Child Care | |
| Medical Insurance & Out-of-Pocket | |
| Monthly Credit Card Payment | |
| Monthly Loan | |
| Food | |
| Clothing | |
| Fuel/Public Transportation | |
| Other: | |
| Total Monthly Expenses | |

| Dislocated Workers - Attach UI history and LLSIL Guidelines: | |
|--|--|
| Weekly level of UI Compensation (DW) | |
| Total Number in Family | |
| Annual Poverty Level for Family Size | |
| Divided by 52 weeks = | |
| To determine payment level, choose great of the two: | |
| Total Needs Related Payment | |

| Adult and Out-of-School Youth (ages 18-24) | |
|--|-----------------|
| Annual Poverty Level for Family Size | \$12,880 |
| Divided by 52 weeks = | \$247.69 |
| Total Needs Related Payment | \$247.69 |

Participant Signature: _____ Date: _____

Case Manager Signature: _____ Date: _____

- Payments may be terminated if the participant fails to follow the proper procedures for submitting the Attendance Form.
- Transportation payments will be made in the amount of **\$10.00 per day** of classroom attendance and may not exceed **\$50.00 per week**.
- **All supportive services offered through WIOA are contingent upon the availability of funds and may be discontinued at any point.**

Job Search Transportation Assistance may be provided to participants who:

- Are actively engaged in **job search activities** which require them to travel from home to a place of business to submit an application, attend and interview or provide any required information for a potential job placement (drug screens, background checks, etc). This can include daily visits to the Resource Room for internet-based job search activity.
- All job search transportation assistance will be approved on a case-by-case basis, may be offered for up to **six (6) months**, and will be reimbursed monthly at a rate of **\$10.00 per day** with a maximum of **\$120.00 per month (12 days per month)**.
- Job search participants will be required to provide a job search log form to the Title I Career Service Staff with the Attendance Verification Form.

I have read the Transportation Assistance Guidelines and understand the expectations required of me in order to receive this service.

Participant Signature: _____

Date: _____