



Supportive Services Policy – Revised July 1, 2020

**Effective July 26, 2020
(Replaces policy dated May 14, 2020)**

I. PURPOSE:

To provide policy and administrative procedures regarding the provision of supportive services for WIOA Youth, Adult and Dislocated Worker and TANF Youth Development customers in the North Central Workforce Development Area.

II. BACKGROUND:

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions and the flexibility to tailor the workforce system to the needs of the local community. To ensure maximum flexibility, this guidance provides the discretion to provide the supportive services deemed appropriate, subject to the limited conditions prescribed by WIOA. Local Boards are required to develop written policies and procedures to ensure coordination with other entities to ensure the highest quality, most comprehensive service provision possible; prevent duplication of resources and services; and establish limits on the amount and duration of these services. WIOA and TANF Youth Development supportive services are allowable only when these services are not available through other agencies and the services must be necessary for the individual to participate in Title I WIOA and TANF Youth Development activities.

III. POLICY:

SUPPORTIVE SERVICES as defined by WIOA —The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

WIOA supportive services may only be provided to individuals who are:

1. Participants in WIOA career or training services;
2. Unable to obtain supportive services through other programs providing such services; and
3. In need of supportive services to enable the individuals to participate in WIOA Title I activities.

According to WIOA, Supportive Services may include, but are not limited to:

- (a) linkages to community services;
- (b) assistance with transportation;
- (c) assistance with child care and dependent care;

- (d) assistance with housing;
- (e) needs-related payments; (must be enrolled in training)
- (f) assistance with educational testing;
- (g) reasonable accommodations for youth with disabilities;
- (h) legal aid services;
- (i) referrals to health care;
- (j) assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- (k) assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- (l) payments and fees for employment and training-related applications, tests, and certifications.

Supportive Services are available for WIOA Title I Youth, Adult, Dislocated Workers and TANF Youth Development programs as long as the appropriate plans and budgets have been approved by Workforce Solutions prior to the provision of the supportive services.

Supportive services are one of the 14 youth elements that must be made available to participants. A Supportive Service may only be provided to participants to enable their participation in WIOA services and must be tied to that specific service. For Title I Youth programs, supportive services can be provided as a follow-up service and, therefore, can take place after exit without delaying the exit date.

Supportive services do not delay exit for WIOA Adult and Dislocated Worker participants and are therefore not available during Follow-Up Services. The definition of supportive services for these programs requires that they may not be provided to an individual who is not considered to be a participant.

Supportive services are also available to TANF Youth Development participants while the eligible youth are participating in work experience program or other program as approved by the Workforce Development Board through the TANF Planning application process.

Supportive services are provided on the **basis of need** as determined by the Title I and TANF Youth program services contractor(s). As a part of the objective assessment process and development of the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) a participant's need for a Supportive Services and appropriate community resources and referrals must be made. A Supportive Service should be reasonable and necessary to enable a participant to take part in other services and activities related to the IEP or ISS. A Supportive Service should not duplicate a service a participant could receive from another program in the community. If possible, it may be applicable to cost share with other service providers. Supportive Services are not intended to meet every need of the participant. Rather, they provide temporary assistance. For this reason, staff should assist the participant in developing a plan to cover the supported costs once WIOA Title I and/or TANF Youth Development Funds are no longer appropriate for the individual. This plan must be documented in case notes. The use of a Supportive Services is not intended to assist in paying for expenses refundable to the participant

Upon determination of need by the Title I staff or partner staff a request form is filled out and submitted to the appropriate supervisor for review and approval. This request must take into consideration previous supportive services received. In situations where immediate approval and provision of the supportive services is necessary consultation with that staffs' supervisor via telephone call is accepted. The phone call can then be followed up with the required documentation.

The maximum award identified below is per enrollment in WIOA or TANF Youth Development as determined by Workforce Solutions is \$1,000.

Transportation:

1. Mileage:

- Transportation supportive services must be provided on actual mileage to and from a WIOA and TANF Youth Development funded work based training program including OJT and Transitional Employment or to and from a training facility associated with an Individual Training Account (ITA) award.
 - The reimbursement rate as approved by Workforce Solutions is \$.30 per mile
- Transportation costs can also include bus and parking passes and tolls.
- Gas cards may be purchased and utilized however the amount reimbursed must be based on actual mileage. An effective tracking system must be in place if gas cards are to be used with supervisor, case manager, and participant sign-off. Please refer to Workforce Solutions gift card policy for additional details.
- Documentation of mileage reimbursement must be recorded, signed and collected from each participant and placed in the participant file of anyone that received reimbursement.

2. Other transportation related expenses

- The purchase of new tires, the cost of inspection and repairs and the purchase of a bicycle are allowable in situations where it is proven and documented that if not provided the customer will not be able to participate in training or make it to their place of employment.
- Documentation must be received and payment must be made directly to the vendor – not to the participant.

Please note that if it is determined an individual requires additional supportive services, requests for these exceptions will be accepted and considered. Requests for exceptions shall be sent to Pamela Streich at pstreich@ncwdb.org and must include the reason for the request including the steps taken to leverage other funding and resources and a breakdown of the supportive services budget for the individual.

IV. REFERENCES:

Workforce Innovation and Opportunity Act of 2014 (WIOA or Opportunity Act), Public Law (Pub. L.) 113-128, enacted July 22, 2014

V. EXPIRATION:

Ongoing

VI. INQUIRIES:

Questions shall be directed to:

Pamela Streich, Executive Director at pstreich@ncwdb.org; or

Donna Hottel, Strategic Planning and Project Manager at dhottel@ncwdb.org

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Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer/Program