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WIOA Supportive Services Policy- Adults & Dislocated Workers

Purpose

The purpose of this policy is to describe and to detail the regulations and requirements concerning supportive services, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and the Southeast Arkansas Workforce Development Board (SEAWDB).

Policy:

Supportive services are designed to provide a participant with the resources necessary to enable an individual to participate in WIOA Title I-B Adult and Dislocated Worker, 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]. SEAWDB is not required to provide supportive services to Adults and Dislocated Workers, but such services are permitted for participants who need such services and meet eligibility requirements. Supportive services may be provided with WIOA Title I-B funds when such services are not available through non-WIOA funding sources. SEAWDB programs determine what specific program services an Adult/ Dislocated Worker participant receives based on each participant's individualized employment plan. [WIOA §129(c)(2); 20 CFR 681.460]. SEAWDB, in consultation with the American Job Center partners and other community service providers, have developed this supportive service policy, to ensure effective resource and service coordination in the Southeast Arkansas. SEAWDB has the discretion to provide the supportive services they deem appropriate, subject to WIOA's limitations. The program operator has developed a Supportive Service Procedure Manual to address procedures for referral to such services, including how such services will be funded when they are not otherwise available from

other sources. This policy establishes limits on the provision of supportive services, including a maximum amount of funding and maximum length of time for supportive services to be available to participants. This policy also describes procedures for determining exceptions to these limits. **Only WIOA funded supportive services will be provided when services are not available through other agencies and when the services are necessary for the individual to participate in Title I-B authorized activities.** Supportive services may only be provided to participants when it is necessary to enable individuals to participate in services and is tied to a specific service. The provision of accurate information about the availability of supportive services in each local area, as well as referral to such services, must be available as a Basic Career Service [WIOA § 134(c)(2)(A)(iv); 20 CFR 678.430 & 680.900; 680.920; TEGL 19-16].

If funding is spent on supportive services, the need for such services, including eligibility determination as listed below and the inability to obtain services from other sources, must be documented in the participant's case notes.

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 childcare 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.

WIOA Title I-B program providers are encouraged to partner with American Job Center partners and other entities that can provide supportive services to participants [WIOA § 134(d)(2); 20 CFR 680.910; 20 CFR 681.460(c); 20 CFR 681.470; TEGLs 19-16 & 21-16]. The WIOA case manager 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 an individual employment plan (IEP). Documentation of the need for supportive services must be maintained in the participant file. Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c)(2) and (3).

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)].

SEAWDB reserves the right to set limits on the provision of supportive services, including a maximum amount of funding and maximum length of time for supportive services to be available to participants.

The SEAWDB Board has determined that there will be no maximum funding limit on Supportive Services per participant if all applicable requirements are met, until the Board deems otherwise. Commitments are contingent upon the availability of funds and compliance with SEAEDD and WIOA terms.

Travel:

Payment will be based upon round trip map miles from participant's home address to training site, using the state mileage rate of (\$0.52 per mile) at this time. Reimbursements may not exceed a total weekly amount of \$200.00.

Childcare:

Childcare assistance may be provided through an agreement with a licensed childcare provider. Participants who are attending full-time training or work experience are eligible for childcare assistance. An exception may be made if there are not enough required

classes available to be considered full-time or if the individual in work experience is also attending school. Family Members are not eligible to provide paid services for Childcare.

Work related Items:

The training provider or employer must identify work-related items. Work-related items may include but are not limited to uniforms, work boots, small tools, gloves, etc. Total payment will not exceed \$300.00 for work-related items assistance. This shall be done on a one-time basis.

Rental:

Participants may receive rental assistance for a maximum number of two times during the full duration of WIOA program enrollment. Rental assistance may not be provided for consecutive months. Rental assistance is a service used to prevent eviction from housing when the participant is unable to pay. Unable to pay is defined as “a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense. Payment will be a one-month payment, rental assistance may not exceed \$1,000.00. Rental assistance may not be used for deposits or moving fees.

Utilities:

Payment may be paid twice during the duration of WIOA program enrollment for Utilities. Utility assistance is a service used to prevent disconnection/shut off of service when the participant is unable to pay. Unable to pay is defined as “a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense.” Total payment will not exceed a total of \$500.00 for utility assistance during full program enrollment. Utility assistance will be for the most recent (current) electric, gas, water, or sewer bills. Payment will not be provided for phone, satellite, or cable tv.

Internet:

Internet payments may be made only while participating in a WIOA approved occupational skills training program, at an SEAWDB approved eligible training provider. This shall not exceed a total of 4 Fall/Spring Semesters/terms and 4 summer semester/terms. Internet services assistance is a service designed to provide WIOA participants with the tools and resources necessary to successfully participate in and complete a training program. In order to qualify for internet services assistance, a WIOA participant must be enrolled at a SEAWDB approved eligible training provider; and must be enrolled in at least 1 web-based/distance learning course. In the event of a local/state/national emergency or pandemic, which causes institutions to convert to online instruction (all or in part), WIOA participants who meet all other aforementioned criteria may receive internet services assistance.

through supportive services. Internet services monthly payments may not exceed a total of \$100.00 per month. Requests must be made each month. Due to the length of time needed to pay Supportive Services late fees could possibly occur.

Participants will be responsible for all late fees as this is not an allowable WIOA expense at this time. The account must be in the name of the participant requesting supportive services. Any contract or service agreement into which the participant enters into, is the sole responsibility of the participant. Charges including installation, equipment and miscellaneous fees will be the sole responsibility of the participant. WIOA assistance shall be limited to monthly service charges.

Comprehensive Guidance and Counseling:

Services will be offered to individuals who suffer from addictions or mental health conditions that ultimately create barriers to secure or retain employment. Individuals will receive financial assistance to directly pay for the costs of in-patient or outpatient treatment through a licensed drug counseling program or licensed mental health therapy program. The SEAWDB and program operator reserves the right to select a network of counseling providers to perform this service. Facilities within the service area or within reasonable commuting distance (100 miles or less) will be preferred vendors. Costs for comprehensive guidance and counseling should not exceed the supportive services caps set by this board. Participants will only be eligible to receive supportive services for comprehensive guidance and counseling after all other potential funding sources have been exhausted. Participants must provide written attestation to not having any other means to pay for counseling. Participants must provide written attestation that comprehensive guidance and counseling is needed. A written referral from a third party including an employer or other service provider may be accepted as additional justification for the need for services.

“Other”:

SEAWDB gives permission to board staff, program operator staff and affiliates to consider and grant “other” appropriate and necessary supportive services not specifically listed in this policy. “Other” supportive services must comply and align with WIOA laws, regulations, and policies of the SEAWDB. The amount shall not exceed \$200.00.

Approved:

SEAWDB Chairperson

Date

Amended:



SEAWDB Chairperson

2/21/24

Date