



<p><b>WORKFORCE INNOVATION AND OPPORTUNITIES ACT POLICY &amp; PROCEDURE</b></p>	<p><b>SUPPORT SERVICES</b></p>	<p><b>EFFECTIVE/APPROVAL DATE: 5.10.17 REVISION DATE: APPROVED BY: RWDB EXEC COMM PAGES: 1-3</b></p>
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**PURPOSE**

The purpose of this policy is for the Workforce Alliance of the North Bay (The Alliance) to set necessary guidelines so that Service Providers can provide supportive services to eligible WIOA participants, which in turn will promote successful completion of a “career” or “training” service. This policy will set minimum guidance, which can be augmented by action of local subcommittees, and will be tied to a funding line item in the annual budget for those Service Providers.

**BACKGROUND:**

The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers at WIOA Sections 3(59) and 134(d)(2) and (3). These include services **such as** transportation, child care, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye wear, and Needs Related Payments that enable individuals to participate in WIOA Title I activities.

Supportive services for youth as defined in WIOA Section 129(c)(2)(G) can additionally include assistance with educational testing, reasonable accommodations for youth with disabilities, and referrals to health care.

*Note – The term “such as,” when used above is not all inclusive, and the Workforce Alliance of the North Bay (The Alliance) may authorize other categorical support services when those items are prudent to accomplish success. Accordingly, Service Providers may use the categorical list on Attachment A, and request that the list be augmented when required by requesting authority from their respective local subcommittee.)*

**POLICY STATEMENT:**

Service Providers may provide WIOA participants supportive services when that supportive service is judged necessary to promote a greater chance of successful completion of activities authorized under Workforce Innovation and Opportunity Act (WIOA).

WIOA funds may be used to provide such assistance, but only when there are no other resources available. The amount of supportive services is limited \$3,000 per participant on a lifetime basis, but may be increased to \$5,000 with the prior written approval of the The Alliance.

Attachment A of this policy lists allowable categorical supportive services. Service Providers will create processes and procedures that provide these categorical supportive services to participants within the structure of this policy. The processes and procedures must meet these basic tenants:

- Supportive Services must be determined in an equitable manner so all participant have equal access and opportunity to supportive services,
- Supportive Services must be necessary and reasonable to enable participant to benefit from “career” or “training” services,
- The Service Provider must demonstrate that it conducted a comprehensive coordination with other community resources, including all One-Stop partners (whether or not they are physically in the One-stop Americas Job Center of California [AJCC] center) so that WIOA funds are used as a last resort.  
*The case notes will identify the best available resource to provide the supportive service based upon the eligible customer’s needs and eligibility to other funding sources.*
- The Service Provider’s procedures must contain sufficient internal controls over the distribution of payments, and track the ongoing need by a participant for supportive services,
- The Service Provider must document all of the above in the participant’s case file, including at a minimum Individual Employment Plan (IEP) and Individual Service Strategies (ISS) for youth, and in the narrative case notes describing the assessment and reasons for the decision to provide supportive services.
- The Service Provider must balance their allotment of funds with the highest priorities of participant needs.

During the budget process each year, The Alliance will allot funding to Supportive Services within each Service Providers budget, that create spending limits. This limit will be incorporated into the Service Provider’s contract.

WIOA allows funds to be used for needs-related payments to adults and dislocated workers who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation, that enables those individuals to participate in programs of training services. Needs-related payments are not available to youth who are 18 to 24 years old unless they are enrolled and participating in training. But, because needs-related services are significantly costly, Service Providers must obtain prior written approval from The Alliance before they award them to a client.

Supportive services may not be provided for the following:

- Purchase of an asset (car payments, mortgage payments, etc.) or interest on borrowed capital
- Entertainment
- Past due fees, penalties, fines, parking or moving violation tickets
- Bail or restitution
- Settlement of insurance claims
- Child support payments
- Consumer debt
- Life insurance

**DEFINITIONS:**

The term “supportive services” means services **such as** transportation, child care, dependent care, housing, and needs-related payments, that are necessary for an individual to participate in activities authorized under this Act.

**REFERENCES:**

WIOA 134 (d)(2) & (3)

## Supportive Services Guideline

The following is a listing of the types of Supportive Services which may be provided to eliminate barriers to employment when no other resource is available. The items and amounts listed are to be used as guidelines for staff; they are contingent upon individual participant needs as identified through the participant's budget and the availability of funds.

Type	Maximum Amount	Guidelines
Books / Computer software / Supplies for school	Up to \$1,000 per year	If classes are known, then actual books are itemized. If classes are not yet known, books are estimated up to a maximum based on study program and possible classes / book lists for those classes. Participants must bring in receipts and reconcile their use of funds with the books purchased for the class(s).
Car Repair	Up to \$500 - one time only	The participant must show current vehicle registration and insurance to qualify for repairs and must include at least 3 estimates with their request. This categorical line includes essential repairs that affect safety and increased dependability. Batteries, brakes, lights, and mufflers (that could cause a citation) are generally covered. Regular maintenance and cosmetic items/service will not qualify for Car Repairs. Staff must do due diligence to assure repairs are needed for the specific participant/car to participate in workforce services.
Clothing <i>(This categorical item <u>may NOT</u> include designer or extravagant apparel)</i>		
Interview or Placement	Up to \$150 for both	Must be required for interview or placement
Uniform	Up to \$100 – one time only	Must be required for training and/or placement
Nurse shoes	Up to \$50 – one time only	Must be required for training and/or placement
Work boots	Up to \$85 – one time only	Must be required for training and/or placement
The cost of Credentials, Certifications, Exams, Testing, Fingerprinting, Licensing, Background Checks, Processing Fees, first month of union dues	Up to \$750 (cumulative)	Must be a requirement of a job
Tools	Up to \$500	Must be required for placement. At least 2 estimates are required.
Transportation		
Bus Passes	Actual cost / limit one per month	Public or shared transportation will be used when feasible; monthly bus passes or bulk ticket books will be issued in advance
Mileage	Federal Standard Mileage Rate multiplied by miles (up to 30 miles round trip per day)	Mileage reimbursement request must be accompanied by Internet travel mileage printout (Google Maps, MapQuest, etc.).

Title	Priority of Service		
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