

West Central Arkansas Workforce Development Board
Larry Carr, Chairman
P O Box 6409, Hot Springs, AR 71902

**SUPPORTIVE SERVICE
POLICY & PROCEDURES**

Purpose

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible Title I-B participants enrolled in WIOA Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show that support services are to be provided only when they are determined necessary, and the participant is unable to obtain the support service through any other resource or program providing such services. Staff must explore with the participant viable alternatives available before providing these services.

WIOA authorizes local areas to provide supportive services on an “as needed basis” to cover expenses necessary for an individual to participate in activities authorized under the Act and/or to successfully reach their employment and training goals. This policy will provide the framework for WIOA, and other workforce funding utilized for supportive services. **Provision of supportive services will be based on available funding.**

References:

WIOA § 3(59); 134(c)(2)(A)(iv); 134(d)(2)

20 CFR 679.430, 680 & 681

TEGLs 19-16 & 21-16

Most recent version of the following policies and procedures:

ADWS Policy No. WIOA I-B – 1.2 (Definitions)

ADWS Policy No. WIOA I-B – 3.9 (Supportive Services)

Most recent version of the following LWDB policies and procedures:

Individual Training Account

Supportive Services

Policy

All WIOA enrolled adults, dislocated workers and youth are eligible for supportive services when the supportive service will assist the participant with reaching his/her employment and training goals. Supportive services are based on financial need and participants are not automatically entitled to supportive services. Supportive services may not be utilized to pay for expenses incurred prior to the participant's enrollment into the WIOA program.

Supportive services may be provided to eligible WIOA participants who are unable to obtain the supportive service through any other resource or program providing such services and meet one of the following:

1. Are enrolled in WIOA career or training services (Adult and DLW);
2. Are enrolled in WIOA youth program element, or,

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3. Youth who have exited and need post-program supportive services as follow-up services (for up to 12 months after exit)

WIOA supportive services are limited and must be coordinated with other community resources. In every instance of providing supportive services, staff must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant. Staff shall direct participant to appropriate partner and community-based organizations for assistance. The Books, fees, school supplies and other necessary items for students enrolled in postsecondary education classes will be the only supportive service that will be charged as a part of the ITA funding.

ALLOWABLE SUPPORTIVE SERVICES

The following list provides examples of supportive services and is not intended to be an exhaustive or exclusive list of allowable services.

- Assistance with local transportation costs and limited private auto repairs associated with work or training;
- Assistance with uniforms or other appropriate work attire, hygiene and haircuts, eyeglasses, and work or training related material costs;
- Assistance with employment related professional memberships;
- Assistance with translations;
- Assistance with work and training related licenses and permits or required testing;
- Assistance with housing and utilities;
- Assistance with child care
- Assistance with disabilities including learning disabilities; and
- Assistance with educational testing and accommodations.

DISALLOWED SUPPORTIVE SERVICES

- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Entertainment including tips;
- Contributions or donations;
- Vehicle payment;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet food;
- Items for family members or friends; or
- Out-of-state job search and relocation expenses that are paid for by the prospective employer
- Emergency food - Groceries

Procedures

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1. Staff will determine a participant's need for supportive services as a part of the initial and on-going assessment.
2. The participant must prepare a personal budget verifying that he/she does not currently have the financial resources to obtain the service.
3. Staff will determine whether other community resources are available to cover necessary expenses and show evidence of referrals to other resources, including, when feasible, outcomes of the referral.
4. Case notes must be entered into AJL for referral of participants to other agencies or resources for supportive services and follow-up to determine if the supportive services were received.
5. All supportive services must be documented on the Service and Training Plan within in ten business days of enrollment in that service.
6. Staff will submit appropriate documentation listed below to the Administrative Entity for approval.
7. Staff must maintain a supportive service tracking log located in the participant's file that tracks the date of the service, type of service, amount of the service disbursed to the participant and a current total of supportive services spent-to-date.
8. Staff will enter all supportive services on the date the service was provided in to AJL service and training plan, IEP or ISS, and case notes.

Child Care

In order for a WIOA participant to qualify for child care assistance, the staff must have documentation showing that the participant attempted to receive such services through other programs or services.

Rate of payment will be no higher than that charged to other children at the center. Charges may differ between counties. If vendor is outside of the county, staff will need to get approval from Administrative Entity. The Administrative Entity may approve payment above the maximum allowable cost at the center on a case-by-case basis. The staff should submit a written request to the Administrative Entity and the request will be authorized or denied in writing.

Documentation Requirements

- Childcare Eligibility Determination Form (Attachment A)
- Childcare providers must complete a Childcare Daily-Weekly Cost Form (Attachment B) and attach their center's payment policy.
- Childcare Attendance Record (Attachment C)
- School / Training Attendance Record (Attachment D)
- Childcare Invoice (Attachment E)

Payments shall not be made for time in which the individual did not participate without good cause. The WCAPDD defines "good cause" as situations beyond the control of the participant. Payments may not be based upon periods of time such as illness, holidays, or other events in which no training occurs unless payment is required to hold the child(s) slot. Payments will be

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made to childcare provider based on forms submitted to the fiscal department at the end of every month.

Work Clothing, Equipment and Tools

Participants who have been determined to be in need of clothing, equipment or tools in order to participate in WIOA services must complete the attachments listed below. WIOA will pay up to \$1500 for tools and equipment and \$500 for work clothing. The vendor must be willing to bill the service provider directly for the items the participant receives. Payment cannot be paid to the participant. Once payment request has been submitted to service provider, fiscal department will pay the bill on their next scheduled payment cycle. The staff may send a request to the WIOA Coordinator for an increase on case-by-case basis, if needed.

Documentation Requirements

Work Clothing, Equipment and Tools Eligibility Determination Form (Attachment F)
Signed copy of Supportive Service Agreement (Attachment G)

Books, fees, school supplies and other necessary items for students enrolled in postsecondary education classes.

Participants who have been issued an ITA for institutional training will be eligible to receive supportive services for cost of attendance (educational related expenses) such as: books, fees, laptops and required software (including documentation from school showing the need), internet access, school supplies, parking permits and other necessary items for student to attend school [WIOA § 134(c)(3)(B)(i)(I); 20 CFR 680.210(c); 20 CFR 680.230; TEGL 19-16], ADWS WIOA Title I-B-1.2. The staff will work closely with the institution and the client to obtain the information to determine the amount needed for books, supplies, and/or additional fees/exams. A master book/supply cost list will be obtained from the institutions. Also, a class syllabus may be used to indicate the book and/or supplies needed. The staff will determine a total cost for the semester from the list. The amount will be entered in the case note for the ITA or Supportive Service along with the tuition for the semester. NOTE: Supplies such as pencils, pens, paper, etc. will not be approved. *All charges must be required of all students enrolled in the specific classes.*

Documentation Requirement

The documentation will need to be submitted to be in the participant's file for each semester of training including Summer I & II.

- Class Schedule
- List of Required or Recommended Books for all students
- List of Required Supplies for all students
- List of Required Fees

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Special Circumstance Supportive Services

Our vision is to provide clients with needed services to enhance their work ethics, educational level and citizenship skills so that our participants can find gainful employment and be a productive citizen. The West Central Arkansas Workforce Development Board will allow up to \$1500 per participant special circumstance supportive services. Each participant we serve must be reviewed on a case-by-case basis, if we are to meet his or her needs. Therefore, after careful review, the Administrative Entity is the only authority for approving unforeseen circumstances and/or out of the ordinary supportive service payment.

The supportive service is for participants to participant in continue in the Title I-B training/program activities they are enrolled. We can pay for car repair and other needed supportive service necessary for the participant to continue their training or activity. This must be reviewed and approved by the Administrative Entity staff. No money can be paid directly to the participant.

Documentation Required:

1. Participant must put the request in writing.
2. If the participant is a DHHS recipient, he/she must write a written self-attestation that he/she is not eligible to receive the supportive service through another Agency.
3. Participant and career advisor must prove and document that this is the only funding source to pay for this need.
4. The participant's grades and classroom attendance must be consistent where applicable.
5. Any car repair must have an estimate submitted by the business that will be doing the repair work and submit it to Administrative Entity staff for approval before supportive service can be given.
6. Supportive services must be billed directly to West Central Arkansas Planning and Development District. No money will be paid directly to the participant.
7. Upon approval from Administrative Entity staff, career advisor must enter the appropriate supportive service on the S& Plan, enter case note detailing the supportive service and update the IEP/ISS.

Transportation – Bus Pass

Where available, a bus pass may be purchased for a participant to enable him/her to participant in Title I-B activities. This service will be available for a participant who does not have their own transportation. The need for this service must be documented in their IEP/ISS. This will be contingent on funding availability.

Staff will following documentation requirements below for the bus pass.

Transportation to Title I-B activity by City Bus Vendor

Participant has been determined to be in need of transportation supportive service to enable him/her to participate in Title 1-B services by Staff.

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1. Participant must document that he/she cannot receive help with transportation from another source.
2. Staff documents the need for transportation services and the month that it will be used for in the IEP/ISS.
3. Staff completes the Transportation Authorization and Billing Form (Attachment H) and send all supporting documentation to Administrative Entity to approve the purchase of the bus pass.
4. Once approved, WCAPDD will pay for the bus pass with a credit card directly to the vendor or a check will be issued, and the career advisor will take check to the vendor and purchase bus pass for the current month.
5. Staff will copy bus pass and put in participant's file.
6. Staff will deliver the bus pass to the participant and have him/her sign an acknowledgment of receiving the bus pass for the current month.
7. Career advisor will follow steps 1-6 above each time the participant has a request for a bus pass.

Transportation to Institutional Training and Work Experience

Supportive Services can be used to assist the participant enrolled in training or work experience with the cost of transportation to get to their training location and/or clinical locations. All resources must be utilized first, and every attempt must be made to secure supportive services from other entities/providers that may be able to provide transportation services to the participant. The referral policy will be utilized. These entities/providers include, but are not limited to the following:

- Department of Health and Human Services
- Arkansas Rehabilitation Services
- Department of Workforce Services
- Community Based Organizations
- Community Action Agencies
- Faith Based Organizations
- Housing and Urban Development
- Department of Corrections

Mileage Determination (Distance): The amount allowable for WIOA assistance is determined from the participant's home to their destination and back (round trip), which is confirmed by www.google.com/maps or www.mapquest.com. WCAPDD will pay reimbursement for transportation at \$0.35 per mile for fuel reimbursement to training institution and/or clinicals. Transportation limits will be contingent on funding availability.

Procedure

Eligibility for Supportive Services:

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1. 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 services. (There is no requirement that WIOA fund the service or activity, but WIOA Title-B must be authorized by WIOA § 134 and/or the appropriate other sections of the File Rule or TEGs to fund the service of activity.)
2. The supportive services must be necessary to enable the participant to participate in the activity or training service.
3. The participant is unable to obtain the needed supportive services through another entity/program providing such services [WIOA § 134(d)(2) 20 CFR 680.910(a)]. WIOA will be the funding source of last resort.
4. An assessment and determination of the supportive service need has been made based on information in the Individual Employment Plan.
5. Case notes for referral of participants to other entities/programs for supportive services and follow-up to determine if the supportive services were received.
6. All supportive services must be documented on the Service and Training Plan in AJL if the participant receives supportive services.

Documentation Requirement:

- Transportation Assistance Eligibility Determination Form (Attachment I)
- Self Attestation for transportation assistance.
- Google map or MapQuest documentation
- Class Schedule/Worksite Agreement

If approved for Transportation Assistance, the school Attendance Form must be submitted to the career advisor no later than the 5th of the month to allow documents to be sent to fiscal department to be processed. The career advisor will keep a record of the transportation payments paid on behalf of the participant to ensure the payments stay within the approved parameters (Attachment O).

Documentation Requirements

- School Attendance Record (Attachment D).

Housing Assistance

Participants who have been determined to need Housing Assistance to enable him/her to participate in an activity authorized as a WIOA Title I-B Adult or DLW career (except follow-up) or training services may be provided housing assistance. Maximum monthly amount allowed for Housing Assistance is \$1,000.00, not to exceed \$12,000 yearly. If the participant is receiving housing assistance from another organization, he/she will not be eligible to receive housing assistance from title I-B. Payments will be made directly to the mortgage company or landlord

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based on forms submitted for payment. The following documents must be submitted to be approved for housing assistance. *NOTE: If participant moves after initial eligibility, they must submit new house/rent payment information before payments can continue.*

Documentation Requirements

- Housing Assistance Determination Form (Attachment L)
- Self-Attestation on need for Housing Assistance
- Current Mortgage Note or Landlord Verification Form (Attachment M), which documents the current physical address of the participant.

If approved for Housing Assistance, the following documents must be submitted to the career advisor before he/she can send to fiscal department for payment to be processed. The career advisor will keep a record of the housing payments paid on behalf of the participant to ensure the payments stay within the approved parameters (Attachment N).

Documentation Requirements

- Current Lease/Mortgage/Rent bill/notice
- School Attendance Record (Attachment D).

Specific Course Supplies or Testing

The following supportive services will be approved for the specific courses listed below that a participant is enrolled. The supply or test must be required of all students enrolled in the course.

Nursing Supplies

The following items will be approved for participants enrolled in a nursing program that may require some or all of the following: nursing supply bag, stethoscope case, stethoscope, penlight (2 max.), bandage scissors, pulse oximeter, badge holder (2 max.), compression socks (3) max, shoes, scrubs, scrub undershirts, lab jacket, nursing patches, nursing name badge, graduation cap and gown

GED Participants

The following items will be approved for participants enrolled in the GED program after career advisor and participant have exhausted all avenue to leverage the required cost with other partners or other entities: graduation cap and gown, GED testing (when vouchers are not available),

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Other Supportive Services

If other supportive service needs arise, the staff should submit a written request to the Administrative Entity and the request will be authorized or denied in writing to the staff. The required documentation needed will be given at that time.

Payment Process

Documentation for supportive services must be submitted to the Career Advisor. The Career Advisor is to ensure the completeness and accuracy of the request including required supporting documents related to the supportive service requested and submit completed request to the WIOA Coordinator for review and approval. In the absence of the WIOA Coordinator, the Executive Director may approve requests. Approved requests are submitted to the Fiscal Department for payment processing.

Accountability

In order to meet the requirement of holding the career advisors accountable it will be addressed in the training that any errors found at the field level will be the responsibility of the career advisors and may be included as part of their personnel file. All career advisors will sign an acknowledgement that they understand this accountability.

Coordination of Available Sources of Funds

WIOA Staff must consider all available sources in determining the participant's overall need for WIOA funds for supportive services. To ensure non-duplication of resources and services, linkages should be established with programs such as Child Support, Food Stamps, Medicaid, Section 8 Housing and the Children's Health Insurance Program. Duplicative payments for supportive services shall not be made.

Monitoring

WDB acknowledges that the U.S. Department of Labor and the State of Arkansas has the authority to monitor and assess compliance with supportive services procedures and funding through WIOA Title I-B. At its discretion, WDB and board staff reserves the right to conduct on-site monitoring of participant files and program elements to verify compliance with WIOA and WDB policies and procedures.

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2-9-23
Date

Approved on: 2-9-23

WDB is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to persons of disability.