

# West Central Arkansas Workforce Development Board Lisa Greene, Chair

## Supportive Service Policy & Procedures

<b>Policy Number:</b>	WCAWDB- Policy 2025-03		
<b>Change Number:</b>			
<b>Date Approved:</b>	August 14, 2025	<b>Effective Date:</b>	August 14, 2025
<b>Recessions:</b>	Supportive Service Policy dated February 9, 2023		

### 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 Innovations 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).

Supportive services help participants access resources needed to engage in WIOA Title I-B Adult, Dislocated Worker, or Youth activities {WIOA§ 3(50); 20 CFR 680.910(b); 881.570; TEGL 19-16, Change 1 & 21-16}. These services are part of the Youth program and must be available, when necessary, appropriate, and in line with local policies. Local programs decide what services a participant receives based on their individual needs and assessment.

Each local area must work with community partners to create a supportive services policy that ensures coordination of resources. Local areas have the flexibility to determine which services to provide, within WIOA guidelines. The policy should include procedures for referrals and funding, especially when services aren't available from other sources, and may set limits on service duration and funding. It should also outline exceptions to these limits. Supportive services must be WIOA-funded only if no other funding is available, and if they are essential for participation in WIOA activities. Information and referrals to these services must be available as a Basic Career Service.

To receive supportive services, an individual must meet all eligibility requirements for a WIOA Title I-B program. The need for these services is determined through an interview, evaluation, or by creating an Individual Service Strategy (ISS) or Individual Employment Plan (IEP). Documentation of this need must be kept in the participant's file.

*Both ISS and IEP are living documents and must be updated and maintained during the participants' participation.*

### ***Provision of Supportive Services will be based on available funding.***

LWDB will place a maximum limit on the total dollar amount of Non-Training Supportive Services that will be provided to a participant during a program year (July 1- June 30). Training less than one year is considered short term training and will have a maximum of \$2,500 non-training supportive services. Programs with durations of more than a year are considered long-term training and the maximum non-training supportive service will be \$5,000 per program year.

**Adults and Dislocated Workers:** The primary requirements for Adults 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]:

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- The participant is participating in an activity authorized as a WIOA Title 1-B Adult, Dislocated Worker (DLW) or Youth (except follow-up) or training service.
- 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)].

**Youth:** The primary requirements for a Youth to receive supportive services are [WIOA § 3(59); 20 CFR 681.570 & 681.580; TEGL 21-16]:

- The participant is participating in an activity authorized as a WIOA Title 1-B Youth activity or service, including follow-up services. (There is no requirement that WIOA fund the service or activity, but it must be one of the 14 program elements or a follow-up service.)
- 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.

If funding is spent on supportive services, the need for such services, including eligibility determination and the inability to obtain services from other sources must be documented in the participant's case notes. (WIOA § 3(59); 20 CFR 680.900, 681.460(a)(7), & 681.570; TEGL 19-16, Change 1 & 21-16).

Supportive services may be provided either in-kind (goods or services) or through payment via check or card. In order to obtain payment for supportive service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include at a minimum the following:

1. Justification for the need of the supportive service (which may include training attendance records, documentation of miles traveled, receipts, etc.);
2. A description of the supportive service provided and why the supportive service could not be obtained through other programs and;
3. An invoice, price check list, 3 quotes, or other documentation that is itemized and dated for the supportive service.

## References:

20 CFR 679.430; 680; 681

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

TEGL 19-16, Change 1; 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 L WDB policies and procedures:

Individual Training Account

Supportive Services

## Policy and Procedures:

The Workforce Development Board of West Central Arkansas has established the following policies and procedures for providing supportive services to WIOA-enrolled Adults, Dislocated Workers, and Youth. Career Advisors will request supportive services for participants from the Finance Manager and Director of Workforce Development when:

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- WIOA staff have evaluated all available resources to determine the participant's need for WIOA funding, ensuring there is no duplication of services. This includes establishing connections with programs such as Child Support, SNAP, Medicaid, Section 8 Housing, TANF, and other partners.
- An assessment has been conducted and the need for supportive services is documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- Case notes document referrals to other agencies or resources for supportive services, with follow-up to confirm whether these services were accessible through those agencies.
- All required forms are completed and approved by the Finance Manager and Director of Workforce Development before supportive services are provided.
- Once approved, all supportive services must be recorded in the Service and Training Plan within 10 business days of service delivery.
- All requests for payment from participant must be submitted by the 5<sup>th</sup> day following month end.

### Referral Procedures for Supportive Services

In collaboration with the OSO, the One-Stop Center partners has established the following procedure for referring clients to supportive services provided by partners and other community organizations.

All partners and service providers are required to use the most up-to-date Common Referral Process. Referral forms should be submitted to the designated dispatcher, who is responsible for ensuring the appropriate staff within their agency receives the referral and contacts the referred individual. Once the referral process is completed, the responsible staff member must submit a finalized referral form detailing the outcome of the referral.

The OSO will be responsible for keeping the Supportive Services spreadsheet updated and distributed to partners and community organizations.

Allowable supportive services for adults, dislocated workers and youth, include, but are not limited to:

### Section I - Non-Training Related Supportive Services (Not included in ITA)

**GED Testing, Graduation Cap and Gown and Tassel** assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain services themselves and not be able to receive services from another WIOA and/or non-WIOA partners.

Supporting documentation must be provided to career advisor and must be submitted to AvidXchange for payment. Cap and gown fees will be covered if funding is not available from other resources. WIOA may pay for GED testing when vouchers are not available.

- Supporting Documentation: description of purchase, receipt, and document from school stating the participant will be graduating and cap and gown is required to walk.

**Transportation** assistance may be provided for participants who are engaged in an activity which requires them to attend training or testing at specific locations for a specific period.

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## – Bus Pass

When available, a bus pass may be provided to participants without transportation to help them engage in Title I-B activities. The need for this service must be documented in their IEP/ISS and is subject to funding availability.

## Transportation Reimbursement

- a. Travel will be paid for travel to and from the training facility. Payment will be based on a set rate per mile based on the approval rate of \$.35 per mile multiplied by the type of travel (one-Way or round-trip) miles from the participant's home to the training site. The participant must complete the mileage form and submit it to AvidXchange by the 5<sup>th</sup> day after months end. If not received by the required deadline, participant forfeit payment for that month.
- b. Travel allowance will be paid for actual days of participation and must be documented by and attendance record, signed by the appropriate representative at the training facility. It is the responsibility of the participant to accurately record days of attendance and have the form signed by the appropriate representative at the training facility. It is the responsibility of the career advisor to verify that the participant has uploaded the mileage form to AvidXchange. The career advisor is also responsible for uploading the attendance form when they are reviewing the mileage form.

**Childcare Assistance** may be provided to participants engaged in activities that prevent them from caring for their children, and when they are unable to afford childcare. The childcare provider must be licensed by the Arkansas Department of Human Services. Payments will only be made to the childcare provider and only for the days the participant is involved in required activities or as specified by the childcare provider.

To verify the actual childcare costs, the participant must submit a Documentation of Childcare Form. This form should include the dates and hours of care, the childcare provider's signature and date, and the cost of the service. The participant must also provide an attendance record, signed by the appropriate representative at the training facility, confirming the dates of attendance.

**Work Attire and Work-Related Tools** may be provided to participants who need these items to participate in a WIOA activity or training and are unable to purchase them. Documentation from the training provider or employer must confirm that these items are necessary for completing training or securing employment and are required for all participants. The documentation must include a completed supportive service form and an itemized, dated invoice for the items purchased.

**Housing Assistance** (rent & mortgage payment may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the service themselves and not able to receive services from another WIOA and/or non-WIOA partners.

Documentation from the landlord/mortgage company stating the rent is due and the lease agreement or contract must be provided along with the supportive service documentation forms.

If the documentation provided has other persons besides the participant listed in the home, WCAPDD will only assist with an equal percentage of the monthly payment. Example: if the lease has two people listed WCAPDD will only assist with 50% of the payment due. This excludes spouses that may be on the lease. Supporting documentation must be provided.

Hotel assistance may be provided for a participant who is homeless and does not have other means of housing.

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**Auto Repairs** assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIO and/or non-WIOA partners.

Auto repairs will be set at a maximum of \$1000 for the duration of participation in the WIOA program. Auto repairs may include but are not limited to engine related issues, tire repair/replacement, etc. Auto repairs will exclude but not limited to issues with the heating and cooling systems, auto body damage, or any other cosmetic related issues with the vehicle. It also excludes insurance deductibles for collision, or any other auto related accident.

The vehicle must be solely in the WIOA participant's name, must be licensed and insured by the participant. Three quotes must be provided by licensed mechanics and WCAPDD has the option to choose the most appropriate quote. If the vehicle is under warranty, then the WIOA participant must contact the company that carries that warranty and provide documentation to their career advisor that the issue is not under warranty. Supporting documentation must be provided.

**Driver's License Fee** may be provided for participants who have never had a driver's license and are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners.

Supporting Documentation including a copy of the permit, a printout from the DMV with the participant's name with the cost of the new driver license must be provided to the career advisor, who will submit it for approval by the Finance Manager and Director of Workforce Services. A copy of the new driver's license must be included in the participant file.

**Other Supportive Services** may be provided to participants engaged in a WIOA activity when a demonstrated need exists, and the participant is unable to obtain the services independently or through other WIOA or non-WIOA partners. A written request must be submitted to the Finance Manager and Director of Workforce Development. The request will be reviewed and a decision will be made, with approval or denial communicated in writing to the career advisor. Relevant documentation will be provided based on the specific supportive service requested.

## Section II - Training Related Supportive Services tied to ITA amount

**Books, Supplies and Fees** may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners.

The dollar amount for books, supplies and/or fees a semester will not exceed the amount at which the bookstore and/or provider charges.

**Miscellaneous Occupational Skills Training support (Laptops, Internet and/or Software required, parking permits required to complete Occupational Skills Training** may be provided to participants when a need is demonstrated, and the participant is not able to obtain the equipment or service themselves, and the participant is not able to receive services from other WIOA and/or non-WIOA partners.

Documentation from the training provider must state that these items are needed to complete training and are required of everyone in training. Documentation will include completed supportive service documentation form and an Invoice (itemized and dated for the items purchased).

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**Occupational Skills Medical Supplies** may be provided for participants who are participating in a WIOA medical training activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners. The supplies that can be approved 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 .

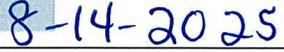
Documentation from the training provider must state that these items are needed to complete training and are required of everyone in training. Documentation will include completed supportive service documentation form and an Invoice (itemized and dated for the items purchased).

**License and/or testing fees** may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive services from other WIOA and/or non-WIOA partners.

Internship Fee, License and/or Testing Fees must be related to a specific occupation. Supporting documentation must be provided. Occupational Skills Training covered test include Praxis Core, Praxis Content Exams, Fort Arkansas Foundations Reading Exam, NCLEX, HESI Review, etc.

- Supporting documentation: Documentation from the school or testing facility with amount, participant name, vendor name, and type of license or testing fee.

  
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Date

WCAWDB is an equal opportunity provider of employment and training services. Auxiliary aids and services are available upon request to person of disability, if available.

**West Central  
Arkansas Workforce  
Development Area**