

<b>Policy Name:</b> Supportive Services	<b>Policy Number:</b> 01-2020	<b>Effective Date:</b> June 11, 2020
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**Purpose**

To provide comprehensive guidance that ensures compliance with WIOA requirements for the provision of supportive services that are allowable, reasonable and necessary for WIOA eligible Adult, Dislocated Worker, and Youth participants in Local Workforce Development Area 21 (LWDA 21).

**Acronyms**

- A/DW -Adult and Dislocated Worker
- CFR -Code of Federal Regulations
- OHOS -Division of Human Development and Services
- Hi RE -Helping Individuals Reach Employment
- IEP -Individual Employment Plan
- ISS -Individual Service Strategy
- ISY -In-School Youth
- LWDB -Local Workforce Development Board
- LWDA-Local Workforce Development Area
- OSY -Out-of-School Youth
- TEGL -Training and Employment Guidance Letter
- WIOA -Workforce Innovation and Opportunity Act

**Policy**

In accordance with TEGL 19-16, supportive services for Adults and Dislocated Workers include, but are not limited to:

Adult and Dislocated Workers (A/DW)

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments (as defined by WIOA) not to exceed \$245.00 per week
- 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 post-secondary education classes, and

- Payments and fees for employment and training-related applications, tests, certifications, and licenses.

Supportive Services may be made available to any A/DW participating in WIOA Title I career or training services that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive service must be necessary to enable the A/DW to participate in career or training services.

In accordance with TEGL 19-16, supportive services for Youth include, but are not limited to:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments (as defined by WIOA) 245.00 per week
- 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 post-secondary education classes, and
- Payments and fees for employment and training-related applications, tests, and certifications.

Supportive services can be provided to enable any ISY or OSY to participate in WIOA activities. WIOA identifies Supportive Services as one of the 14 youth program elements that can trigger participant status and can extend participation in the youth program.

### **Participant Eligibility**

Initial assessment of A/DW and Youth must include an assessment of supportive service needs. The application of Supportive Service does not trigger participant status and cannot be used to extend participation for A/DW; however, if identified as one of the 14 youth program elements, can trigger participation status and extend participation for youth

WIOA youth program requires an objective assessment of academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. Supportive Service must always be coupled with a career or training service.

When the objective assessment determines the need for supportive services, such services should be included in the Individual Service Strategy that is developed, and linked to other WIOA activities.

Staff should become familiar with availability of supportive services for A/DW through community agencies, co-enrollments with partner programs, other grants received by the local area, and so that alternative resources can be accessed first or leveraged with WIOA funding.

Supportive Service must be entered in HiRE with the appropriate activity code and include a case note identifying how it is needed to support the potential success of a WIOA career or training activity and what was done to verify that such service is not available through other sources.

### **Need Related Payments**

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.

Adults and Youth must:

- (a) Be unemployed;
- (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (c) Be enrolled in a program of training services under WIOA sec. 134(c)(3).

To receive needs-related payments, a dislocated worker must:

- (a) Be unemployed, and:
  - (1) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
  - (2) Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- (b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3).

Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances.

Payments shall not exceed \$245.00 per week.

**Documentation Requirements**

Eligible participants must complete:

An Attestation/Applicant Statement Form- Supportive Service (Attachment A) providing a written statement of need for a supportive service along with any requested supporting documentation if applicable.

Or

A Request for Supportive Services Reimbursement Form (Attachment B) requesting reimbursement for Supportive Service and include justification for the reimbursement. Receipts must be provided for all requests for reimbursements

**Follow up**

Under this policy, supportive services may not be provided to A/DW during follow-up but may be provided to Youth participants. Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training.

Follow-up services may include the following youth program elements:

- Supportive Services
- Adult mentoring
- Financial literacy education
- Services that provide labor market and employment information about in-demand industry sectors or occupations in the local area, such as career awareness, career counseling, and career exploration
- Activities that help youth prepare for and transition to post-secondary education and training

All information contained in this policy may be subject to change based on availability of funds and through approval of the LWDB 21.

  
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WIOA Chief Administrator/LWDB 21 Director

**Historical Notes:** Authorized by Workforce Innovation and Opportunity Act of 2014; 20 CFR Parts 200, 618, 680, 681, and 683

**References:** TEGL 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules, issued March 1, 2017; TEGL 21-16, Third WIOA Title I Youth Formula Program Guidance