

Supportive Services Policy

Approved: June 14, 2019

Purpose: To provide the Workforce Innovation and Opportunity Act (WIOA) requirements for Adult (AD), Dislocated Worker (DW), and Youth (YTH) supportive services.

Policy: All participants in WIOA Adult (AD), Dislocated Worker (DW), and Youth (YTH) programs receiving career or training services may be offered supportive services. The following criteria must be met before the WIOA Service Provider may facilitate supportive services:

1. The supportive services are “necessary for enrolled individuals to participate in Title I activities.” This is defined as goods or services so essential to a participant that, without them, participants would be hard-pressed to start, continue, or complete WIOA career or training services. The Service Provider must document why supportive services are being provided, either with WIOA funding or through referrals.
2. The supportive services are not available through other community resources.

Allowable Supportive Services: Supportive services may include those listed at 20 CFR §680.900. They must be reasonable, allowable, and necessary. Whenever supportive services are funded with gift cards, cards with unused balances must be returned to the Service Provider. Documentation of referrals and payments must be kept in participant files and added to the Management Information System (MIS) Case Notes.

Although it is allowable to make the supportive service payment directly to the participant, it is not recommended. The first choice on all supportive service payments should be to make the payment to the vendor (landlord, childcare provider, etc.) instead of the participant. If there is a reason that the participant would need to be reimbursed directly instead of paying the vendor, then the reason must be well documented in the MIS Case Notes.

Determination of any limitations on supportive services, including monetary cap, will be the responsibility of the Service Provider and partner or referral agencies that are providing the services. Supportive services determination and provision should be done in a fair, equitable, and non-discriminatory manner.

While no list of supportive services is exhaustive, examples of allowable supportive services include:

- Community Services — referrals to food pantries, low-cost clinics, free dental services, etc.
- Transportation — bus passes, gas cards
- Child/Dependent Care — babysitter or childcare fees, adult day care fees
- Housing — apartment/room rental
- Educational Testing — high school equivalency exam fees, credentialing exam fees
- Accommodations for Individuals with Disabilities — auxiliary aids and services needed during training or post-secondary education

- Legal Aid Services — referrals to low-cost attorneys, legal assistance to address barriers to employment
- Health Care — inoculations required to enter postsecondary education, physical exams required by training providers and employers, referrals to health services
- Work Attire — uniforms, other appropriate clothing, footwear, eyeglasses, protective eye gear, tools, haircuts
- Postsecondary Education Materials — books, school supplies and equipment, transcript/application fees
- Training/Employment Related Items — application fees, test fees, certification expenses

Supportive Services During Follow-up: Follow-up supportive services for all WIOA participants may be provided through referrals. WIOA Youth programs, additionally, may provide funded follow-up supportive services.

The Service Provider will coordinate and document supportive services with WIOA program partners and other community entities to improve participant access to the full range of available services. The Service Provider must follow all State prohibitions and regulatory requirements involved with specific service provision.

References

WIOA sec. 134(d)(2), 181, 184;

SCP 1.15 Adult/Dislocated Worker Support Services & Needs Related Payments

SCP 2.5 Youth - Support Services, Needs Related Payment, Incentive Payments

TAG 14-2 Sector Information Tab