



Supportive Services Policy – March 2016 Effective April 1, 2016

I. Purpose: To provide policy and administrative procedures regarding the provision of supportive services for WIOA funds in the North Central Workforce Development Area.

II. Background:

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions and the flexibility to tailor the workforce system to the needs of the local community. To ensure maximum flexibility, this guidance provides the discretion to provide the supportive services deemed appropriate, subject to the limited conditions prescribed by WIOA. Local Boards must develop written policies and procedures to ensure coordination with other entities to ensure the highest quality, most comprehensive service provision possible; prevent duplication of resources and services; and establish limits on the amount and duration of these services. Local Boards are encouraged to develop policies and procedures that ensure that supportive services are WIOA-funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I activities.

Supportive services may be made available to anyone participating in Title I career or training services.

According to WIOA, Supportive Services may include, but are not limited to:

- Transportation;
- Child Care;
- Dependent Care; and
- Housing.

SUPPORTIVE SERVICES as defined by WIOA.—The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

WIOA supportive services may only be provided to individuals who are:

- 1. Participating in career or training services;***
- 2. Unable to obtain supportive services through other programs providing such services; and***
- 3. In need of supportive services to enable the individuals to participate in WIOA Title I activities.***

WIOA supportive services are provided on the basis of need as determined by the Title I Program Operator or other partners as approved by the Workforce Development Board. Eligible adults include individuals who are defined as hard to serve according to the NCWDB's Priority of Service Policy. Eligible dislocated workers are individuals determined eligible for WIOA enrollment under the dislocated worker provisions. Eligible youth are individuals who are either out-of-school or in-school and meet the definitions of WIOA eligibility.

Upon determination of need by the Title I staff or partner staff a request form is filled out and submitted to the appropriate supervisor for review and approval. This request must take into consideration previous supportive services received. In situations where immediate approval and provision of the supportive services is necessary consultation with that staffs' supervisor via telephone call is accepted. The phone call can then be followed up with the required documentation.

The maximum award identified below is per life of participant enrollment in WIOA.

Supportive services may only be allotted to an eligible participant after all other options are exhausted. Said allocations will be awarded fairly and reasonably without prejudice.

III. TYPES OF SUPPORTIVE SERVICES

The North Central Workforce Development Board has determined that support services may be provided for the following and cannot total more than **\$620** per participant:

- a. Transportation (see below for more detail)
- b. Clothing (as required and necessary for job)
- c. Physical (as required for job)
- d. License Fee (i.e. CDL)
- e. Child Care
- f. Dependent Care
- g. Housing

Transportation:

1. Mileage:

- Transportation support services must be provided on actual mileage to and from work or training at the established federal rate (\$0.54 per mile at the time of this revision). This reimbursement rate will be updated as the federal rate changes. Transportation costs can also include bus and parking passes and tolls.
- Gas cards may be purchased and utilized however the amount reimbursed must be based on actual mileage.
- Documentation of mileage reimbursement must be recorded, signed and collected from each participant and placed in the participant file of anyone that received reimbursement.

2. Other transportation related expenses

- The purchase of new tires, the cost of inspection and repairs and the purchase of a bicycle are allowable in situations where it is proven and documented that if not provided the customer will not be able to participate in training or make it to their place of employment.
- Documentation must be received and payment must be made directly to the vendor – not to the participant.

Please note that if it is determined an individual requires additional support services, requests for these exceptions will be accepted. Requests for exceptions shall be sent to Susie Snelick ssnelick@ncwdb.org and must include the reason for the request including the steps taken to leverage other funding and resources and a breakdown of the support services budget for the individual.

IV. References

Workforce Innovation and Opportunity Act of 2014 (WIOA or Opportunity Act), Public Law (Pub. L.) 113-128, enacted July 22, 2014

V. Expiration

Ongoing

VI. Inquiries

Questions shall be directed to: Susan R. Snelick ssnelick@ncwdb.org (814)245-1835
or Pamela A. Streich pstreich@ncwdb.org (814)245-1835

Auxiliary aids and services available upon request to individuals with disabilities.
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