

Northwest Workforce Council

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POLICY AND PROCEDURES DIRECTIVE

EFFECTIVE DATE: July 1, 2015

SUBJECT: Supportive Services for Adults, Dislocated Workers and Young Adults

REFERENCE #: WIOA 01-11 (Rev2, October4, 2017)

Background

The term supportive service refers to goods or services necessary to enable an eligible individual to participate in a WIOA Title IB Program. Supportive Services are not an entitlement, but are based on individual need and availability of funds.

The Workforce Innovation and Opportunity Act and Washington State Policy require that each Workforce Development Council assure that information is available regarding supportive services in the Workforce Development Area, and specify that referral to those services is a service available for eligible adults, young adults (youth) and dislocated workers.

Regulations further require that each WDC must establish policies and procedures that:

- Assure equitable treatment of participants in accessing supportive services
- Specify documentation requirements associated with provision of the services, and
- Assure coordination with other community resources.

This document provides the NWC policy regarding supportive services in the Northwest Workforce Development Area to assure that those requirements are met.

Note: Separate policies are in place for other allowable assistance for those who meet the individual requirements for the service, including:

- Needs Related Payments, WIOA 01-09
- Young Adult (youth) Learning Incentive Payments, WIOA 01-24
- Relocation Assistance, WIOA 01-04
- Out of Area Job Search Support, WIOA 01-03
- **Reasonable accommodations are NOT considered a support service.** Individuals with a disability in need of an accommodation or modification do not need to meet income guidelines to receive accommodation supports. Costs associated with an accommodation expense do NOT count towards the annual \$800 limit. See Provision of

Reasonable Accommodation, Reasonable Modification, and Auxiliary Aids and Service to Persons with Disabilities Policy 1035-1.

Supportive Services Policy

I. Eligibility for Supportive Services

- a. WIOA funded supportive services may be provided only to those individuals who are registered in WIOA. Due to funding limitations, adult and dislocated workers must be registered in I-B career services. (See availability of waiver for this and other provisions, section V).

NOTE: Supportive Services for Adults and Dislocated workers are not an allowable follow up service.

Supportive Services are allowed, when appropriate to both in-school and out-of-school young adults receiving follow up services.

- b. Supportive services shall be provided only when other community resources are not available to meet the need, and the service is necessary to continue with planned WIOA services or to attain or retain a job. A list of community resource services that could meet a particular need is maintained at Washington State 2-1-1 website: <http://www.resourcehouse.com/win211/>.
- c. Supportive services are based on financial need. For those Adults and Young Adults (Youth) enrolled in WIOA IB services as *low income*, financial need is presumed and no other process is necessary.

However, if an enrolled individual has a substantial change in income while enrolled in services, the financial need test described below is required.

For Adults and Young Adults enrolled *other* than low income, and for *all* Dislocated Workers, WIOA supportive services is based on the financial need test described below before supportive services may be provided.

TEST: The participant's projected monthly family income from all income sources* (gross, not net), at the time of the supportive services request, must either:

1. Be at or below 200% of the federal poverty guidelines;

Federal poverty income guidelines are adjusted yearly, and may be accessed at https://www.nwdawn.org/intranet/documents/97/587/Income_Guidelines.pdf

to complete a financial need review using the Eligibility Determination for Support Services form:
https://www.nwdawn.org/intranet/documents/94/704/Eligibility_Determination_for_Support_Services.pdf.

***Note: Financial Aid awarded to the participant or to any other family member to cover tuition costs is not included as income in this calculation process.** For example, if Pell is awarded to cover tuition, it is not included in the needs test. If Pell is awarded for living expenses, it is included in the needs test.

2. Demonstrate, through completion of an income and expense analysis, insufficient to cover the cost of the necessary service. This analysis includes a review of the individuals budget (income and expenses) and, where applicable;
 - a. Referral to additional community resources
 - b. Guidance on reducing unnecessary expenses
 - c. Discovery and documentation of unforeseen yet necessary expense (e.g. a one-time medical bill)

3. Young Adults (Youth) should be assessed for their prospective need of supportive services during the development of a services plan.

II. Supportive Services Dollar Limits

Supportive services, for those eligible as defined above, are limited to no more than \$800 per participant per enrollment year.

<i>Service</i>	<i>Limit per participant</i>	<i>Time period for limit</i>
WIOA Career or Training	\$800	Rolling 12 months from participant's enrollment date

Separate and higher amounts may be authorized for specific types of supportive services as further detailed in this policy.

III. Allowable Supportive Services

Following are the types of services that are frequently necessary for ongoing participation in WIOA services. The list, though not exhaustive, provides guidelines and restrictions for providing these common needs.

- a. **Medical Exams.** Limited to medical examinations only, and only as necessary to determine if a participant meets physical or health requirements to begin employment or training. Restrictions: expected cost not to exceed \$150. No other medical costs, supplies or equipment are permitted.

b. Transportation Assistance

Assistance is provided only for travel for job search activities, training activities (e.g. classroom training, registration for classes, testing) and to facilitate beginning employment. Those participants in wage paying activities (OJT, Internships, beginning unsubsidized employment) may receive the assistance only until they receive their first full paycheck.

The following assistance, with specified limitations, may be available.

1. Public transportation is the first option for assistance. Monthly, quarterly, or similar bus pass option may be purchased for participant. Cost reimbursed to the participant is available upon prior staff approval.
2. Bicycle repair and purchase is limited to \$125. The purchase of an appropriate used bicycle is the preferred option.
3. Private auto use may be necessary if public transportation is not feasible under the circumstances presented. Before any of the following support for private auto use is provided, the individual requesting the service must present:
 - a current driver's license
 - proof of current vehicle insurance
 - proof of ownership of the vehicle involved (either vehicle registration or title)
- i. Gas Card Purchase – Gas cards are provided in \$25 amounts for the initial transportation assistance. Mileage reimbursement may be provided after two (2) cards have been issued.
- ii. Ongoing Mileage Assistance – Ongoing mileage assistance may be provided only to those individuals attending classroom training activities, and only those who reside more than 10 miles from the school or class site as determined by MapQuest or other reliable mapping service. Only mileage in excess of 10 miles each way will be reimbursed. The reimbursement rate is 20 cents per mile. Ongoing mileage assistance is not included in the \$800 per 12 month support service limit, but total ongoing mileage assistance is limited to \$1,000 total for the period the participant is enrolled in WIOA.

- iii. Car Pool Assistance – Participants riding or driving in car pool arrangements to allowable activities may be provided 10 cents per mile, not the 20 cents for ongoing mileage assistance. Other rules for mileage assistance apply.
- iv. Car Repairs – Car repairs, parts replacement (e.g. tires) may be permissible supportive services. Whenever feasible, two (2) quotes from businesses registered in the State of Washington must be supplied. When financially prudent, the lowest quote will be utilized. When tires are requested, the quotes must reflect the lowest cost tire suitable (not high mileage or other specialty tires). Repairing vehicles is not considered maintenance of an asset (see section IV for prohibitions). However, oil changes or replacing filters would be considered regular maintenance and is not an allowable supportive service.

c. *Child/Dependent Care*

As with all supportive services, WIOA funds are provided for child care only if other resources are not available. Common resources that must first be explored include: relatives who can provide the service without charge; public assistance (e.g. TANF), or homeless/transitional housing childcare programs offering childcare assistance; working connections childcare through the Department of Early Learning. This list is not exhaustive.

Also, participants who have an unemployed spouse at home will not be eligible for childcare assistance. However, if the spouse is a person with a disability whose functional limitations prevent adequate care and supervision, this service may be permissible. In addition, the following rules apply:

Child/Dependent Care Guidelines

1. Child care shall be provided at a licensed childcare facility, unless care is provided in the participant's home, or by a relative of the participant in the relative's home.
2. Child care payment is for actual cost.
3. Participants in wage paying activities may receive child care assistance only until they receive their first full paycheck.
4. The \$800 per 12 month period support service limit applies in all cases, except for those participants in an approved skill training or classroom program, including GED or ESL, for example. In that case, the \$800 limit is waived.

d. *Job Placement Support* Clothes, tools or safety equipment necessary to begin an unsubsidized job.

1. Should be requested no later than two weeks after the position begins.

2. Once employed, should the need for additional clothes, tools or safety equipment arise, this would be handled as post-program support services if the individual was exited. Otherwise, the needs test must be administered.
 3. Pre-owned but adequate clothes and tools are appropriate to conserve WIOA resources and provide realistic consumer training.
 4. Repair to existing participant owned tools and safety equipment is allowable.
- e. **Start Up/Emergent Assistance** A \$50 cash grant to defray initial miscellaneous costs, e.g. , gas, hygiene and personal needs associated with the start of employment or training until first check or other resources are received. Start Up can also be provided during the training placement when an unforeseen need causes economic hardship and threatens the training outcome. Start Up is not a loan and is not expected to be paid back. Participants attest that they will not use startup funds to purchase prohibited items referenced in item IV below.
- f. **Temporary Housing** This support is intended for urgent shelter needs. There must be a reasonable expectation that the assistance will resolve the situation. For example, if rent is paid for one month, there must be a reasonable expectation that the individual will obtain the resource to pay rent for the following months. This may include assistance such as temporary motel stay, or cost associated with obtaining housing such as first and last months' rent which is often associated with rental arrangements. Before support for rental assistance is provided, the individual requesting the service must present either:
- An updated lease or rental agreement that outlines the participant's financial obligation;
- OR
- Documentation of collateral contact with the landlord that outlines the participant's financial obligation. Collateral contact documentation must contain the name of the individual contacted and title (or the organization's name) and the person's phone number.
- g. **Utilities** These are payments due for electric, home heating fuel, water bills, and telecommunications. Telecommunications services are restricted to phone services and internet services necessary for participation. Internet services cannot contain charges for bundled services that include television or other recreational cable services.
- h. **Certification, Screening and Testing** These include union initiation; union dues (only paid for the first month of employment; additional months require an exception approval); employment-related fees including but not limited to testing fees, drug screening, background checks; food handlers permits, security clearance, first aid/CPR certification, or finger printing; commercial and business licenses; and/or other fees if

required by law and/or not paid for by employer to accept or maintain employment or participate in a WIOA funded activity.

IV. Prohibitions

WIOA supportive services **may not be used to pay for the purchase, improvement, or maintenance of any asset.** The following list, although not exhaustive, outlines items that are not allowed.

- a. Fines or penalties such as traffic violations and late finance charges. Past due fees or interest charged due to late payments.
- b. Entertainment including tips.
- c. Contributions or donations.
- d. Vehicle or mortgage payments.
- e. Refundable deposits.
- f. Alcohol or tobacco products.
- g. Excessive costly purchases beyond typical market value.
- h. Taxes.
- i. Child support payments current or in arrears.
- j. Bail or restitution.
- k. Insurance claim settlements.
- l. Delinquent medical or dental services bills.
- m. Consumer debt.
- n. Meals, food, and groceries.

V. Waivers

The Deputy Director or designee may waive funding limits, frequency, or restrictions for any type of support service other than those in item IV above. The Deputy Director shall take into consideration individual circumstances, urgency of need, and effort to secure alternative resources or quotes.