



Policy: **Supportive Services for Adults, Dislocated Workers and Young Adults**
Number: **WIOA 01-11, (Rev. 7 May 29, 2024)**
Effective: **July 1, 2015**

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) 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.

The term supportive service refers to goods or services necessary to enable an eligible and enrolled 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.

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 these services, 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 \$3000 limit. See Provision of Reasonable Accommodation, Reasonable Modification, and Auxiliary Aids and Service to Persons with Disabilities Policy, 1035-1.

SUPPORTIVE SERVICES POLICY:

A. ELIGIBILITY FOR SUPPORTIVE SERVICES

1. 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 IB career services. Incumbent Workers are not eligible for Supportive Services.

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.

2. 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 IB career services. Incumbent Workers are not eligible for Supportive Services.

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.

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:

<https://wa211.org/>

3. 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 are based on the financial need test described below before supportive services may be provided.

For Adult, Young Adults enrolled other than low income, and for Dislocated Workers, if the participant is subsequently co-enrolled in a program as low income, then the financial needs test described below is not required.

FINANCIAL NEED 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:

- a) 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, use 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 a Pell grant is awarded to cover tuition, it is not included in the needs test. If a Pell grant is awarded for living expenses, it is included in the needs test.

- b) Demonstrate, through completion of an income and expense analysis, insufficient funds to cover the cost of the necessary service. This analysis includes a review of the individual’s budget (income and expenses) and, where applicable:
 - i. Referral to additional community resources
 - ii. Guidance on reducing unnecessary expenses
 - iii. Discovery and documentation of unforeseen yet necessary expense (e .g. a one-time medical bill)
- c) Young Adults (Youth) should be assessed for their prospective need of supportive services during the development of a services plan.

4. Supportive services that are required to participate in a paid/unpaid work experience or internship (e.g. work clothing, tools, safety equipment) are exempt from the financial need test and do not count towards the annual \$3000 limit. Such items are considered necessary for successful participation and completion of the service activity.

B. Supportive Services Dollar Limits

Supportive services, for those eligible as defined above, are limited to no more than \$3000 per participant per enrollment year. Unless otherwise stated in this policy, all delivery of supportive services are deducted from the \$3000 total.

<i>Service</i>	<i>Limit per participant</i>	<i>Time period for limit</i>
WIOA Career or Training	\$3000	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.

C. 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.

1. 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 \$200. No other medical costs, supplies or equipment are permitted.

2. Transportation Assistance

Assistance is provided only for travel for job search activities, training activities (e.g. classroom training, registration for approved 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.

- a) 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. Assistance with the cost public transportation is not included in the \$3000 per 12-month support service limit.
- b) Bicycle repair and purchase is limited to \$200. The purchase of an appropriate used bicycle is the preferred option.
- c) Driving Lessons which makes an individual more employable are considered supportive services for Young Adults. Assistance with the cost of driving lessons is not included in the \$3000 per 12-month support service limit.
- d) 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:
 - e) a current driver's license
 - f) proof of current vehicle insurance
 - g) proof of ownership of the vehicle involved (either vehicle registration or title)
- h) Gas Card – Gas cards are provided in \$25 amounts for the initial transportation assistance. Coordinators may issue up to six (6) gas cards for individuals participating in job search activities. Coordinators may issue up to eight (8) gas cards for individuals participating in short-term durational services (less than eight weeks). Gas card amounts are not included in the \$3000 per 12-month support service limit.
- i) Ongoing Mileage Assistance – Ongoing mileage assistance may only be provided to those individuals attending approved 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 24 cents per mile. Ongoing mileage assistance is not

included in the \$3000 per 12-month support service limit, but total ongoing mileage assistance is limited to \$3,000 total for the period the participant is enrolled in WIOA.

- j) Carpool Assistance – Participants riding or driving in a carpool arrangement to allowable activities may be provided 12 cents per mile. Carpool drivers who have other participants being reimbursed as passengers, may be provided only 12 cents per mile, not the 24 cents for ongoing mileage assistance. Other mileage assistance rules apply.
- k) 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. The lowest quote will be utilized unless other circumstances prevail, e.g. additional towing charges, etc. 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.

3. Child/Dependent Care

As with all supportive services, WIOA funds are provided for childcare 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), homeless/transitional housing childcare programs offering childcare assistance; Working Connections Child Care through the Department of Children, Youth and Families. 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

- a) Childcare 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.
- b) Childcare payment is for actual cost.
- c) Participants in full time wage paying activities may receive childcare assistance only until they receive their first full paycheck.
- d) The \$3000 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. In that case, the \$3000 limit is waived.

4. Job Placement Support

Includes clothes, tools or safety equipment necessary to begin an unsubsidized job or approved training program.

- a) Requests are to be made no later than two weeks after the position begins.
- b) Once employed, Youth who have exited WIOA who have a need for additional clothes, tools or safety equipment can be provided these as a post-program support service. For those participants who have not as yet exited, the needs test must be administered.
- c) Pre-owned but adequate clothes and tools are appropriate to conserve WIOA resources and provide realistic consumer training.
- d) Repair to existing participant owned tools and safety equipment is allowable.

5. Start Up/Emergent Assistance

A \$125 cash grant to defray initial miscellaneous costs to cover 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 program participation when an unforeseen need causes economic hardship and threatens the stability of the program 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.

6. 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 applies to mortgage assistance as well. Temporary housing may include assistance such as temporary motel stays, 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:

- a) A current lease, rental agreement, or mortgage agreement that outlines the participant's financial obligation;

OR

- b) 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.

7. Utilities

These are payments due for electric, home heating fuel, water bills, and/or 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.

8. 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.

D. Prohibitions

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

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

E. Waivers

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