

SOUTHWEST LOCAL WORKFORCE DEVELOPMENT BOARD

**1527 White Avenue
Henderson, TN 38340
(731) 989-5111**

Effective Date: July 26, 2018

Duration: June 30, 2020

Workforce Services Policy – Support Services Southwest LWDB - WIOA (17-25)

Subject:

WIOA Support Services

Purpose: The purpose of this policy memorandum is to establish policy regarding supportive services available for eligible WIOA participants.

References: 20 CFR 680.900; 20 CFR 680.950; 20 CFR 680.970; 20 CFR 681.570; WIOA Section 3(59); WIOA Section 106(c)(1)(F); WIOA Section 133; WIOA Section 133(b)(2)(B); WIOA Section 133(b)(3); WIOA Section 134(c)(3); WIOA Section 134(d)(3); WIOA Section 134(d)(4); WIOA Section 134(c)(1)(A)(ii); WIOA Section 134(c)(1)(A)(iii); Workforce Services Guidance – LWDA Supportive Services Policy Update Requirements - WIOA

Background:

Supportive services, such as transportation, child care, etc. are made available in order to enable an individual to participate in activities authorized under WIOA. All WIOA-eligible participants enrolled in Adult, Dislocated Worker, and Youth programs are eligible for supportive services as defined in WIOA Section 3(59). Supportive services are limited and must be leveraged with other local and state resources.

Policy:

The Workforce Innovation and Opportunity Act (WIOA) requires Local Workforce Development Boards (LWDBs), in consultation with One-Stop partners and other community service providers to develop a policy regarding supportive services for WIOA-eligible participants enrolled in Adult, Dislocated Worker, and Youth Programs. The One-Stop Operator and Career Service Provider shall adhere to the Supportive Services Policy for Southwest Local Workforce Development Area.

Action:

Who Is Eligible to Receive Supportive Services

Per WIOA Section 133, funds allocated to a local area may be used to provide supportive services to adults and dislocated workers who:

- Are participating in programs with activities authorized in **WIOA Section 134(c)(1)(A)(ii)** or **WIOA Section 134(c)(1)(A)(iii)**;
- Have exited and need post-program support services as follow-up (for up to 12 months after exit); and
- Are unable to obtain such supportive services through other programs providing such services.

These services may include, but are not limited to **(20 CFR 680.900)**:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- 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
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services for youth, as defined in **WIOA Section 3(59)**, are services that enable an individual to participate in WIOA activities. These services may include, but are not limited to **(20 CFR 681.570)**:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for youth 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
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services will only be provided when the services are not available elsewhere as WIOA is considered funding of last resort. Supportive services are not entitlements and must be supported by demonstration of financial need. Supportive service documentation must be provided in the participant's case file and the need for the service must be noted on the Individual Employment Plan (IEP) or the Individual Service Strategy (ISS). When multiple options are available for receiving supportive services, different avenues will be contacted and documentation from each avenue will be provided and uploaded into the participant's file in order to denote a reasonable effort was made to determine and choose the lowest, competitively priced service available.

Needs-Related Payments

Funds allocated to a local area for adults under **WIOA Section 133(b)(2)(A) or WIOA Section 133(b)(3)** and funds allocated to the local area for dislocated workers under **WIOA Section 133(b)(2)(B)** may be used to provide needs-related payments to adults and dislocated workers, respectively, who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation. In order to receive needs-related payments, **Adults and Out-of-School Youth (OSY) Aged 18-24** must:

- Be unemployed;
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Be enrolled in a program of training services under **WIOA Section 134(d)(4)**.

The payment level for needs-related payments for **Adults and Out-of-School Youth (OSY) Aged 18-24** will be \$1.00 per hour, not to exceed a maximum of \$30 per week, for each clock hour present while enrolled in an approved WIOA program at an approved WIOA institution. A Time and Attendance Sheet, signed by the participant and initialed by the classroom training instructor at the training institution, must be submitted by the participant to the Career Specialist. Career Specialist will review for accuracy and submit to the Career Service Provider for reimbursement to the participant. A copy of the Time and Attendance Sheet will be uploaded into the VOS system under the participant file and the appropriate support service activity will be entered into VOS.

In order to receive needs-related payments, **Dislocated Workers** must:

- Be unemployed, and **(20 CFR 680.950)**:
 - 1) Have ceased to qualify for unemployment insurance or trade readjustment allowance under TAA; and
 - 2) Be enrolled in a program of training services under **WIOA Section 134(d)(4)** 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
- Be unemployed and unable to qualify for unemployment insurance or trade readjustment assistance under TAA and be enrolled in a program of training services under **WIOA Section 134(c)(3)**.

The payment level for needs-related payments for **Dislocated Workers** shall not exceed the greater of **(20 CFR 680.970)**:

- The applicable weekly level of unemployment insurance compensation for participants who were eligible for unemployment insurance compensation as a result of a qualifying dislocation; or
- The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by SOUTHWEST LWDB's self-sufficiency policy.

A bi-weekly Time and Attendance Sheet, signed by the participant and initialed by the classroom training instructor at the training institution, must be submitted by the participant to the Career Specialist or the TAA Specialist. Career Specialist or TAA Specialist will review for accuracy and submit to the Career Service Provider or the State of TN, respectively, for reimbursement to the participant. A copy of the Time and Attendance Sheet will be uploaded into the VOS system under the participant file and the appropriate support service activity will be entered into VOS.

Child Care

Child care support services may be available in the amount not to exceed \$25.00 per week for one child per household for WIOA participants who are in need of child care in order to complete a WIOA training program. A child care contract must be developed and submitted for approval with a licensed child care facility. Once a contract is in place, the child care facility will submit bi-weekly invoices for reimbursement. A copy of the child care contract and all invoices will be uploaded into the VOS participant file.

Gas Cards

It shall be the policy of LWDA-11 to issue gas cards to WIOA-eligible individuals enrolled as an Adult or Dislocated Worker. Such individuals may receive a gas card in the amount of \$25.00 per month when attending an approved program at training provider who is on the WIOA Eligible Training Provider List within the same county the participant resides. Individuals residing outside the county where the approved training provider is located will be eligible to receive a gas card in the amount of \$50.00 per month. Gas card determination for a participant must be decided upon by each participant's individual need in order to complete the training and will be authorized by the WIOA participant's assigned County Career Specialist.

Gas cards will be distributed to eligible WIOA participants on the first weekday (Monday-Friday) of each month as long as the participant was enrolled in training on the 15th of the previous month. Documentation of this must be provided each month in order for gas card to be reloaded with additional \$25.00 for the next month by submission of attendance records verified by instructor or counselor signature from the training facility. Career Specialists will also contact training facility officials at least quarterly to insure participant is attending regularly and making satisfactory progress. Career Specialist should document their contacts through participant case notes in the Jobs4TN (VOS) website system.

Gas cards may also be issued to WIOA-eligible Youth participants when enrolled in work experience component, as well as when attending an approved program at facility on Eligible Training Provider List. The same process for issuance/reload/documentation will be in effect for Youth as for Adult and Dislocated Worker eligible WIOA participants.

Participants may continually receive this assistance until completion of the training (not to exceed two years) if proper documentation, regular attendance, and satisfactory progress is maintained by the participant. Also, exited participants in need of post-program supportive services as follow-up services may receive this assistance for up to 12 months after exit.

The following steps will be completed prior to a participant receiving a gas card:

1. Career Specialists will determine a participant's need for supportive services as a part of the initial and on-going assessment.
2. The participant must prepare a personal budget verifying that he/she does not currently have the financial resources to obtain the service.
3. Career Specialists will determine whether other community resources are available to cover necessary expenses and show evidence of referrals to other resources, including, when feasible, outcomes of the referral.
4. Career Specialists will submit a written request to the WIOA Team Lead for approval. The request must include the participant's name, State ID (SID) number, and justification for the service.
5. Career Specialists must maintain a tracking log located in the participant's file that tracks the date of the service, type of service, amount of the service disbursed to the participant and a current total of supportive services spent-to-date.
6. Career Specialists will enter on the IEP in the Jobs4TN (VOS) all supportive services on the date the service was provided as well as enter a participant case note in the system.

Unallowable Support Services

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Management will document and approve any support service payments. An advance payment against future payments is now allowed. Some examples of unallowable services include, but are not limited to, the following:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Contributions and donations
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased for family or friends
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

Priority of Service


WIOA participants facing significant barriers to employment, such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient, will be given service at the level of their particular need. Please refer to the Tennessee Department of Labor and Workforce Development website at <http://www.tn.gov/workforce/article/wioa-technical-assistance> regarding the order of service delivery.

Duplication of Services

Funds for supportive services will be monitored to ensure spending is made in a manner that is not redundant. Co-enrollment of participants in multiple programs will be made in order to leverage resources for maximum benefit to the participant.

Contact:

Questions regarding this policy should be addressed to Jimmy Bell, SOUTHWEST LWDB Director, at SWHRA, 1527 White Avenue, P.O. Box 264, Henderson, TN 38340. Phone: (731) 983-3688. Email: jbell@swhra.org.



Craig S. Butler, Board Chairman