

<b>WORKFORCE INVESTMENT BOARD OF TULARE COUNTY</b>  <b>WORKFORCE INNOVATION AND OPPORTUNITY ACT TITLE I ACTIVITIES</b>	<b>DATE:</b> <b>August 9, 2017</b>
	<b>SUBJECT:</b> <b>WIOA Title I Adult, Dislocated Worker, and Youth Supportive Services Policy</b>

**WIB DIRECTIVE**

**TUL 17-02**

APPROVED BY  
 WORKFORCE INVESTMENT BOARD  
MINUTES OF 08-09-2017

**TO:           WIB STAFF AND WIB SERVICE PROVIDERS**

**SUBJECT:    WIOA TITLE I ADULT, DISLOCATED WORKER and YOUTH SUPPORTIVE SERVICES POLICY**

**PURPOSE**

This policy addresses the use of Workforce Innovation and Opportunity Act Title I (WIOA) funds for supportive services to eligible participants enrolled in WIOA Adult, Dislocated Worker, and Youth Programs. This directive sets the local policy and procedures to follow when providing supportive services to eligible WIOA participants. This includes documentation requirements to demonstrate that supportive services are allowable, reasonable, and necessary, and not otherwise available to the participant.

**SCOPE**

The WIOA Sections 3(59) and 134(d)(2) WIOA provides supportive services program guidelines for WIOA eligible participants who have exhausted other resources and are otherwise unable to obtain such services.

**EFFECTIVE DATE**

This directive is effective immediately.

**FILING INSTRUCTIONS:** This policy supersedes WIB Directive TUL 08-16 dated May 13, 2009. Retain this directive until further notice.

**REFERENCES**

- WIOA Section 3(59)
- WIOA Section 134(d)(2) - Adults and Dislocated Workers
- 20CFR 680.330.680.900 through 680.970- Adults and Dislocated Workers
- TEGL 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Services (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules
- 20 CFR § 681.570, Supportive Services for Youth
- TEGL 21-16, Third Workforce Innovation and Opportunity Act Title I Youth Formula Program Guidance

## BACKGROUND

Supportive services are defined as services that are necessary to enable an individual to participate in activities authorized under WIOA. Sec. 134 (d)(2) and 20 CFR § 681.570. These services may include, but are not limited to the following:

1. Linkages to community services
2. Assistance with transportation
3. Assistance with child care and dependent care
4. Assistance with housing
5. Needs-related payments
6. Assistance with educational testing
7. Reasonable accommodations for individuals with disabilities
8. Legal aid services
9. Referrals to health care
10. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
11. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes, and
12. Payments and fees for employment and training-related applications, tests, and certifications.

## POLICY

These guidelines provide the provisions regarding services and are based upon available funding, financial need, and determined on a case-by-case basis to provide a participant with the resources necessary to enable their participation in career and training services and youth activities

Supportive services may only be provided to individuals who are:

1. Participating in career or training services as defined in WIOA secs. 134 (d)(2) and youth activities, WIOA section 129.
2. Unable to obtain supportive services through other programs providing such services.
3. Supportive services may only be provided when they are necessary to enable individuals to participate in basic and individualized services, training, or youth activities.

While not all inclusive, the table below represents the most common supportive services that are allowed by the WIB in order to enable individuals to participate in WIOA activities:

<b>Allowable Supportive Services</b>	<b>Reasonable Cost Guide</b>
Birth Certificates	Prevailing state/county fee
Driver's License	Prevailing state fee
DMV Printout	Prevailing state fee, excluding penalties
Bus Pass	Prevailing public transportation rate
Mileage	\$0.54 per mile not to exceed \$100 in a four- week calendar
Other Transportation Assistance	Necessary for career services, training, interviews or employment
Interview Attire	\$100
Work Clothes	\$120
Tools and Other Work-related	Must be requirement for the job and verified by employer
Education-related Items	Books, testing, and other appropriate items (Non-ITA)
Job-related Tests	TB, background checks, etc.

Incentive payments, stipends and allowances may be offered for special grants – identified in WIB WIOA Service Provider contract statements of work.

## **EXCLUDED SUPPORTIVE SERVICES**

The following are supportive services that are not allowed by WIB under any circumstances:

- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Contributions or donations;
- Vehicle or mortgage payment;
- Refundable deposits;
- Items for family members or friends; and
- Housing.

Supportive services may not be utilized to pay for expenses incurred prior to the participant's enrollment into the WIOA program.

**Needs-Related Payments (NRP)** are not presently authorized by the WIB.

## **MAXIMUM SUPPORTIVE SERVICE**

The maximum amount allowed for supportive services per participant is \$800 during participation. Any of the maximum amounts for, or restrictions on, specific support services may be exceeded or waived only with the express written approval of the Executive Director or designee.

## **PROCEDURES**

1. Service provider staff will determine a participant's need for supportive services as part of the initial and on-going assessment and document in the participant's IEP.
2. Service provider staff will obtain supervisor approval for all supportive services requests and document in the participant's electronic file within the Virtual One-Stop System (VOS). Supportive services must be requested and approved prior to expending or directing a participant to expend funds. Non-compliance will result in disallowing all costs related to the supportive service request.
3. Service provider staff will determine whether other community resources are available to cover necessary expenses and show evidence (**case note**) of referrals to other resources, including, when feasible, outcomes of the referral. Supportive services may only be provided to a participant who is unable to obtain the services through other non-WIOA programs providing such services, and if the supportive service needs are such that, if not addressed, the participant will be unable to participate in program activities. All efforts to secure supportive services from other sources must first be exhausted by the participant and the service provider staff and documented in the participant case file before expending WIOA funds.
4. Service provider staff will submit a written supportive services document to the supervisor for approval. The request must include the participant's name, date of service, vendor's name, and justification for the service, evidence (**case note**) that other non-WIOA sources were explored and signatures of the service provider staff and supervisor or other staff who has been delegated signature authority.
5. Service provider staff will enter and upload case notes with the approval date within three working days.

6. The participant is encouraged to prepare a personal budget verifying that he/she does not currently have the financial resources to obtain the service.

## **REQUIRED DOCUMENTATION**

Service provider staff are required to maintain documentation sufficient to satisfy the requirements of this policy. At a minimum this includes:

1. Case notes documenting non-WIOA resources explored prior to the provision of each supportive service, justification for the supportive service, date of the service, cost of the service, a description of the supportive service, and outcomes of the service, if applicable; **and**
2. A written supportive services request with the participant's name, date of service, vendor's name, a description of the supportive service, and justification for the service, , and the following:
  - Staff's request to provide supportive services
  - Supervisor's written approval
  - Documentation of appropriate activity codes
  - Case notes justifying efforts and indicating non-WIOA supportive services were exhausted
  - Case note indicating participant received goods
  - Participant's signature on the receipt when goods are received
  - Documents labeled "Supportive Services"
  - Documents uploaded into the participant's file
3. When bus passes are issued, a copy of the front and back of the card and both the participant and service provider's signature.
4. Supportive services payments must have a receipt from the vendor that clearly shows the amount that was paid.

For incentive payments, the service provider staff must have copies of awards of attainments such as certificates or diplomas or other documentation verifying successful completion of the activity. Case notes must document why the incentive was provided, the amount of the incentive, and the date the participant received the incentive.

### **ACTION:**

Please forward this directive to all WIB Service Providers and WIB Staff.

### **INQUIRIES:**

Please direct inquiries regarding this directive to the WIB at (559) 713-5200.



Adam Peck  
Executive Director

AP:CMR::pp:lg

# SUMMARY OF COMMENTS

## *Draft Directive Supportive Services TUL 17-02*

There was one comment to the draft version of this directive:

**Comment #1** – In the “Procedures” sections #3 and #4 requires “evidence” of referrals to other resources and “evidence” that other non-WIOA resources were explored. Is evidence a written statement from a community resource agency or other organization, explaining their inability to provide the supportive service, or, is "evidence" a case note in VOS, documenting the supportive service request and the result in the attempt to obtain non-WIOA supportive services?

**Response** –

Evidence is written documentation in the participant case notes and the submission documents to a supervisor to approve requests by staff to purchase and/or provide a supportive service. “Case note” written in bold has been inserted on page 4, Procedures #3 and #4.