



POLICY: SUPPORTIVE SERVICES

EFFECTIVE DATE: **POLICY NUMBER: 2017 - 10**

PURPOSE

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show that support services are to be provided only when they are determined necessary and the participant is unable to obtain the support service through any other resource or program providing such services. The Job Center must explore with the participant viable alternatives available before providing these services.

BACKGROUND

WIOA authorizes local areas to provide supportive services on an “as needed basis” to cover expenses necessary for an individual to participate in activities authorized under the Act and/or to successfully reach their employment and training goals.

CANCELLATIONS

This policy supersedes any pre-existing Supportive Services policies.

ACTION REQUIRED

Within 15 days of the receipt of this policy it is the subrecipient's responsibility to ensure all staff are informed of the policy and to create an internal process to ensure accountability.

QUESTIONS

Questions relating to this policy should be directed to the Director, Talent Development / WIOA at policy@worksourcemontgomery.com, or 240-641-6736.

POLICY

All WIOA enrolled adults, dislocated workers and youth are eligible for supportive services as defined in WIOA Section 3(59). Supportive services are provided to eligible WIOA adults, dislocated workers and youth when the supportive service will assist the participant with reaching his/her employment and training goals.

Supportive services are based on financial need and participants are not automatically entitled to supportive services.

Supportive services may be provided to eligible WIOA participants who:

1. Are enrolled in WIOA career or training services; or,
2. Have exited and need post-program supportive services as follow-up services (for up to 12 months after exit); and,
3. Are unable to obtain the supportive service through any other resource or program providing such services.

WIOA supportive services are limited and must be coordinated with other community resources. In every instance of providing supportive services, Career Specialists must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant. Career Specialists shall direct participant to appropriate partner and community based organizations for assistance in areas including, but not limited to: housing, health care, and child care.

ALLOWABLE SUPPORTIVE SERVICES

The following list provides examples of supportive services and is not intended to be an exhaustive or exclusive list of allowable services.

- Assistance with local transportation costs and limited private auto repairs associated with work or training;
 - Assistance with uniforms or other appropriate work attire, hygiene and haircuts, eyeglasses, and work or training related material costs;
 - Assistance with employment related professional memberships;
 - Assistance with translations;
 - Assistance with work and training related licenses and permits;
 - Assistance with disabilities including learning disabilities; and
 - Assistance with educational testing and accommodations.
 - Incentives payments, "Youth only."
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DISALLOWED SUPPORTIVE SERVICES

- In most cases, supportive services may not be utilized to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Program management approval will be required and documented in case notes.
- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Entertainment including tips;
- Contributions or donations;
- Vehicle or mortgage payment;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet food;
- Items for family members or friends; or
- Out-of-state job search and relocation expenses that are paid for by the prospective employer

LIMITS

The supportive services limit for each registered WIOA eligible participant is \$100 for the duration of the participant's enrollment in the WIOA program, including follow-up. Supportive services are subject to the availability of funds. The program director, on a case-by-case basis, has the authority to increase this limit to \$200, if the additional supportive services allocation would significantly benefit the participant's ability to continue and complete the program, or benefit the participant in job retention or wage progression. In addition, the WSM Chief Executive Officer (CEO) may waive the \$200 limit if circumstances warrant it. All supportive services must be documented in case notes in MWE.

PROCEDURES

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 supportive services request to the program director for approval. The request must include the participant's name, MWE ID, date of service, vendor's name, justification for the service, evidence that other non-WIOA sources were explored and

signatures of the Career Specialists and program director, or other staff who has been delegated signature authority.

5. Career Specialists must maintain a supportive service 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 into the MWE all supportive services on the date the service was provided.

FISCAL PROCESS

Program directors must have a written fiscal process in place for the distribution and tracking of supportive service funds.

Supportive service payments should be issued directly to the party providing the service. Supportive service funds may also be reimbursed to the participant, provided prior authorization and proper documentation is received to verify funds were used for their intended purpose. Reimbursement payments will be made only with the submission of original sales receipts that show itemization of the service and products provided or in the case of mileage, through the submission of a mileage tracking form.

For Youth incentive payments *only*, the Career Specialist 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.

MONITORING

WSM acknowledges that the U.S. Department of Labor and the State of Maryland has the authority to monitor and assess compliance with supportive services procedures and funding through WIOA Title I. At its discretion, WSM reserves the right to conduct on-site monitoring of participant files and program elements to verify compliance with WIOA and WSM policies and procedures. WSM will utilize the reporting capabilities of the MWE and verify the program director is following its fiscal processes to monitor WIOA supportive services delivery.