



## Bay Consortium Workforce Development Board

**Policy Number:** 21-01

**Effective Date:** September 12, 2021

**End Date:** September 13, 2023

**Title:** National Dislocated Worker Grant-Comprehensive and Accessible Reemployment Through Equitable Employment Recovery (NDWG CAREER) Supportive Service Policy

### PURPOSE

To provide amended guidance regarding the usage and different types of supportive services allowed for eligible WIOA Dislocated Worker participants dual-enrolled in the NDWG CAREER program in the Bay Consortium Region.

### REFERENCES

- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), (20 CFR §681.570 and §688.120, 20 CFR §680.900 - 20 CFR §680.970)
- Workforce Innovation Opportunity Act (WIOA); Final Rules, U.S. Department of Labor (DOL), Employment and Training Administration (ETA), Training and Employment Guidance Letter (TEGL) # 19-16 & #21-16
- Bay Consortium Workforce Development Board Policy 00-03

### BACKGROUND

Supportive services are necessary to enable an individual to participate in certain activities (NDWG CAREER grant) authorized under WIOA. Supportive services may include, but are not limited to, the following: (1) Assistance with transportation; (2) Assistance with child care and dependent care; (3) Assistance with housing; (4) Needs-related payments;(5) Assistance with educational testing; (6) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; (7) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (8) Payments and fees for employment and training-related applications, tests, and certifications.



Supportive services for Dislocated Workers may only be provided when they are necessary to enable individuals to participate in career services or training activities. This includes provision of information relating to the availability of supportive services.

Note: For the Dislocated Worker program follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving follow-up services may not receive support services.

## **POLICY**

- Supportive services may only be provided to participants who are participating in career or training services and are unable to obtain the services through other programs who provide such services.
- Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in Workforce Innovation and Opportunity Act (WIOA) activities.
- Supportive services may only be provided after it has been determined the participant is unable to obtain support services through other programs providing such services.

The service provider must thoroughly assess the participant's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally, the participant and service provider must develop a plan on how the participant will support a part or all of the expense for supportive service issues once the initial assistance has been given to the participant.

The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

The One Stop Operator, WIOA Service Providers, and One Stop partners shall identify in the Memorandum of Understanding (MOU) the process utilized to ensure resource and service coordination regarding supportive services including how supportive services will be funded when they are not available from other sources. In addition, the MOU must describe how accurate information will be provided on the availability of such services in the local area.

## **PROCEDURE FOR SUPPORTIVE SERVICES**

### **Determination of Need**

Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the participant to participate in approved programs and only when similar services are unavailable within the community. The participant's need and necessity of the



supportive service must be documented in the case file; and for participants enrolled in individualized career or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

### **Cost Limitations**

Cost limits are listed in *Attachment 1*. The cost of reimbursement or direct payment to participants for supportive services shall be the actual costs incurred up to the maximum yearly amount allowed. Costs for Supportive Services must be reasonable and when necessary, competitively priced. An effort must be made by the service provider to make this determination. The cost limitation includes all supportive services provided during the participant's enrollment and those supportive services provided to the client as part of follow up after exit.

When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the most appropriate based on the customer's needs, ability to access and competitively priced service available.

### **Allowable Supportive Services**

Assistance with Uniforms or other Work-related Items: Supportive services assistance is authorized for protective clothing, tools, and equipment required for participants to enroll and participate in training programs or other employment under WIOA. These items may include eyewear, steel-toed shoes, work related or training related tools and equipment, uniforms, testing fees required for licensure or certification exam, etc. If these items are required under a training program curriculum, they become training costs and are included in the individual training account obligations.

Items not included in a training program curriculum are still supportive services if they are provided to the participant. These items include interpreter, or signer, interviewing clothing, laundry and/or dry-cleaning services, additional tools and materials needs for employment after training is completed.

### **Basic Car Repair**

Supportive service cost for emergency car repairs is authorized, such as tire and battery replacement and minor car repairs not covered by insurance or warranty. Preventive maintenance or major work such as transmission and engine repair *are not* covered as a supportive service. Such expenses must be documented by a service or repair facility.

### **Child Care and Dependent Care**

Childcare assistance may be provided by a licensed and insured day/adult care provider to participants who are not able to participate in WIOA programs without such assistance. This includes participants who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare arrangements. Program providers must obtain proof of insurance and be listed as a covered entity with the insurance provider.



Assistance for dependent care is authorized and may be provided to participants who are responsible for such care for a minor or an adult member of the family.

### **Education and Employment Certification Fees**

Supportive service assistance is authorized for the payment of tutoring services, application, and testing fees to educational institutions. These are fees that are paid to determine a participant's eligibility and acceptance at the educational institution and which will allow the client to obtain information on financial aid awards. Exam fees are allowed if it assists the customer in obtaining employment within the certification field. This also includes tutoring services for dislocated worker programs only.

### **Emergency Housing**

Emergency housing assistance may be provided to participants on a limited basis. The assistance may include the cost of rent, mortgage payment, temporary housing in a motel/hotel or apartment, utility payments, to stop an eviction and relocation expenses. Since this is a limited-time emergency intervention, a plan must be established to ensure the client will be able to meet long term housing needs.

### **Medical Services**

Supportive service assistance is authorized for healthcare and medical services. Medical assistance may include health screenings such as dental, general medical, drug screening needed to enter employment, examinations/inoculations needed before entering training or employment such as eye exams, glasses, TB test, etc. Medical assistance *is not* intended to cover the costs of major issues such as major surgery or major dental care.

### **Mileage Reimbursement**

Mileage reimbursement is available for participants who must commute to and from a work site or training site. Mileage reimbursement is also allowed for up to the first 90 days of unsubsidized employment to support the participant in retaining and retention in employment. MapQuest or another online map service, may be used as the basis for the reimbursement payment.

### **Transportation Assistance**

Transportation assistance includes costs for items such as: mileage reimbursement, bus/transit fare, or other transportation fares.

**ATTACHMENT 1  
SUPPORTIVE SERVICES LIMITS  
CHART**

**Notes:**

- **A WIOA program provider may establish more restrictive limits in order to manage a budget or customer volume issues or fluctuations. Such limit adjustments established by a service provider must be documented in a written policy and provided to BCWDB.**
- **Limits for individual items listed below may be modified to provide the total costs for supportive service do not exceed the total cap of per participant as identified by the program funding stream.**

Service	NDWG CAREER Dislocated Worker Category Limit
<b>TOTAL SUPPORTIVE SERVICES LIMITS ALLOWABLE PER PROGRAM YEAR</b>	<b>\$2,000</b>
Assistance with Uniforms or Other Work- Related Items	\$1000
Basic Car Repair	\$500
Car Liability Insurance	\$600
Child & Dependent Care <sup>1</sup>	\$1000
Emergency Housing <sup>2</sup>	\$1000
Education, Employment Certification and Associated Memberships Fees	\$1000
Medical/Health Services	\$600
Mileage Reimbursement	\$0.35/mile
Transportation Assistance	\$750

<sup>1</sup>Estimate based on the Virginia Department of Social Services average cost of licensed child care for 1 child @ 6 weeks

<sup>2</sup>Estimate based on the GSA per diem rate for Richmond, VA.