

WIOA Region 5 (South Central and Southwest)
Policy Letter #1-2018

Effective Date: September 13, 2017

Last Updated: September 12, 2018 and September 2020

Purpose: To establish a policy for the provision of support services.

Background: The Workforce Innovation and Opportunity Act requires local workforce development boards to develop policies and procedures addressing the provision of support services, including coordination, any limits on the amount, and duration of support services.

Policy/Procedure: The local workforce development boards of WIOA Region 5 will permit the provision of support services for persons actively engaged in WIOA Youth/MYP, WIOA Adult, WIOA Dislocated Worker, State Dislocated Worker services and other state/federal funded programs as appropriate (including Pathways to Prosperity) based on individual needs. A participant must be participating in career services and/or training services to be eligible to receive support services. Under WIOA, Support Services cannot be provided to a participant as part of follow-up services once they have exited the program, with the exception of the WIOA Youth Program where it is still allowable to provide support services during follow-up. The following conditions will apply to the provision of support services:

- The program participant is unable to obtain the support service through other resources/programs. Program staff will make every effort to utilize existing community resources and will coordinate the provision of support services with other programs the participant is enrolled in.
- The support service is necessary to enable the individual to participate in WIOA, State Dislocated Worker/MYP activities and other state/federal funded programs as appropriate.
- All recipients of support services will be based on the individual needs of the participant identified through a financial analysis and must have their support service needs clearly documented in the case file/employment plan. The support service must clearly support the participant's employment plan and be for a limited period of time. The amount of time will be determined by Program staff based on the needs of the participant.
- Whenever practical, payments will be made directly to the vendor. Payments will be made directly to the participant only in situations where

vendor billing is not practical (for example, when reimbursing a participant for an approved expense that has been paid by the participant).

- Support services may not be used to pay fines and penalties.
- The cost of the support service must be reasonable and appropriate documentation must be provided (vendor invoices, receipts, etc.) based on the fiscal procedures of each local workforce development area.

- Support services may include:
 - Transportation expenses such as: mass transit fares, mileage for personal automobile (up to .21 per mile), oil, tires, repairs, maintenance, license fees and insurance.
 - Child Care expenses to assist the individual to participate in program activities.
 - Health Care including preventive and clinical medical treatment.
 - Housing or Rental Assistance to assist participant in maintaining or obtaining adequate shelter while they are active in program services.
 - Counseling including personal, financial, legal and drug/alcohol counseling during program participation.
 - Educational testing.
 - Emergency Financial Assistance for subsistence such as food, or other expenses necessary for program participation.
 - Emergency Health Insurance for the purchase of health insurance (including Cobra).
 - Tools and Clothing to improve job search and interview potential or as needed for employment.
 - Relocation assistance and out-of-area job search for employment.
 - Books, fees, tools, clothing and supplies for post-secondary students that are not directly required for training (such as study materials). Books, fees, tools, clothing and supplies directly required for training is a training expense.

Any local workforce development board policy guidelines or procedures unique to their local workforce development area are attached as an addendum.

Local Workforce Development Area #7 (South Central)
Support Service Policy #1-2017 Addendum

Policy/Procedure: In addition to the regional policy for support services, the South Central Workforce Development Area also requires:

In general, the guideline for the provision of support services is that the cost must be reasonable and may not exceed \$500 without manager approval. The provision of support services may exceed this guideline if the need is documented in the case file and the expenditure has manager approval.