

Southwest Arkansas Workforce Development Board (SWAWDB) Policy

Title: Supportive Services Policy

Reference: Public Law 113-128, Sec. 134(d)(2); 680.900 – 680.970, TEGL 19-16, TEGL 21-16

Effective Date: **8-25-20**

Supportive Services are services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act. Other Supportive Services such as medical, clothing, tools, licenses, fees and tests may also be provided to eligible participants. Supportive Services may only be provided to participants who are unable to obtain such services through other programs. Resource and service coordination will be ensured through the referral process. The availability of WIOA funding determines when Supportive Services are paid to WIOA participants. The Title 1(b) Provider will attempt to give notice if/when funding is discontinued, yet funding may cease with no advance notice.

Supportive Services may be given to Adults and Dislocated Workers only when necessary to allow a participant to participate in career services (except follow-up services) or training activities. Supportive services may be provided to Youth only when such services are necessary for the participant to participate in WIOA Youth services and activities.

The WIOA Title 1(b) Adult, Dislocated Worker, and Youth 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. The WIOA Title 1(b) Adult, Dislocated Worker, and Youth Provider is responsible for preparing the proper forms to be used for documentation.

Transportation Assistance

The need for transportation assistance must be clearly documented in case notes. Transportation expenses will only be paid for actual days participated, and must have the proper documentation. In addition, when payment is made to a public company, documentation of service given must be provided by the transportation contractor along with the invoice for services.

Transportation assistance may be provided for:

- Transportation to and from training for participants engaged in classroom training or work experience.
- Transportation necessary for participation in career services (other than follow up services). Documentation is required for verification of activities.

Expenses may be provided in one of two ways:

- Mileage Reimbursement: The amount of Mileage Reimbursement will be up to the current rate of the Department of Finance and Administration.
- The Title 1(b) Adult, Dislocated Worker, and Youth Provider may contract with local public transportation providers to provide transportation. Such providers must be licensed to perform such public services and must provide documents as required to demonstrate license, insurance, and any other requested information.

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Child Care Assistance

Child Care costs may be provided for participants engaged in classroom training or participating in work experience. The need for childcare assistance must be clearly documented in case notes. Child(ren) must attend a state licensed day care facility. The rate of payment will be no higher than that charged for other children at the center. When a provider requires a participant to pay for an entire week of Child Care, whether the participant is in training/work experience the entire week or not, the full rate will be paid; it will be prorated when the provider allows. The provider will be required to submit verification of their billing practices.

Child Care will not be offered for participants enrolled exclusively in online training.

Needs Related Payment

Needs Related Payments (NRP) provide financial assistance to Adult and Dislocated Worker participants for the purpose of enabling them to participate in training and is one of the Supportive Services authorized by WIOA Sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.

In order to be eligible to receive needs-related payments, Adults must:

- Be unemployed,
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Be enrolled in a program of training services under WIOA sec. 134(c)(3).

The payment level for adults is as follows:

Payments are based on a daily rate and are paid only for days they are attending class (example: If a participant is in class Monday, Wednesday, and Friday, they will receive the daily rate for the 3 days of attendance). The maximum weekly payment amount cannot exceed the amount of the Poverty Level guideline for a family of one divided by 52 weeks.

Dislocated Workers must:

- Be unemployed, and:
 - Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
 - Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as 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 did not qualify for unemployment compensation or readjustment assistance under TAA and enroll in a program of training services under WIOA sec 134(c)(3).

The payment level for dislocated workers, payments must not exceed the greater of either of the following levels:

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1. The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
2. 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. The payment level for DLW is as follows:

Payments are based on a daily rate and are paid only for days they are attending class (example: If a participant is in class Monday, Wednesday, and Friday, they will receive the daily rate for the 3 days of attendance). The maximum weekly payment amount cannot exceed the amount of the Poverty Level guideline for a family of one divided by 52 weeks.

In order to receive NRP payments, a participant must be enrolled full time in an education or training program from the Demand Occupation List and be unable to work due to classroom schedule. Payments will be prorated when full time enrollment is not possible from an approved training provider, and at the discretion of the Program Director.

Other Supportive Services

The need for these services must be clearly documented in case notes and must be necessary to participate in career or training services (other than follow-up). Other Supportive Services may include the following to allow for successful completion of career and/or training services.

Health Care and Medical Services

- Dental – Not to exceed \$1,500 per participant.
- Vision – Not to exceed \$250 per participant to purchase or replace glasses, safety glasses or contacts.
- Disease specific tests and/or immunizations – Not to exceed \$500 per participant.

The need for health care and medical services must be clearly documented in case notes, and must be necessary to participate in career or training services (other than follow-up). This assistance is not intended to cover the costs of major issues such as major surgery or major dental care, and is not intended for visits to healthcare centers or doctors for minor illnesses such as flu, colds, etc. The intention of Healthcare and Medical Supportive Services is to provide assistance deemed necessary for a participant to successfully complete career or training services, to include job placement or retention.

Housing

Housing Assistance may be provided to participants in extreme need on a limited, case-by-case basis. The need for this service must be clearly documented in case notes and must be approved by the WIOA Title I Provider. Temporary assistance may include costs for rent, mortgage payment, temporary housing in a motel/hotel or apartment, utility payments, etc. Payments must be made to an unrelated party with no conflict of interest and will only be allowed after all referrals have been exhausted. This should be considered as an “emergency intervention”. A

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plan must be established prior to approval that ensure the client will be able to meet long term housing needs.

Protective Clothing, Tools, Uniforms, Books, Licensing/Testing, Fees, and Equipment

Assistance may be provided to participants for books, license, test fees, other fees, and appropriate clothing such as: protective clothing, tools, and equipment required for participants to enroll and participate in training programs or other employment under WIOA. These items may include safety glasses, steel-toed shoes, safety gear, work related or training related tools and equipment, uniforms, etc. If these items are required under a training program curriculum, they become training costs and are included in the ITA obligations.

Items not included in a training program curriculum are supportive services if they are provided to/for the participant. To authorize supportive services for protective gear, it must be determined the items are necessary to protect the participant's health and safety. Tools and equipment procured for participants to obtain employment after they have completed a training program must be fully justified by an employer's statement, or by sources other than the participant.

~~Computers will not be purchased for students.~~



SWAWDB Chairman

8/25/2020

Date