

Policy/Procedure Name: Supportive Services
Policy#: WIOA-2016-25
Effective: July 1, 2016
Revision Date: June 5, 2018
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PURPOSE

This policy addresses the use of WIOA Title I funds for supportive services and needs related payments to support adults, dislocated workers and youth participating in activities authorized under WIOA as outlined in WIOA, section 3(59).

BACKGROUND

Supportive Services are defined as 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 WIOA as outlined in WIOA § 3(59).

Supportive services are services which are reasonable and necessary to enable a WIOA participant who cannot afford to pay for such services to participate in individualized career and/or training services funded under WIOA. The provision of supportive services must be determined on an individual basis. Limited supportive services may be provided to individuals receiving Basic Career Services; however, such individuals must be enrolled as a WIOA participant and are subject to performance outcomes. Follow-up career services are not a qualifying service for the recipient of supportive services; therefore, an adult/dislocated worker who is only receiving follow-up services may not receive supportive services. Supportive services may also not be used to extend the date of exit for performance accountability purposes. Supportive services, like follow-up services, do not make an individual a participant or extend participation (TEGL 19-16). Youth follow-up services also may include the supportive services as stated in 20 CFR § 681.580.

In order to ensure that supportive services are provided in the most consistent, effective and efficient manner throughout the State, the Technical College System of Georgia, Office of Workforce Development (OWD) will require each Local Workforce Development Area (LWDA) to develop a comprehensive supportive service policy, which receives local board approval prior to implementation. Each LWDA will develop a policy that complies not only with all applicable federal regulations, but also meets the requirements mandated by the State Board and OWD. This process will provide more consistency in the provision and documentation of supportive services across the state, while allowing LWDA's to develop a policy which takes into account unique circumstances that are present in the area.

STATE POLICY

Reference: Technical College System of Georgia, Office of Workforce Development (OWD) Supportive Service Policy 3.4.4

LOCAL POLICY

1. FINANCIAL CAP

The Southwest Georgia Workforce Development Board's (WDB) financial cap for supportive services (inclusive of needs related payments) may not exceed \$6,000 per participant for the approved training program duration.

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2. ELIGIBILITY AND DETERMINATION OF NEED FOR SUPPORTIVE SERVICES

- A. Supportive services may be provided to eligible WIOA adults, dislocated workers and youth participants when it is determined by the Career Counselor or appropriate staff that they are eligible for supportive services and are necessary to assist the participant with reaching his/her employment and training goals authorized under WIOA. Supportive services may be provided to eligible WIOA participants who:
1. Are enrolled/participating in WIOA career and/or training services; limited supportive services may be provided to eligible applicants (e.g., paying for birth certificate), before they are enrolled as participants, to permit participation in assessment activities;
 2. Are unable to obtain supportive services through other programs providing such services; and
 3. must have complied/comply with program regulations and policies during the period of training and/or enrollment.

Service providers should provide no further payments to participants that fail to participate without good cause.

The use of supportive services is encouraged to enable the hard-to-serve population to participate in longer-term interventions. The provision of supportive services must be determined on an individual basis and requires proof of expenditure in the participant's file.

3. DOCUMENTATION OF ELIGIBILITY AND DETERMINATION OF NEED FOR SUPPORTIVE SERVICES

This supportive service policy establishes a process by which documentation of a participant's eligibility and determination of need is collected and included in each participant's case file and their WorkSource Portal (formerly known as the Georgia Work Ready Online Participant Portal or GWROPP) profile.

A. Documentation of the provision for supportive services:

1. Financial/physical need: There must be documentation in the case file that participants are incapable of providing these services for themselves. Examples of acceptable documentation include, but are not limited to the following: low income status as documented by family/household income determination, receipt of federal or state public assistance, UI benefits, documentation of skill upgrading that would lead to employment in a local or state in-demand occupation, documentation of lack of employment or underemployment, separation notice, birth certificates for children receiving childcare, and documentation of transportation distance to attend training.
2. Resource coordination: There must be documentation supporting that these services or funds for these services were not available from any other state and or federal

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grant/program/funding stream/agency. There should be an analysis of all federal/state/local resources available in the LWDA's and how they are being coordinated to promote the most efficient use of resources. Examples of acceptable documentation include, but is not limited to, the following: UI records or application for applicable state and federal funds.

3. Type of supportive service requested and how the supportive service will assist their participation in WIOA activities. An example of acceptable documentation includes, but is not limited to, an LWDA created supportive service request form.
4. Amount requested and justification for the amount being necessary and reasonable to enable participation in qualifying WIOA activities. Examples of acceptable documentation include, but are not limited to, an LWDA created supportive service request form, case notes in the WorkSource Portal and Supportive Service Expense Form.
5. Establishment of a timeframe that the supportive services will be provided to assist participation in WIOA activities. Examples of acceptable documentation include, but are not limited to LWDA created supportive service request form and case notes in the WorkSource Portal .
This documentation should be collected and included in the participant's case file and the participant's WorkSource Portal profile.
6. All supportive service information for participants must be approved and recorded in the Georgia Work Ready Online Participant Portal (Type of supportive service, amount, date of service etc.) prior to the participant receiving or obtaining the goods or services. Backdated requests for services will not be approved.

A participant may waive WIOA payments (except for Work Experience) if accepting payment would mean the loss of benefits. The participant may request the payment to start at a later date but may not claim retroactive payments. Advances against future payments are not allowed.

All supporting documentation for a participant's supportive services will either be scanned into the Georgia Work Ready Online Participant Portal or maintained in another system or physical case file (Participant time sheets, income determination, UI records, supportive service determination and justification statement, etc.).

7. All participant's supportive service information is required to be accurate in the WorkSource Portal. The budgeted amount, type of service and timeframe in which the supportive service was given must be accurate. No payment can be made to the participant until that amount has been updated in the WorkSource Portal. Supporting documentation of the participants qualifying WIOA activity, for which the participant is receiving supportive services, should be included in the case file and scanned into the participants_WorkSource Portal profile. Examples of this supporting documentation are but not limited to, in-training participant supportive service expense form signed by

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instructor/supervisor or documents proving participation in other types of career or training services.

4. ALLOWABLE SUPPORTIVE SERVICES PROVIDED

This section of the support services policy states what type or specific supportive services the WDB provides to adult, dislocated worker and youth participants.

Allowable supportive services provided during career and training services include, but are not limited to:

- Assistance with transportation;
- Assistance with childcare and dependent care;
- Assistance with housing;
- Needs-related payments (only available to individuals enrolled in training services and must be consistent with 20 CFR § 680.930-970);
- Reasonable accommodations for individuals with disabilities;
- Emergency auto repair (necessary for the participants to attend training and the most economical option for the participant's transportation needs.);
- Emergency healthcare and medical services (when necessary for the participants to participate in training.); and
- Legal aid Services.

Allowable supportive services that may be provided after training in order to obtain employment include, but are not limited to:

- Assistance with uniforms or other appropriate work attire and related tools, including eyeglasses and other essential equipment;
- Tools, work clothing, and boots/shoes required for employment;
- Drug testing required by employer;
- Financial counseling; and
- Auxiliary aides and services necessary for persons with disabilities to obtain and retain employment.

5. UNALLOWABLE SUPPORTIVE SERVICES

Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:

1. Rent deposits or housing deposits;
2. Mortgage payments;
3. Car payments;
4. Purchase of vehicles; and
5. Fines.

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6. PROCESS FOR PROVISION OF SUPPORTIVE SERVICES

The WDB or subrecipient will be providing the payment to the participant in the form of a check or direct payment.

A. Transportation Support Reimbursements

Participants may apply for transportation support reimbursements when extenuating circumstances are determined by the Career Counselor or appropriate staff. Transportation support is provided as needed to WIOA participants as a part of the supportive service payment system and is based on the travel to and from the training site.

The Career Counselor or appropriate staff must ensure all of the following are met:

- Participants must sign the Transportation Eligibility/Certification Form;
- Participants who own a vehicle and travel to/from training site may be reimbursed for transportation support; or
- Participant must be paying family/friend or transportation provider and submit information (re: payees name/address/phone#) to the Career Counselor or appropriate staff who will verify the information;
- Other travel reimbursements must not be available through any other source;
- Participant accepts any liability associated with transportation.

Transportation support reimbursement of \$ 8.00 per day will be allowed for WIOA participants based on the following criteria:

1. Training – Participant must live more than .5 miles one way from the training facility. Instructor signatures are required on monthly expense forms.
2. Transportation support reimbursements will be \$8.00 per day for each day the participant attends training. Transportation which exceeds 50 miles per day one way either to the training facility or an assigned station by the training facility will be reimbursed at \$ 12.00 per day for each day the participant attends training.
3. Transportation support reimbursements are conditional upon the availability of appropriate funds.
4. Transportation support reimbursements will not be provided prior to the date of WIOA enrollment as determined by Career Counselor or appropriate staff.
5. Participants will be counseled on budgeting and planning for future unforeseen hardships.

Documentation required for the participant file and the WorkSource Portal:

- WIOA Transportation Expense Form verified and signed by both the Instructor and Career Counselor or appropriate staff;
- Documentation showing mileage to training site(s)
- Voucher created from the WorkSource Portal; and
- Payroll coversheet

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Public Transportation

For local communities that have appropriate public transportation available (i.e. bus system), the same steps would need to be performed by the Career Counselor or appropriate staff regarding determining and documenting eligibility and need for supportive services (Ref Sections #1, #2 and #3 above).

The WDB or subrecipient will be providing the payment to the participant in the form of a direct payment to the public transportation provider.

B. Dependent Care Support Reimbursements

Participants may apply for dependent care support reimbursements when extenuating circumstances are determined by the Career Counselor or appropriate staff. Dependent care support is provided as needed to WIOA participants as part of the supportive service payment system and is based on the number of days the participant attended training and had to pay a dependent care provider in order to attend.

The Career Counselor or appropriate staff must ensure all of the following are met:

- Participants must sign the Dependent Care Eligibility/Certification Form;
- Participant is the primary care provider of the dependent(s);
- The child/children are age 0-11; if children are above school age documentation must be submitted to verify need for after school care;
- Participant will provide copies of birth certificates of child/children;
- Participant has to pay for dependent care services in order to attend training;
- Participant accepts any liability associated with dependent care;
- Other dependent care reimbursements must not be available through any other source;
- The dependent care provider's name, address, phone, and actual cost per day will be furnished and verified by the Career Counselor or appropriate staff.

Dependent care support reimbursement will be allowed for WIOA participants based on the following criteria:

1. Training – Instructor signatures are required on monthly expense forms.
2. For a state licensed dependent care, the maximum childcare reimbursement will be the actual cost of dependent care up to \$15 per day for 1 child and not to exceed the actual cost up to \$30 per day for more than 1 child for each day the participant attends training and had to pay a care provider to attend. To prove and document the state licensed facility, a copy of the license, copy of the rate sheet of charges, and a letter from the provider affirming the dependents are registered and attending the facility will be required.

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3. For children not in a state licensed dependent care, the cost of dependent care support reimbursement will be \$ 6 per day for one child and \$ 12 per day for 2 or more children for each day the participant attends training and had to pay a care provider to attend.
4. Dependent care support reimbursements will not be provided prior to date of WIOA enrollment as determined by the Career Counselor or appropriate staff.
5. Dependent care support reimbursements are contingent upon availability of funds.
6. Participants will be counseled on budgeting and planning for future unforeseen hardships

Documentation required for the participant file and the WorkSource Portal:

- Dependent Care Expense Form verified and signed by the Instructor and Career Counselor or appropriate staff;
- Dependent Care Verification Form signed by the care provider and Career Counselor or appropriate staff;
- Birth certificate(s), copy of state dependent care license, etc.
- Voucher created from the WorkSource Portal; and
- Payroll coversheet

- C. Emergency Assistance – Auto repair, healthcare and medical services, rent or other (provided during career and training services)

The SWGA WDB may make a one-time emergency supportive service assistance payment (emergency healthcare/medical services, car repair, rent or other) may be provided on a one-time basis. The request must be for individuals who need assistance with a maximum limit of \$500.00. The request must be for assistance necessary to successfully continue training activities.

Participants may request for emergency assistance during career and training services if necessary to attend training. The Career Counselor or appropriate staff should complete necessary form(s) and attach supplemental documentation as necessary (i.e. three quotes, copy of Driver's License, etc.) requesting funds as situations are identified.

Documentation required for the participant file and the WorkSource Portal:

- Original copy of invoice
- ITA Voucher for corresponding quarter or semester
- Social security number of payee is required if not a company
- Copy of valid driver's license (car repair only)
- Copy of certificate of title or copy of current tag receipt (car repair only)

Three bids/quotes from reputable vendors is required for assistance costing \$500.00 or more (car repair, tools, or other applicable items).

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D. Employment Related Expenses Provided After Training

Participants may apply for reimbursement for supportive services after training as required for employment as outlined below. The Career Counselor or appropriate staff should complete necessary form(s) requesting funds as situations are identified.

- Tools
Required tools may be purchased for WIOA participants as required for employment.
- Work Clothing
A maximum of \$200 for work clothing may be purchased for WIOA participants as required for employment.
- Drug Testing Required by Employer
- Financial Counseling
- Auxiliary aides and services necessary for persons with disabilities to obtain and retain employment.

Documentation required for the participant file and the WorkSource Portal:

- Original copy of invoice
- ITA voucher for corresponding quarter or semester
- Social security number of payee is required if not a company
- Letter from employer indicating list of tools needed for position, drug testing required for position, etc.

Three bids/quotes from reputable vendors is required for assistance costing \$500.00 or more (car repair, tools, or other applicable items)

The participant will complete monthly expense forms and obtain instructor signature(s) for verification. The Career Counselor or appropriate staff will verify and review expense form for accuracy.

Career Counselors or appropriate staff will be responsible to monitor the participant file to document the amount of supportive services paid and balance remaining to ensure that the maximum funding cap is not exceeded.

E. Needs Related Payments

Based on individual assessment and availability of funds, needs related payments may be awarded to eligible adult or dislocated worker participants. Needs related payments may be provided to participants based upon individual documented need to enable the participant to participate in training services and must be consistent with 20 CFR § 680.930-970.

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Needs-related payments provide financial assistance to participants for the purpose of enabling them to participant in training, and are a supportive service authorized by WIOA § 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments, a participant must be enrolled in training.

A. Eligibility Requirements.

Adults must:

1. Be unemployed;
2. Not qualify for, or have ceased qualifying for, unemployment compensation (UI);
AND
3. Be enrolled in a program of training services under WIOA § 134(c)(3).

Dislocated Workers must:

1. Be unemployed, **AND** meet both of the following criteria:
 - a. Have ceased to qualify for unemployment compensation (UI) or trade adjustment allowance under TAA; **AND**
 - b. Be enrolled in a program of training services under WIOA § 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 a 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**
2. Be unemployed and did not qualify for unemployment compensation (UI) or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA § 134(c)(3).

Needs-related payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Extension of the 30-day period (to address appropriate circumstances) requires approval from the OWD.

B. Level of Needs Related Payments

- For adults, the weekly payment may not exceed the poverty level for an equivalent period.
- For dislocated workers, payments must not exceed the greater of either of the following levels:

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1. For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit:

OR

2. For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period.

The weekly payment level must also be adjusted to reflect any changes in total family income (20 CFR § 680.970).

7. SUPPORTIVE SERVICES FOR CO-ENROLLED PARTICIPANTS

An Adult, Dislocated Worker, or Youth program participant may receive supportive services when engaged in individualized career or training services funded by WIOA one-stop partners, or other funding sources, if the services are included in the participant's IEP or ISS (WIOA Desk Reference). There is no requirement that WIOA fund the service or activity in order to provide supportive service to an eligible participant. This access to supportive services gives a participant the resources needed to participate in career and/or training services that are not directly funded by the Adult, Dislocated Worker, or Youth program, but that the participant and career planner deem necessary and appropriate for the participant to achieve the employment and training goals identified in their IEP/ISS (TEGL 19-16, p. 18). Access is permitted if:

- a. the individual has been determined eligible for WIOA Title I services;
- b. the individual has received, or is receiving, at least one participation causing service provided by WIOA Title I (NOTE: this requirement is minimally satisfied by the development of an IEP/ISS);
- c. the supportive service provided is an allowable supportive service; and
- d. the need for support is included in the participant's IEP/ISS and documented via a local "Determination of Need" form for Supportive Services (known as Supportive Service Request Form).

NOTE: Services being supported that are not funded by WIOA Title I should be entered into the WorkSource Portal in the Partner Programs section of the Programs page. If the partner program is not listed, the case manager should select "Other."

EXAMPLES: A participant co-enrolled in the Adult or Youth Title I program and Adult Education Title II program may receive transportation assistance funded by Title I to attend a training program funded by the TCSG foundation. Similarly, an Adult program participant with an active IEP that identifies a training need, but whose tuition is being fully funded with a PELL grant, may receive childcare assistance to support their participation in the training program.

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8. Disaster and Emergency Supportive Services

In the event of a natural disaster or declaration of an emergency situation, the following provisions shall immediately be available for enrolled participants. These provisions shall become effective immediately upon the declaration of a State of Emergency within the Southwest Georgia region and/or the State of Georgia by the Governor and/or the President of the United States. Participants must have been enrolled in training services at the time of the declaration; OR enrolled into training services following the State of Emergency in order to qualify for supportive services. The provisions shall remain in effect until the State of Emergency is lifted OR amended by the SWGA Workforce Development Board.

A. Maintaining Level of Support

1. Supportive services may continue to be provided in the amount awarded for each participant, even in the event that the provider is forced to close or suspend services as a result of the disaster or state of emergency. Timesheets will still be maintained for transportation and dependent care support services for any day the customer has a need to travel to access resources necessary for completion of their training. This is in effort to continue to provide needed support for participants residing in our rural LWDA that may not have access to resources such as internet or a computer at home. The timesheet must include the participant signature and a witness signature (librarian, daycare provider, etc.). In the event of social distancing mandates participants may provide a statement of self-attestation in lieu of a witness signature.

B. Suspension of Alternative Funding Source

1. Participants shall be allowed to document the absence of funds from other sources by a signed self-attestation if unable to provide required documents.

C. Removal of Caps

1. Funding caps and limits on total supportive service amounts shall be suspended for the duration of the State of Emergency and shall not count towards annual supportive service limits.

D. Leveraging of Technology

1. Training participants shall be permitted to complete courses remotely; if authorized by the training provider. Participants shall be eligible to make requests for additional support or tools in order to complete training, such as computers or access to internet services.

Under extenuating circumstances, the service provider may request an exception on a case- by-case basis by presenting the specific situation to WDB management for review.

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REFERENCES

Technical College System of Georgia, Office of Workforce Development (OWD) Supportive Service Policy 3.4.4

WIOA Section 3(59)

WIOA Section 134(d)(2)

WIOA Section 129 (c) (2)(G)

WIOA Section 134(d)(3)

WIOA Section 134(c)(3)

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