



Policy Name	Supportive Services
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The term "supportive services" means services such as transportation, childcare, dependent care, housing and needs related payments, that are necessary to enable an individual to participate and be successful in activities authorized under WIOA.

Supportive Services may be the key to assisting the hard-to-serve participants enrolled in WIOA programs. There are numerous agencies and programs providing health care, temporary shelter, financial counseling, transportation, childcare and other support, which are well suited to customer needs. WIOA staff will make referrals to other programs prior to providing supportive services with WIOA funds. When no other services are available, they will make a request to a supervisor to provide services. Staff must document that the participant has exhausted all other means of providing the supportive services requested by having the participant complete a "Lack of Supportive Services Resources" statement.

Continued eligibility: At a minimum, each semester staff will revisit a participant's need for continued supportive services and will document that the review has occurred and the results of that review.

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services, are governed by the DOL-only Final Rule at 20 CFR 680 .900 through .970.

Supportive services may be available to any youth , adult or dislocated worker participating in Title I career services or training activities or transitioning into new employment who is unable to obtain supportive services through other programs providing such services. Supportive services may NOT be provided to an adult or dislocated worker participant once they exit WIOA program or during follow-up. This does not apply to youth participants. They may still receive supportive services during follow-up if it is deemed necessary and appropriate.

Supportive services may include, but are not limited to:
Assistance with transportation;
Assistance with childcare and dependent care;



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Linkages to community services;
Assistance with housing;
Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960 and 680.970);
Assistance with educational testing;
Reasonable accommodations for individuals with disabilities;
Health care;
Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
Payments and fees for employment and training-related applications, tests, and certifications;
and Legal aid services;

Needs-related payments may be provided to Adults and Dislocated Workers to enable them to participate in training services. Needs-related payments may not be provided for participation in Career Services [WIOA § 134(d)(3)(A); 20 CFR 680.930].

To receive needs-related payments, an Adult must meet all the following bulleted eligibility requirements [WIOA § 134(d)(3)(A); 20 CFR 680.940]:

- Be unemployed
- Not qualify for, or have ceased qualifying for, unemployment compensation
- Be enrolled (registered for classes) in a WIOA Title I-B training service

To receive needs-related payments, a Dislocated Worker must meet one of the following two numbered eligibility requirements [WIOA § 134(d)(3)(A); 20 CFR 680.950]:

1. For DLWs who qualified for unemployment benefits or trade readjustment allowance under TAA, meet all the following bulleted requirements:

- Be unemployed
- Have ceased qualifying for, unemployment compensation or trade readjustment allowance under TAA
- Be enrolled (registered for classes) in a program of WIOA Title I-B training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for the DLW program, OR if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months

2. For DLWs who did not qualify for unemployment benefits or trade readjustment assistance under TAA, meet all the following bulleted requirements:

- Be unemployed



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- Did not qualify for unemployment benefits or trade readjustment assistance under TAA
- Be enrolled (registered for classes) in a WIOA Title I-B training service

Needs-related payments may be paid while a participant is waiting to start training classes, provided he or she has been accepted into a training program and enrolled in (registered for) classes, and provided the classes will begin within 30 days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances [20 CFR 680.960].

If needs-related payments are provided to adults, the local level of needs-related payments made to eligible Adults must be established by the LWDB's supportive services policy [20 CFR 680.970(a)]. The level of a needs-related payment made to an eligible Dislocated Worker may not exceed the greater of:

- (a) the applicable level of unemployment compensation; or
- (b) if the DLW did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, adjusted to reflect changes in total family income, as determined by the LWDB policies [WIOA § 134(d)(3)(C); 20 CFR 680.970].

20 CFR 680.330(c) specifically states that needs-related payments may be provided to adults and dislocated workers in registered apprenticeship programs, as described in 20 CFR 680.930 – 970. On the other hand, 20 CFR 680.940 - 950 state that needs-related payments may not be provided to employed participants. TEGs 10-16 and 13-16 state that participants in registered apprenticeship programs are considered to be employed from the first day of their RA training. Because of this conflict, it is recommended that local areas not give needs-related payments to individuals in registered apprenticeship programs.

Although needs-related-payments is listed as a potential supportive service for Youth in WIOA § 3(59), 20 CFR 681.570, and TEG 21-16, there are no specific eligibility requirements given for youth. If a local area plans to provide needs-related payments to Youth, guidelines must be given in the local Supportive Service Plan.

Northwest will follow the Arkansas State guidelines for the level of the needs related payment.

Definitions and approved services including initial limits. (Limits can be exceeded with management approval based on a participant's needs).

Combined funding for training and supportive services is limited to \$15,000 per eligible WIOA participant. However, this limit may be increased with approval from the Executive



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Director of the Northwest Arkansas Economic Development District.

A) Clothing

The costs of items such as clothes and shoes which are necessary for participation in WIOA training activities are allowable.

B) Counseling

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. Generally, major personal or emotional problems are outside the scope of WIOA services, therefore referrals to counseling services are critical.

C) Childcare

Agreements can be made with licensed childcare facilities for participants who do not qualify for childcare assistance through other sources. The maximum amount to be paid by WIOA fund will be in accordance with comparable rates in the area which the participant lives. Total amounts per participant will be approved by the supervisor.

D) Residential

The cost of rent, rental deposits, house payments, utility deposits, internet and utility assistance may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive service from other WIOA and/or non-WIOA partners. A secure nighttime residence is essential to the success of our participants.

Documentation required for rent or house payments includes a copy of the lease agreement with the participants name listed or a payment statement from the lease holder stating that the participant is responsible for a portion of the rent/house payment. The lease agreement must be included with the payment statement. The Landlord must complete a W-9 form if applicable.

Documentation required for internet and/or utility assistance includes a copy of the statement from the internet or utility provider with the participants name listed or a payment statement from the person responsible for the bill stating that the participant is responsible for a portion of the internet or utility. The statement from the internet or utility provider must be included with the payment statement.

Training programs require some participants to be away from their nighttime residence in order to complete training. An example of this is traveling to another city to complete a rotation required for clinical training for an RN student. This is an allowable supportive service and staff is required to find the most economical means of hotel charges for the



participant. It is based on need and the requirement for overnight stay because of distance to training.

E) Emergency Housing – under extreme circumstances staff may provide the cost of a hotel stay until appropriate housing has been found. Staff is required to find the most economical means of hotel charges for the participant. It is based on emergency need. The Executive Director must approve any costs related to Emergency Housing.

F) Health

The health category includes such items as vaccinations or physicals required for a participant to enroll in a particular training program. It may also include things such as one-time dental work or eyeglasses if not otherwise available from another source.

Insurance - Health related insurance may be purchased for a participant if it is a requirement for participation in training activities.

G) Transportation

Transportation may be provided for participants who are participating in a WIOA activity when a need is demonstrated, and the participant is not able to obtain the services themselves and not able to receive service from other WIOA and/or non-WIOA partners.

The cost of transportation to assist participants to get to and from training activities including job search activities is allowable. Participants will be given a limit based on a locally developed formula. The formula is distance to training x 2 x number of days per week divided by miles per gallon x a set price per gallon of gasoline. We will use gas cards or agreements with service stations as a method of providing assistance. When necessary, staff may use the purchase card to provide assistance to a participant with Operations Managers approval. Signed gas receipts will be used to verify what participant received the service. Other methods that are reasonable will be worked out with Operations Managers if needed. The dollar limit for this service will vary based on participant need.

Cost of transportation can include car payments, gas, car repairs, insurance payments, registration fees and other provisions as identified through assessment by the Career Advisor.

Tires and car repairs may be made with management approval if the participant cannot participate in training without this service. Participants will contribute a portion of such cost when possible. This service requires management approval, and the amounts will vary based on participant need.

The process for paying supportive service varies based on the availability of vendors. Wal-Mart cards and purchase cards may be used when needed. OneDrive will be used to track all purchases and signed receipts will be on file.



H) Emergency Food - Under extreme circumstances staff may purchase food for a youth participant at a restaurant or grocery store; for example, a youth participant who has no funds to purchase lunch during their work or training day. These limits will be approved case by case basis with management approval.

I) Needs related payments will be awarded only when the provision of the other supportive services do not provide the assistance a participant needs. WIOA regulations will be followed when providing this service.

I) Other services may be provided if allowable within WIOA and regulations with management approval as situations arise.

J) Lap-tops and software required to complete Occupational Skills Training may be provided to participants when a need is demonstrated, and the participant is not able to obtain the equipment themselves and the participant is not able to receive services from WIOA and/or Non-WIOA partners.

K) In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:

The training provider must provide a written explanation for the necessity of the equipment.

The participant must provide written acknowledgement that he/she must return the equipment if he/she does not complete the course, for whatever reason.

Career Advisors will submit documentation to the Operations Manager for approval.

Assistance with educational testing - for example testing fees required for an LPN license.

Reasonable accommodations for individuals with disabilities; for example, an amplified stethoscope may be needed for a participant who is hearing impaired and enrolled in LPN training.

Health care - insurance premiums may be paid after all other health care options have been exhausted and the coverage is a requirement to attend a training program. Examples include preventative and corrective care necessary to enter training; participate in training, to be employed or to retain employment. Drug and alcohol treatment are not included in this body of health care. Glasses, dental corrections, etc., may be required to be employable or to complete training. Treatment not covered by medical insurance or program elements may be provided to a trainee or employee in some cases.



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Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; - must be a requirement for the job or the training program and not just a nice to have item.

Assistance with books, fees, school supplies, and other necessary items for students enrolled in post- secondary education classes; - must be a requirement for the training and not just a nice to have item .

Payments and fees for employment and training-related applications, tests, and certifications; - for example a background check required for entrance into a training program, or a COL text packet required for entrance into a truck driving program.

Legal aid services- for example, payment of a minor offense so a participant may retain or obtain a driver's license.

Those in work experience or OJT will be allowed supportive services for two months during the training period. Extensions to these time frames require management approval and the extension will vary based on participant need.

Those in Occupational Skills Training will continue to receive supportive services as they have need during the training period.



John Dyess, Chair

Date