



Subject: Supportive Service Policy for Opioid Dislocated Worker Grant

Purpose: To transmit Coastal Counties Regional policy on supportive service for specific use under the Opioid Dislocated Worker Grant

Statutory Authority: Workforce Innovation and Opportunity Act (WIOA) H.R. 803; Pub. L. 113-128: (14), (37), (44), (45), (84), (85), (101), (102), (111); WIOA Final Rule: (327-328); (331); (399); (420-422); 20 CFR 680.900 – 680.940

Action: WIOA Service providers are required to adhere to all policies and guidelines set forth in the policy below.

Effective Date: August 18, 2022

Revision Date(s):

Expiration Date: December 31st, 2024

Pursuant to WIOA regulation 20 CFR 680.900, Local Workforce Boards must develop policies on supportive services that ensure resource and service coordination in the Local Area. Due to the high needs of the population served by the Opioid Dislocated Worker Grant in addition to available funding under this grant, the Coastal Counties Workforce Board has developed a new supportive service policy specifically for individuals served by the Opioid Dislocated Worker Grant. This policy is limited to use under the Opioid Dislocated Worker Grant and expires at the end of the grant, on December 31, 2023.

Support Services for Adults and Dislocated Workers are defined in WIOA sec. 3(59) and 134(d)(2)(3). They include services such as transportation, childcare, dependent care, and housing that are necessary to enable an individual to participate in activities authorized under WIOA Title I.

Supportive services are based upon necessity to successfully complete the employment, education and training goals established in the participant's employment plan, availability of funds and are for expenses that are not available from another publicly available source (i.e., General Assistance (GA), Department of Health and Human Services (DHHS), etc.).

Under this policy two maximum caps exist:

- 1) There is a \$1,500 maximum overall cap on "regular" support services per individual (i.e., excluding "special" support services for medical/dental and housing)
- 2) There is a \$5,000 maximum overall cap (inclusive of the regular and special support services). Under no circumstances may the overall cap exceed \$5,000 for any one individual.

Note: This Local Area does not provide Needs-Related Payments.

Under this policy, the following shall apply:

- Support services may only be provided to Opioid grant participants who are:
 - Participating in career or training services, as defined in WIOA Section 134(c)(2) and (3), and
 - Unable to obtain supportive serves through other programs providing such services (WIOA Section 134(d)(2)(B))
- Support services may only be provided when they are necessary to enable individuals to participate in career service or training activities (see WIOA Section 134(d)(2)(A) and WIOA Section 3(59)).
- When more than one service option exists, WIOA program providers are only to pay for the least expensive appropriate support service option provided that is accessible to the participant.
- The support service must be included in the participant’s Basic Employment or Training Plan. If a support service need is unexpected the Career Advisor shall the relevant Plan accordingly. Supporting documentation should be uploaded to Maine Job Link, as necessary; the service should be documented in case notes and must be necessary to participate in career service or training activities.
- Items required for “training” (e.g., tools, uniforms, work boots/shoes, books) may be covered under “Training” expenses and not under Supportive Services.

Note: 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 supportive services. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Supportive services also may 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.

REGULAR SUPPORT SERVICES

The following categories constitute “regular” supportive services and are limited to an overall cap of \$1,500:

Transportation:

- Service providers may choose to utilize mileage reimbursement or gas cards to support travel to training, employment (retention) and/or specific job prospects (i.e., interview, orientation, job shadowing, etc.). Provider policies regarding the formula for issuance of gas cards or reimbursement shall be evident and receipts for gas cards or reimbursement shall be clearly documentable in case files. Bus, ferry, and shuttle tickets are also allowable transportation costs. Taxis are also an allowable transportation cost when necessary.
- Vehicle repairs only for required State Safety deficiencies, i.e., repairs for failure of State inspection, are allowed. If tires are needed to pass inspection, only all-season tires will be allowed. Itemized written estimates must be documented in the file. Quotes for the repairs must

have an authorized mechanic sign off. Furthermore, if repairs are needed, the participant must obtain at least two quotes for service repairs (in extenuating circumstances, this requirement can be waived by the Program Manager at the service provider); the least expensive estimate will be paid for. Registration and proof of insurance must be with the primary customer. A valid driver's license is also required. Note: This policy may cover costs even if the primary customer is unable to drive but has obtained a "driver" for their vehicle.

Childcare:

- Support for childcare for WIOA participants will be based on current Maine Department of Health and Human Services Child Care Market Rates. In order to provide supportive services for childcare with WIOA funds, the Service Provider must confirm that an application has been submitted for the Maine State Childcare Subsidy program. Supportive services for childcare may only be provided as the funding of last resort and supportive services may not exceed four weeks. Exception: There will not be payment to family members. Supportive services for childcare are not subject to the annual \$1,500 cap for supportive services. However, on a case-by-case basis, and in consideration of circumstances, i.e., geographic location, financial circumstances, the service provider may request a waiver to Program Director at service provider to make payment to extended family members that are not the parents or siblings of the child.

Clothing/Uniforms:

- Such items will be documented as necessary to obtain employment. Uniforms required as part of a training program will be considered a "training" expense.

Safety Equipment:

- Such equipment may be covered if it is required by an employer and meets appropriate safety standards in order to obtain employment. Examples include boots, safety glasses, helmet, etc. If employers, as part of normal course of hiring, usually supply the safety equipment, then the equipment will not be purchased for the participant as he/she should be treated the same as other new hires.

Tools:

- If the tools are required by the employer to successfully obtain employment, a valid job offer from the employer must be verified prior to purchase. If employers, as part of normal course of hiring, usually supply tools, then tools will not be purchased for the participant as he/she should be treated the same as other new hires.

Employment and Training related Application, Test and Certification Fees:

- Credential Evaluation Services: In the event a WIOA participant has obtained educational credentials from a foreign country/jurisdiction, WIOA support services may be used to pay reasonable costs associated with credential evaluation, if credential evaluation is a necessary part of the participant's individual service strategy plan. Such credential evaluation must sufficiently provide U.S. equivalent(s) for the credential(s) at issue so that educational institutions e.g., universities, licensing boards and employers in the U.S. can understand and recognize credentials earned outside of the U.S.
- Test of English as a Foreign Language (TOEFL): The TOEFL is an English language proficiency test for non-native English language speakers wishing to enroll in U.S. universities. The test is accepted by many English-speaking academic and professional institutions. On a case-by-case

basis, provided the TOEFL is necessary for a participant to obtain employment i.e., part of their individual service strategy plan, then TOEFL costs may be covered by WIOA.

- Payments and fees for employment and training-related applications, tests, and certifications not covered by Individual Training Accounts (ITAs).

Miscellaneous Emergency:

Emergency needs are items not previously covered under this policy. Any requests in this category will be approved only at the Program Management level of the service provider. Documentation must be clear supporting the need ultimately establishing that the item is required so as to enable the participant to continue his/her activity in the program and/or obtain or retain employment. For emergency vehicle repairs, please refer to the Transportation policy for guidance on required documentation and estimates. Insurance coverage costs are not to be purchased.

SPECIAL SUPPORT SERVICES

The following categories constitute “special” supportive services. In no case may the total spent on supportive services for any participant exceed \$5,000 inclusive of regular (limited to \$1,500) and special support services.

Medical/Dental:

- Medical support services must be a requirement of a training course, employment related or required for admission into training. No-cost clinics and General Assistance must be considered prior to expending funds on medical services. Support may include eyeglasses, eye exams, physicals, inoculations, etc. Prescription drugs are not an allowable expense.
- Mental Health/Substance abuse treatments are not covered. Staff will make referrals to appropriate agencies. Note: Opioid DWG funds may not be used to pay the costs of in-patient drug treatment and rehabilitation programs.
- Dental support services must be provided to participants who are on-track to completing the elements of their employment and training plan and will be transitioning into unsubsidized employment as part of the Opioid DWG program.

Housing:

- Housing assistance provided to participants allows participants to maintain or obtain adequate or temporary shelter while participating in Opioid Dislocated Worker Grant services. CCWI policy does not allow for payment of security deposits.
- Participants should be referred to community housing assistance programs if applicable. The Career Advisor must ensure Opioid grant funds do not duplicate housing assistance from another source. Participants should be encouraged to take advantage of financial literacy services to assist them with an on-going plan to pay for their housing expenses.
- Allowable housing expenses are based on The U.S. Office of Housing and Urban Development’s Fair Market Rate Calculator for Maine:
https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2022_code/select_Geography.odn.
- Rental assistance is limited to three months or until the spending cap is reached, whichever comes first.

Note: Supportive Services for Medical/Dental and Housing are not subject to the overall \$1,500 cap on supportive services. Individuals who access supportive services for medical/dental and housing have an

overall maximum supportive services cap of \$5,000 per individual. The \$5,000 cap must include all support services provided to the individual (including medical/dental, housing, and other supportive services. For example, if a participant received \$1,500 in supportive services under “regular” support services they would only have \$3,500 available for medical/dental and housing).

NOTE: It is not allowable for support service payments to be made on past debt. See CCWI’s policy on payments on debt (09-15-02).