



Subject: Supportive Service Policy for WIOA

Purpose: To transmit Coastal Counties Regional policy on supportive service

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: May 1, 2008

Revision Date(s): February 2, 2010; September 11, 2014; September 10, 2015; March 2, 2017; March 14, 2019; March 11, 2021

Expiration Date: Indefinite

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.

Support Services for Youth are further defined for Youth in WIOA 20 CFR §681.570.

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.). There is a \$750 cap on support services per 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 Adult and Dislocated workers 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))

Note: Support services may be provided to Youth in follow up services.

- 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 employment counselor shall indicate the change in case notes in the client file. Supporting documentation paperwork is necessary to be filed in the chart; 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: For Adult and Dislocated Worker programs, 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.

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. Supportive services for childcare are not subject to the annual \$750 cap for supportive services. Exception: There will not be payment to family members. 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.

Medical:

- 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.

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. This category may cover items such as short-term housing (for purposes of emergency/safety only). Insurance coverage costs are not to be purchased.

On a case-by-case basis, CCWI will decide whether to apply the WIOA support service policy to other grant funding opportunities.

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).

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