

 <p>Innovative Workforce Solutions</p> <p>A proud partner of the americanjobcenter network</p>	Subject Supportive Services Policy Yuma County	
	Original Issue Date May 23, 2002	Revision Date February 18, 2016
	Authorized by: Patricia Ray, Operations Director	

Purpose: To provide guidance to the Yuma County Local Workforce Development Area (LWDA) in the provision of Title 1-B WIOA Supportive Services. Supportive Services assistance are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment. Supportive services are provided on the basis of need as determined by the LWDA or Title 1-B program contractor. The regulations allow the provision of services such as; transportation, childcare and needs-related payments. WIOA requires the Local Workforce Development Area (LWDA) to provide accurate information about the availability of supportive services in the local area, as well as referrals to such activities as one of the career services for the WIOA Adult and Dislocated Worker programs.

Likewise, the WIOA Youth Program includes Supportive Services as one of the 14 program elements. LWDAs may fund supportive services for participants of the WIOA Adult, Dislocated Worker, and Youth programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA authorized activities and they are not available from other sources.

The LWDA set cap amount for Supportive Services is \$300.00 per participant.

References:

- Workforce Innovation and Opportunity Act (WIOA) of 2013: (P.L. 113-128), Notice of Proposed Rulemaking 20 CFR: 680.900, 680.910, 680.920, 680.930, 680.960, Part 681.750 Arizona Revised Statute, and Arizona
- WIOA Policy Manual: Chapter 2-Section 104
- WIOA Policy Manual: Chapter 2-Section 700
- Administrative Code and Training and Employment Guidance Letter: 3-15 (TEGL 3-15)

Definitions:

Adult – An individual who is age 18 or older.

Dislocated Worker- An individual who has been laid off or has received notice of termination from employment, are self-employed, but unemployed due to general economic conditions, are the spouse of a member of the Armed Forces on active duty who is unemployed due to relocation for permanent duty reassignment, or are a displaced homemaker.

Youth- Youth age 16 to 24, that may be low income and who face significant barriers to education and employment.

Policy:

The provision of supportive services must be necessary and reasonable, per general cost principals, both in cost and in the item being purchased and be necessary for participation in career or training services or the success of the training plan. Supportive services must only be provided when the individual is unable to obtain supportive services through another program that provides such services. Services available through other agencies will be researched, explored and utilized prior to using WIOA funds to prevent duplication of resources and services in the local area. The provider will first access services available in the community and make all efforts to access those services at no, or low cost to the participant. Any assessments, tests and/or supportive services provided to the participant must be documented in the participant's Employment Plan (IEP) or Individual Service Strategy (ISS) and entered appropriately into AJC. All attempts to secure other funding must be case noted in AJC. As of 7/14/15, the Supportive Service cap will not exceed \$300.00. Supportive Services may only be provided to;

1. Adults and dislocated workers who are participating in career or training services; and
2. Youth who have been determined in need of such services as determined through comprehensive assessments.

Work and Training Related Expenses:

A participant may receive work and training related assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items in order to complete the course. Licenses and certification and testing fees may be paid when the license, certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential.

- A. Types of work and training related expenses include, but are not limited to:
1. Clothing/uniforms; and
 2. Licensing fees; and
 3. Boots, Helmet, Gloves; and
 4. Eyeglasses, including protective eye wear; and
 - (a) Glasses: \$150.00 (not to exceed without director approval)
 - (b) Vision Exam: \$75.00 (not to exceed without director approval)
 5. Tools; and
 6. Childcare; and (refer to the specific guidelines on page 5)
 7. Certification, background and fingerprinting, drug testing and other work related testing fees.

Please note that the listed training related expenses do not include expenses already covered in an Individual Training Account (ITA) or other training contracts. Documented need of the items purchased needs to be placed into participant file. (i.e. letter, e-mail from employer)

- B. LWDA's are not prohibited from purchasing electronic devices such as tablets, computers, and laptops as a supportive service for training participants.
1. The LWDA (Yuma County) will provide participant's with the resources to utilize computers in the one stop centers and other partner locations to conduct job search, attend workshops, complete and submit applications and/or complete educational paperwork or homework in lieu of purchasing electronic devices.

Emergency Expenses:

Emergency services are allowable on a case-by-case basis and may include, but are not limited to, payments for:

1. Overdue electric and/or heating bills;
2. Overdue water bills
3. Food; (*documented attempt to get food from food bank as first option*)
4. Rent/mortgage payments when the participant is at risk of eviction
5. Temporary shelter in the event of an emergency;
6. Emergency assistance for medical, vision or dental services may be provided if it is considered a barrier to the successful completion of WIOA funded activities or may impact continued employment; and has been determined that the individual has no other resource in which to pay for this service.
7. **Vehicle Registration** (*vehicle should be registered under the participant's name verified and documented*)
8. **Automobile repairs/maintenance** for vehicles used as the primary source of transportation to training or work. If the participant is not the registered owner of the vehicle, or the owner of the vehicle is listed in the household family size worksheet at the time of eligibility, a signed statement from the registered owner is required, documenting that the vehicle is the participant's sole medium for transportation to and from training or work to approve the use of support service funds to pay for this assistance.
 - (a) The "non-competitive, i.e. Sole source method of Procurement" as outlined in 29 CFR subtitle A 97.36(d)(4)(i)(A) will be applied and is in compliance with State Procurement Policy when selecting vendors.
 - (b) Listed vendors approved on 6/30/14- Auto Repair

Primary Vendor

Pep Boys:

155 E 32nd St. Yuma, AZ 85364

(928)726-6740, (928) 210-5416

Manager: James/Manager

Labor Costs: \$95.00 hour/Diagnostic set up \$44.99

Discount; 5% part-10% labor

Secondary Vendor

Tony Auto Service/Towing

3405 W. 8th Street

Yuma, AZ 85364-2561

Manager: Tony/Owner

Labor Costs: \$65.00 hour/Diagnostic Fee \$35.00(waived if vendor chosen)

Discount: 10% parts-0% labor

PEP Boys will be utilized as primary vendor, Tony's as second vendor.

Transportation Assistance:

- (a) may be provided a bus card to aid in job search activities.
- (b) may be assisted with transportation during class attendance.
- (c) may be assisted with a gasoline purchase as approved.

Supportive Services may be provided at inception of OJT or WEX activity (until 1st paycheck) to assist the participant with vehicle gas purchase based on assessed need.

Incentive Payments:

Incentive payments are allowable under WIOA and must be in compliance with requirements in 2 CFR Part 200. Incentive payments may not include entertainment activities or gift cards, or gift cards to movie theaters or other venues whose sole purpose is entertainment. Incentive based activities that include summer youth programs and work experiences as acceptable under the provision of Incentive payments.

Needs Related Payments:

Needs-related payments provide financial assistance to adults, dislocated workers, and youth for the purpose of enabling individuals to participate in training activities. Needs-related payments may be provided to eligible participants accepted into training programs. To receive needs related payments:

A. Adult Program participants must:

- 1. Be unemployed
- 2. Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
- 3. Be enrolled in training services.

B. Dislocated Workers must:

- 1. Be unemployed and
- 2. Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
- 3. Be enrolled in a training service 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 six months; or
- 4. Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.

C. Youth must be enrolled in the Youth Program. Youth concurrently co-enrolled in the Adult Program and the Youth Program must be eligible under Adult or Youth eligibility criteria applicable to the services received.

1. Support services may only be provided to individuals who are
 - a. Participating in programs with activities authorized under WIOA; and
 - b. Unable to obtain support services through other programs providing such services.

D. For eligible dislocated workers, established levels of needs-related payments must not exceed the greater of either the following levels:

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 insurance compensation benefit; or
2. For participants who did not qualify for unemployment insurance compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. Unemployment Insurance is notified of the weekly payment.

Supportive Service Prohibitions:

Expenditures that are not considered allowable and do not meet the conditions of supportive services include, but are not limited to:

1. Payment toward goods or services incurred or received prior to the participant's enrollment;
2. Fines and penalties, such as parking or moving violations, but excluding fines such as for late utility payments, if specified by LWDA policy;
3. Taxes;
4. Child support;
5. Legal fees, such as bail and restitution but excluding fees for legal aid as specified in LWIA policy;
6. Debts that have been turned over to a collection agency;
7. The purchase of goods or services that is illegal under any federal, state, local, or municipal law or statute;
8. The purchase of cigarettes, alcoholic beverages or firearms; and
9. Union dues.

Special Guidelines:

Child care payments using WIOA funds must be aligned with current State Childcare Allowances.

1. Payment and eligibility for Child Care services will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Services program. Income eligibility and Maximum Reimbursement Rates can be found at ww.azdes.gov/az_child_care/

2. The childcare provider must be an approved DES contractor. A list of child care providers that contract with DES can be found in the Child Care Resources & Referral Service, located at <http://azchildcare.org/countylist.html>.
3. The Child Care Agreement form and timesheet must be utilized when providing child care assistance to a participant.
 1. The forms are located under; Y: Everyone; Case Manager folder.
 - (a) Child Care Agreement- English and Spanish
 - (b) Family Care monthly invoice
4. Client must maintain appropriate attendance while enrolled in career service or training activity.
5. Client having 3 unexcused absences will have childcare discontinued.
6. Clients are informed that if child/children have two (2) unexcused absences from childcare center will have their childcare discontinued.

General requirements for Support Service Assistance:

Support services may be provided to participants who are participating in career and/or training services.

1. The participant must be active, enrolled, or have been exited from the program and meet follow-up criteria.
2. Participants exited from program and in follow-up need to meet the criteria as cited in 20 CFR 681.580 to be eligible for follow-up assistance that results in use of supportive services funds.
3. The client should not exceed the LWDA's set limits of assistance without Director approval on a case by case basis.
4. The support service need must be documented on the IEP/ ISS and case noted in AJC. Request for support services form and the AJC activity record will also need to be completed. When using *Supportive Service-Other* document in the note section of the activity record the type of support service provided.
 - (A) Individual Employment Plan (Adult & Dislocated Worker)
 - (B) Individual Service Strategy (Youth)
 - (C) AJC Case Note
5. Support Service Assessment Form (SSAF) must be completed for participants and identification of transportation and/or needs related assistance required. SSAF should identify the type of service/activity client is enrolled in. Invoice and/or timesheet will be completed as required for classroom or training attendance verification. If the participant becomes ineligible for assistance, a SSAF is required to identify the reason for denial in the explanation area.
 - (1) SSAF
 - (2) Timesheet
6. Any additional support documentation will be collected, verified and submitted with the request and case noted in participant file. The participant should always be informed that attempts to solicit assistance from other partner agencies is an option that needs to be considered "as appropriate" and based on need.

7. Follow-up services may include supportive services (with the exception to cash payment/incentives) to ensure job retention, wage gains and career progress for those that obtain unsubsidized employment. For information on follow-up services, see the Adult and Dislocated Worker Program Policy Section 104 (c) and Youth Program Policy Section 311.

(1a) Request for supportive services form

(1b) Support documents

Issue Date: February 18, 2016