



**Tompkins County Workforce Development Board
WIOA Adult/Dislocated Worker
Supportive Services Policy**

Purpose

The purpose of this policy is to establish guidelines for the use of Workforce Innovation and Opportunity Act (WIOA) funds in the provision of supportive services to enable adults and dislocated workers to participate in WIOA activities.

The goal of Supportive Services is to minimize barriers for adults to enable them to fully participate in workforce development and/or employment activities and opportunities to help them progress along their career pathway.

The justification and strategy for providing supportive services must be clearly defined in the adult or dislocated worker's Individualized Employment Plan (IEP). Actively engaged, enrolled or in good standing WIOA adult and dislocated worker, may receive Supportive Services if funding is available and each participant has met criteria and guidelines set forth in local county policies. There are no specific requirements for when to provide supportive services. They may be provided based on the needs of the adult or dislocated worker as identified in the participant's IEP.

All supportive services are subject to the availability of WIOA funds and are not an entitlement. TCWDB may suspend or withdraw authorization for supportive services at any time and at the sole discretion of TCWDB.

Allowable Supportive Services are defined in TEGL 19-16. Services that enable an individual to participate in WIOA activities include, but not limited to:

- Linkages to community services
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for adults or dislocated workers with disabilities
- Legal Aid services
- Referrals to 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 book fees, school supplies, and other necessary items for students enrolled in postsecondary education classes

- Payments and fees for employment and training-related applications, tests, and certifications

Any of the above listed Supportive Services may be provided under this policy and will be subject to any further restrictions listed below:

Supportive services may only be provided to participants who are participating in WIOA enrolled services and who are unable to obtain such supportive services through other programs providing such services and cannot receive supportive services through referrals to partner agencies and other community service providers (e.g, ACCES-VR).

Reimbursement costs:

If an enrolled adult or dislocated worker pre-pays a cost that can qualify as a supportive service cost, the participant may be reimbursed those costs.

- a) Stipulation for reimbursement is that the participant must be employed or in training for 30 days before reimbursement can be processed
- b) No reimbursements can be processed without supporting receipts
- c) Must be WIOA enrolled and costs must occur after WIOA participant enrollment.
- d) Reimbursement requests should be for costs in the last 6 months

Any Combination of Supportive Services will not exceed \$5,000

Housing/Child Care costs:

All community and local agencies that could provide this supportive service should be contacted prior to utilizing WIOA adult or dislocated worker funding (i.e. “all other options exhausted”).

- a) Child care costs can only be paid at a licensed/certified day care provider (not relative/friend, etc.)
- b) Housing can only be paid to commercial hotels/established landlords (not relatives/friend, etc.)
- c) Housing or Child Care assistance will not exceed duration of training.

Any Combination of Supportive Services will not exceed \$5,000

Electronic Devices:

According to Program guidance Letter #21-02 LWDBs may purchase and distribute Electronic Devices such as laptops, tablets, and smart phones for employment and training program participants using Workforce Innovation and Opportunity Act (WIOA) Title I funds.

Participants must attest they do not own a comparable Electronic Device, or they only own an old inadequate device, and do not have sufficient personal funds to purchase these items, and they are unable to obtain an adequate Electronic Device through another program they are enrolled in or eligible for.

- a) No more than one Electronic Device may be purchased per participant, per lifetime.
- b) Contingent upon the current electronic Devices Policy.

Related items such as, but not limited to replacement charging cables and/or wall plugs, flash drives, printer cables or HDMI cables, cellular or internet service, and software can be purchased under this Supportive Services policy and are not subject to the Electronic Devices policy.

Any Combination of Supportive Services will not exceed \$5,000

Transportation:

Gas cards, bus passes, cab fare: may be given to adult or dislocated worker to assist participant in being able to participate in program activities, training, and employment.

- a) Gas cards/ bus passes are to be utilized as a supplement to overall transportation costs, not to totally subsidize transportation costs of a participant. Adult or dislocated worker is to understand that this is a supplement to assist with transportation costs.
- b) **Gas cards** are distributed and paid at the current federal government rate <https://www.irs.gov/tax-professionals/standard-mileage-rates> . Participant shall receive no more than \$50 in gas cards per day, covering only one full round trip to and from training or placement. Participant will not receive gas cards for days not in programs or training. **Training provider signed attendance sheets are required as supporting documentation.** If a provider cannot sign the attendance sheets, participant must return gas receipt after using the gas card. **No** additional cards will be issued if the participant does not return signed attendance sheet or receipt (which will include the gas card # on the receipt).
- c) **Bus Passes** are purchased on a monthly basis, unless the training is for a shorter length of time. Rate of bus pass purchase will vary depending on the travel needs of that adult or dislocated worker, to be determined with the Staff.
- d) **Uber/Lyft/Taxi expenses** are approved for instances where bus passes are not sufficient for covering transportation needs. (For example, when someone can take a bus to a class

but there are no bus options for the ride home due to location and/or time of day.) Total expense cannot exceed the **\$50/day** cap.

- e) Adult or dislocated workers who become employed may receive gas cards/ bus pass until their first paycheck. Employment and pay schedule will be verified with employer.**

Any Combination of Supportive Services will not exceed \$5,000

Other Transportation Supportive Services:

- a) Supportive services can include driver training course to assist adult or dislocated worker in gaining driver's license to enable participant to participate in program activities, training, and employment. ITA to be completed for training.
- b) For rural areas and other areas where transportation is limited or non-existent, purchase of a new or used bicycle may be as a means of viable transportation to enable adult or dislocated worker to participate in program activities, training, and employment. For rural distances, bike purchase to cover a radius of 25 miles is reasonable. Cost of the bicycle can't exceed \$250 and will be purchased by the Program.
- c) Other transportation modes or repairs can be funded but requires prior approval by the Workforce Administrator of that adult or dislocated worker contract. Cost of vehicle repairs can't exceed \$1,000.*
 - All repairs must have an invoice in order to be paid
 - All repairs must be conducted at a state approved repair shop
 - Repairs are only done on vehicles registered to the participating adult or dislocated worker. No repairs will be made on family or friend vehicles, even if that vehicle is the participant's mode of transportation.

***Note:** Vehicle repair cap pertains to each training period or training funding request. Therefore, a participant can't repeatedly receive funding assistance for vehicle repair during one training period (unless the total expenses have not yet exceeded \$1,000).

****Note:** Payments will be made directly to authorized service shops. No retroactive payments will be allowed.

Any Combination of Supportive Services will not exceed \$5,000

NOTE: Maximum amount cannot exceed over participants lifetime.

Procedure

The TCWDB shall require all WIOA service providers and grantees receiving funds from a grant or contract administered by TCWDB to comply with this policy and applicable procedures. It is the responsibility of each service provider to become aware of all applicable regulations and to

monitor personnel and client activities to ensure compliance. TCWDB shall review grantee compliance with this policy during the annual monitoring process.

Counselors should first contact MOA/MOU (Memorandum of Agreement/Understanding) partners or other community agencies in their area who may offer free services before utilizing WIOA Supportive Services funding, and the attempts made should be documented in OSOS comments.

At a minimum, service providers shall:

- 1.) document the need for the supportive service and justify issuance of the service in the participant's IEP and in OSOS (including a Comment describing what was provided and why, Achievement Objective and Service)
- 2.) maintain records of documentation that verify the client received the service through an original signature on a receipt form