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## **WIOA Supportive Services Policy- Adults & Dislocated Workers**

### Purpose

The purpose of this policy is to describe and to detail the regulations and requirements concerning supportive services, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), and policies of the Arkansas Workforce Development Board (AWDB) and the Southeast Arkansas Workforce Development Board (SEAWDB).

### Policy:

Supportive services are designed to provide a participant with the resources necessary to enable an individual to participate in WIOA Title I-B Adult and Dislocated Worker, activities. The activities need not be provided with WIOA funds, but the program provider must be allowed to provide such activities by federal and state laws, regulations, policies, and guidance [WIOA § 3(59); 20 CFR 680.910(b) 681.570; TEGLs 19-16 & 21-16]. SEAWDB is not required to provide supportive services to Adults and Dislocated Workers, but such services are permitted for participants who need such services and meet eligibility requirements. Supportive services may be provided with WIOA Title I-B funds when such services are not available through non-WIOA funding sources. SEAWDB programs determines what specific program services an Adult/ Dislocated Worker participant receives based on each participant's individualized employment plan. [WIOA §129(c)(2); 20 CFR 681.460]. SEAWDB, in consultation with the American Job Center partners and other community service providers, have developed this supportive service policy, to ensure effective resource and service coordination in the Southeast Arkansas. SEAWDB has the discretion to provide the supportive services they deem appropriate, subject to WIOA's limitations. A separate memorandum has been developed to addresses procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. This policy establishes

limits on the provision of supportive services, including a maximum amount of funding and maximum length of time for supportive services to be available to participants. This policy also describes procedures for determining exceptions to these limits. The policy must ensure that supportive services are WIOA-funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I-B authorized activities. Supportive services may only be provided to participants when it is necessary to enable individuals to participate in services and is tied to a specific service. The provision of accurate information about the availability of supportive services in each local area, as well as referral to such services, must be available as a Basic Career Service [WIOA § 134(c)(2)(A)(iv); 20 CFR 678.430 & 680.900; 680.920; TEGL 19-16].

If funding is spent on supportive services, the need for such services, including eligibility determination as listed below and the inability to obtain services from other sources, must be documented in the participant's case notes.

Supportive services may include, but are not limited to [WIOA § 3(59); 20 CFR 680.900, 681.460(a)(7), & 681.570; TEGLs 19-16 & 21-16]:

- Linkages to community services
- Assistance with transportation
- Assistance with childcare and dependent care
- Assistance with housing
- Needs-related payments
  - Assistance with educational testing
- Reasonable accommodations for individuals 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 books, 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.

WIOA Title I-B program providers are encouraged to partner with American Job Center partners and other entities that can provide supportive services to participants [WIOA § 134(d)(2); 20 CFR 680.910; 20 CFR 681.460(c); 20 CFR 681.470; TEGLs 19-16 & 21-16]. The WIOA case manager must work with the other entities to ensure that participants receive coordinated service to create an appropriate total package [20 CFR 681.470; TEGLs 19-16 & 21-16].

**Eligibility for Supportive Services**

For any individual to receive supportive services, he or she must meet all eligibility requirements for a WIOA Title I-B program. The need for supportive services to participate in an eligible activity of the program may be determined through an interview, an evaluation or assessment, or the development of an individual employment plan (IEP). Documentation of the need for supportive services must be maintained in the participant file. Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c)(2) and (3).

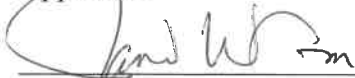
Adults & Dislocated Workers

The primary requirements for an Adult or Dislocated Workers to receive a supportive service are [WIOA § 3(59) & 134(d)(2); 20 CFR 680.140, 680.900 & 680.910; TEGL 19-16]:

- The participant is participating in an activity authorized as a WIOA Title I-B Adult or Dislocated Worker (DLW) career (except follow-up) or training service. (There is no requirement that WIOA fund the service or activity, but WIOA Title I-B must be authorized by WIOA § 134 and/or the appropriate other sections of the Final Rule or TEGLs to fund the service or activity.)
- The supportive services must be necessary to enable the participant to participate in the activity or training service.
- The participant is unable to obtain the needed supportive services through another program providing such services [WIOA § 134(d)(2) 20 CFR 680.910(a)].

**The total amount of Supportive Services funding for a WIOA participant shall not exceed \$5,000.00, during the duration of their enrollment/participation in the program.**

Approved:



SEA WDB Chairperson

6-18-19

Date

Amended:

SEA WDB Chairperson

Date