

**SOUTHEAST ARKANSAS WORKFORCE DEVELOPMENT BOARD
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WIOA Supportive Service Procedures

Purpose

The purpose of this procedure memo is to describe and to detail the procedures to be used by SEAWDB staff as it relates to 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, Dislocated Worker, or Youth 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 are Program Element 7 of the Youth program, and such services must be available to Youth as when needed, appropriate, and in accordance with the SEAWDB Supportive Service Policy. 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 a youth participant receives based on each participant's objective assessment and individual service strategy [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, including procedures that ensure 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. This memo addresses procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources.

Procedures:

1. 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. In addition, supportive services should be provided after the participant and the WIOA Case Manager has sought out all other resources from other partner sources. This will be verified by an interview with the participant, cross-references with partners, and the signing of a financial disclosure agreement.
2. Participant agrees to notify the Case Manager in the event of a change in training and complies with all other conditions and terms listed in the Occupational Training Agreement.
3. The SEAWDB reserves the right to set limits on the provision of supportive services. This includes a maximum amount of funding and maximum length of time for supportive services to be available to participants. WIOA § 680.920

Travel Supportive Service Procedures:

1. Travel will not be included on the ITA Voucher or the Good Standing Letter.
2. Travel will be included on the Financial Aid Expenditure.
3. A Supportive Services Agreement with the Student and the Vendor will be filled out and signed by the Student (we will need to have the Students Mailing Address put on the Agreement under Vender/Service Provider) and this will become part of the ITA packet.
4. Payment will be based upon round trip map miles from participant's home address to training site to be completed by WFC staff, using the following tier system:
 - 1-50 miles total weekly commuting distance - \$35.00 weekly travel assistance
 - 51-100 miles total weekly commuting distance - \$55.00 weekly travel assistance
 - 101-150 miles total weekly commuting distance - \$75.00 weekly travel assistance
 - 151-200 miles total weekly commuting distance - \$95.00 weekly travel assistance

**Miles 200 + weekly, must be granted in writing by the WIOA Regional Manager and Director of Workforce Development. Career Advisors should counsel with participants to identify training sites that are closer in proximity to their residence.*

5. Travel supportive services request will need to be turned in to the Case Manager and then forwarded to Regional Manager for approval
6. The Student will be provided with a gas card/debit card/check twice a month for travel supportive services.
7. Payment will be made to the Student by gas card, debit card or check, no later than two weeks of request.

8. The Student may receive a one (1) time emergency travel supportive services assistance payment of \$25.00. This request must be prepared by the Case Manager and forwarded to Regional Manager for approval.
9. Payment for emergency travel supportive services assistance will be made to the student by gas card/debit card within one week of request.
10. Copy of all documentation verifying round trip map miles from participant's home address to training site must be presented for approval and documented in participant's file
11. Document supportive services received on the participant's IEP/ISS and Case Notes

Childcare Supportive Service Procedures:

1. Childcare Providers must be ADA approved before services can be provided.
2. Family Members are not eligible to provide paid services.
3. Childcare will not be included on the ITA Voucher or the Good Standing Letter.
4. Childcare will be included on the Financial Aid Expenditure.
5. A Supportive Services Agreement with the ADA approved Childcare Provider as the Vendor will be filled out and signed by the Student (we will need to have the Childcare Providers, Name, Physical Address, Mailing Address, and EIN#, put on the Agreement under Vender/Service Provider) and this will become part of the ITA packet.
6. The Student will be provided with several Dependent Childcare Vouchers and a copy of the Supportive Service Agreement to be provided to the Childcare Provider.
7. Vouchers should be completed monthly, one per child, and mailed/mailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611 monthly.
8. Career Advisor will contact the Childcare Provider and confirm Voucher before payment.
9. Payment will be made within 2 weeks of Fiscal Specialist receiving verification.
10. Copy of all documentation must be included in participant's file
11. Document supportive services received on the participant's IEP/ISS and Case Notes

Rental Supportive Services Procedures:

1. Rental assistance will not be included on the ITA Voucher or the Good Standing Letter.
2. Rental assistance will be included on the Financial Aid Expenditure.
3. Payment may be paid twice, during the duration of WIOA program enrollment, for non-consecutive months to prevent eviction or if the participant is unable to pay. Unable to pay is defined as "a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense." Proof may be a notice from the leaser/utility provider that payment is late and has not been paid. In addition, a statement from the participant explaining "unable to pay" status.
4. Payment will be a one-month payment, not to exceed \$1,000, for rental assistance.
5. Student will provide documentation of monthly rent, such as a lease agreement.
6. Student will provide documentation of eviction notice, if applicable.

7. A Supportive Services Agreement with the Student and the Vendor will be filled out and signed by the Student. We will need to have the Rental Company name, contact person, physical address, mailing address and phone number.
8. Rental assistance request will be turned in to the Regional Manager for approval.
9. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611 monthly.
10. Career Advisor will contact rental company and confirm documentation before payment.
11. Payment will be made to rental company no later than two weeks of Fiscal Specialist receiving verification
12. Copy of documentation must be included in participant's file.
13. Document supportive services received on the participant's IEP/ISS and in case notes

Utility Supportive Services Procedures:

1. Utility assistance will not be included on the ITA Voucher or the Good Standing Letter.
2. Utility assistance will be included on the Financial Aid Expenditure.
3. Payment may be paid twice, during the duration of WIOA program enrollment, for non-consecutive months to prevent disconnection/shut off of service or if the participant is unable to pay. Unable to pay is defined as "a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense." Proof may be a notice from the leaser/utility provider that payment is late and has not been paid. In addition, a statement from the participant explaining "unable to pay" status. *(utility assistance for current (most recent) electric, gas, water or sewer bills) Payment will not be provided for phone, satellite or cable tv, internet, or any other utility)*
4. Total payment will not to exceed \$500, for utility assistance.
5. Student will provide documentation of disconnect/shut off notice or eligible utility bill.
6. A Supportive Services Agreement with the Student will be filled out and signed by the Student. We will need to have the utility company name, contact person, physical address, mailing address and phone number.
7. Utility assistance request will be turned in to the Regional Manager for approval.
8. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611 monthly.
9. Career Advisor will contact utility company and confirm documentation before payment.
10. Payment will be made to utility company no later than two weeks of Fiscal Specialist receiving verification
11. Copy of all documentation must be included in participant's file.
12. Document supportive services received on the participant's IEP/ISS and Case Notes

Work Related Items Supportive Services Procedures:

1. Work-related items assistance will not be included on the ITA Voucher or the Good Standing Letter, unless the items can be purchased directly from the training provider and invoiced to SEAEDD.
2. Work-related assistance will be included on the Financial Aid Expenditure.
3. Work-related items must be identified by the training provider or employer and documented in the participant's file.
4. Work-related items may include but not limited to, uniforms, work boots, small tools, gloves, etc.
5. Total payment will not exceed \$300 for work-related items assistance. This shall be done on a one-time basis.
6. Student will provide itemized documentation of work-related items from training provider or employer.
7. A Supportive Services Agreement with the Student will be filled out and signed by the Student unless the items can be purchased directly from the training provider and invoiced to SEAEDD.
8. Work-related items assistance request will be turned in to the Area Manager for approval.
9. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611 monthly.
10. Career Advisor will review documentation before payment.
11. Payment can be made to:
 - a. A vendor, after the participant submits an invoice or bill detailing the items that will be purchased and the amount of the items. Items must be pre-approved by Case Manager prior to the purchase. The invoice/bill must be attached to the request for supportive services documentation, payment to the vendor will be made within 2 weeks of Fiscal Specialist verifying documentation or
 - b. items may be purchased through the use of vouchers to the vendor, documentation that the customer actually received the items, payment will be made to the vendor within 2 weeks of Fiscal Specialist verifying documentation
12. Copy of all documentation must be included in participant's file.
13. Document supportive services received on the participant's IEP/ISS and Case Notes

Other Supportive Services:

1. Other supportive services assistance will not be included on the ITA Voucher or the Good Standing Letter.
2. Other assistance will be included on the Financial Aid Expenditure.
3. A Supportive Services Agreement with the Student will be filled out and signed by the Student. We will need to have the company name, contact person, physical address, mailing address and phone number.
4. Other assistance request will be turned in to the Area Manager for approval.
5. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611 monthly.

6. Fiscal Specialist or Career Advisor will confirm documentation before payment.
 7. Payment will be made to utility company no later than two weeks of Fiscal Specialist receiving verification
 8. Copy of documentation must be included in participant's file.
 9. Document supportive services received on the participant's IEP/ISS and Case Notes
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Approved:



SEAWDB Chairperson

6-18-19

Date

Amended:

SEAWDB Chairperson

Date