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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).

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.
2. In addition, supportive services should be provided after the participant and the WIOA Career Advisor 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.
3. Participants must sign a Supportive Services Agreement form, attesting that all terms are understood. Additionally, participants must complete and submit all necessary supporting documentation and forms, in a timely manner in order to receive supportive services.
4. Supportive services will be provided to assist with unmet needs.
5. Participant agrees to notify the Career Advisor in the event of a change in training and complies with all other conditions and terms listed in the Occupational Training Agreement.
6. Tracking must be done on funding Supportive Services on Transitional Jobs, LPWE and Occupational Training.
7. A Projection list and approval should be done prior to all Funding Request.

8. 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
9. Payments for all supportive services, shall occur up to two weeks after SEAEDD bookkeeping receives the request.
10. **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.** Should additional supportive services be needed, participants may request, in writing, a letter to the SEAWDB Director, detailing justification of need and amount. The SEAWDB gives permission to the Director to use his discretion on approving increases to supportive services caps.

Travel Supportive Service Procedures:

1. Travel will not be included on an ITA Voucher or a Good Standing Letter.
2. A Supportive Services Agreement will be executed by SEAEDD for the Participant identified on the agreement. The agreement must be signed by the Participant
3. A Travel Assistance request will be completed at this time by the Career Advisor and signed by the participant. The current month and one month in advance will be submitted initially, this will be done to see that the participants need is met. A new request will be completed every month in advance to see that the participants need is met. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
4. Participant must sign each Travel Assistance request and confirm continued need, correct mileage, and mailing address.
5. 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 state mileage rate of \$0.42 per mile. Reimbursements may not exceed a total monthly amount of \$500.00.
6. The request once completed will be forwarded to the Regional Manager to review and approve.
7. Once signed by the Regional Manager the Supportive Service Agreement and Travel request will be submitted to the Functional Leader for logging and review.
8. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
11. Payment will be made to the Participant by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
9. 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.
10. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

All Other Supportive Services:

1. A Supportive Services Agreement will be executed by SEAEDD for the Participant identified on the agreement. The agreement must be signed by the Participant
2. A Supportive Service Requisition Form will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
3. A Third-Party Good Standing Letter will be completed for each Supportive Service being provided.

Childcare Supportive Service Procedures:

1. Family Members are not eligible to provide paid services.
2. Childcare will not be included on an ITA Voucher.
3. A Supportive Services Agreement with the Childcare Provider listed as the Vendor will be filled out and signed by the Participant (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.
4. A Supportive Service Requisition Form and a Third-Party Good Standing Letter will be completed by the Career Advisor. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
5. The participant will be provided with several Dependent Childcare Vouchers and a copy of the Third-Party Good Standing letter to be provided to the Childcare Provider.
6. Vouchers should be completed monthly, one per child, and mailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611, or emailed to the Career Advisor on a monthly basis.
7. The request once completed will be forwarded to the Regional Manager to review and approve.
8. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
9. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
 - a. Payment will be made to Childcare Provider by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
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 in AJL.

Rental Supportive Services Procedures:

1. Rental assistance will not be included on an ITA Voucher.
2. During the full duration of WIOA program enrollment, participants may receive rental assistance for a maximum number of two times. Rental assistance may not be provided for consecutive months. Rental assistance is a service used to prevent eviction from housing when 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.
3. Payment will be a one-month payment.
4. WIOA may pay up to \$1,000 for rental assistance.
5. The total amount of rental assistance, for a participant may not exceed at total of \$1,000.
6. Rental assistance may not be used for deposits or moving fees.
7. Participant will provide documentation of monthly rent, such as a lease agreement.
8. Participant will provide documentation of eviction notice, if applicable.
9. A Supportive Services Agreement with the Participant and the Vendor will be completed and signed by the Participant. The Rental Company’s name, contact person, physical address, mailing address and phone number, must be provided. Career Advisor will contact rental company and confirm documentation.
10. A Rental Supportive Service Requisition Form and a Third-Party Good Standing Letter will be completed by the Career Advisor. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
11. The request once completed will be forwarded to the Regional Manager to review and approve.
12. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
13. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
14. Payment will be made to the Rental Company/Person by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
15. Copy of documentation must be included in participant’s file.
16. Document supportive services received on the participant’s IEP/ISS and Case Notes in AJL.

Utility Supportive Services Procedures:

1. Utility assistance will not be included on the ITA Voucher.
2. Payment may be paid twice, during the duration of WIOA program enrollment. Utility assistance may not be provided for consecutive months. Utility assistance is a service used to prevent disconnection/shut off of service when 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*)

3. Total payment will not exceed a total of \$500, for utility assistance. (During full program enrollment).
4. Participant will provide documentation of past due bill or disconnect/shut off notice of eligible utility bill.
5. A Supportive Services Agreement will be completed and signed by the participant. The utility company’s name, contact person, physical address, mailing address and phone number, must be included.
6. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
7. Career Advisor will contact utility company and confirm documentation before payment.
8. A Utility Supportive Services Requisition Form and a Third-Party Good Standing Letter will be completed. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
9. The request once completed will be forwarded to the Regional Manager to review and approve.
10. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
11. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
12. Payment will be made to the Utility Company by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
13. Copy of all documentation must be included in participant’s file.
14. Document supportive services received on the participant’s IEP/ISS and Case Notes in AJL.

Work Related Items Supportive Services Procedures:

1. Work-related items assistance will not be included on the ITA Voucher unless the items can be purchased directly from the training provider and invoiced to SEAEDD.
2. Work-related items must be identified by the training provider or employer and documented in the participant’s file.
3. Work-related items may include but are not limited to, uniforms, work boots, small tools, gloves, etc.
4. Total payment will not exceed \$300 for work-related items assistance. This shall be done on a one-time basis.

5. Participant will provide itemized documentation of work-related items from training provider or employer.
6. A Supportive Services Agreement will be completed and signed by the participant.
7. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
8. Career Advisor will review documentation before payment.
9. A Supportive Services Requisition Form and a Good Standing or Third-Party Good Standing Letter will be completed. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
10. The request once completed will be forwarded to the Regional Manager to review and approve.
11. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
12. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
13. 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 Career Advisor prior to the purchase. The invoice/bill must be attached to the request for supportive services documentation, or
 - b. items may be purchased through the use of vouchers to the vendor, documentation that the customer actually received the items.
14. Payment will be made to the Training Provider or Third-Party Vendor by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
15. Copy of all documentation must be included in participant's file.
16. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Internet Services Supportive Services Procedures:

1. Internet services assistance will not be included on the ITA Voucher.
2. Payments may be made only while participating in a WIOA approved occupational skills training program, at an SEAWDB approved eligible training provider. This shall not exceed a total of 4 Fall/Spring Semesters/terms and 4 summer semester/terms. Internet services assistance is a service designed to provide WIOA participants with the tools and resources necessary to successfully participate in and complete a training program. In order to qualify for internet services assistance, a WIOA participant must be enrolled at a SEAWDB approved eligible training provider; must be enrolled in at least 1 web-based/distance learning course, and must be in compliance with SEAWDB program operators' Occupational Skills Training Agreement. Proof may include a class schedule or transcript. In the event of a local/state/national emergency or pandemic, which causes institutions to convert to online instruction (all or in part), WIOA participants who meet

all other aforementioned criteria-may receive internet services assistance through supportive services.

3. Internet services monthly payments may not exceed a total of \$100.00 per month. Requests must be made each month.
4. Due to the length of time needed to pay Supportive Services late fees could possibly occur. Participant will be responsible for all late fees as this is not an allowable WIOA expense at this time.
5. Participant will provide documentation of internet services bill. The account must be in the name of the participant requesting supportive services. Any contract or service agreement, in which the participant enters into, is the sole responsibility of the participant. Charges including installation, equipment and miscellaneous fees will be the sole responsibility of the participant. WIOA assistance shall be limited to monthly service charges.
6. A Supportive Services Agreement will be completed and signed by the participant. The internet service provider's name, contact person, physical address, mailing address and phone number, must be included.
7. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
8. Career Advisor will contact internet service provider and confirm documentation before payment.
9. A Utility Supportive Services Requisition Form and a Third-Party Good Standing Letter will be completed. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participant Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
10. The request once completed will be forwarded to the Regional Manager to review and approve.
11. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
12. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
13. Payment will be made to the Internet Service Provider by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
14. Copy of all documentation must be included in participant's file.
15. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Other Supportive Services:

1. Other supportive services assistance will not be included on the ITA Voucher.
2. A Supportive Services Agreement will be completed and signed by the Participant. The company's name, contact person, physical address, mailing address and phone number, will need to be included.

3. A Supportive Services Requisition Form and a Good Standing or Third-Party Good Standing Letter will be completed if needed. Every request should include:
 - a. The Training Provider/Worksite Location
 - b. The Participate Name
 - c. The mailing address and the name of the person/company the check should be mailed to.
4. Approved documentation should be mailed or emailed to Southeast Arkansas Economic Development, Inc. (SEAEDD), P.O. Box 6806, Pine Bluff, AR 71611.
5. Copy of documentation must be included in participant's file.
6. The request once completed will be forwarded to the Regional Manager to review and approve.
7. Once signed by the Regional Manager the Supportive Service Agreement and Supportive Service Requisition will be submitted to the Functional Leader for logging and review.
8. Once reviewed the forms will be submitted to the Fiscal Specialist for tracking and processing for payment.
9. Payment will be made to the Training Provider, Third Party Vendor or Participant by check and shall occur up to two weeks after SEAEDD bookkeeping receives the request.
10. Document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

SEAWDB gives permission to board staff, program operator staff and affiliates to consider and grant "other" appropriate and necessary supportive services not specifically listed in this procedure. "Other" supportive services must comply and align with WIOA laws, regulations and polices of the SEAWDB. The amount shall not exceed \$200.00.