

MESA COUNTY WORKFORCE DEVELOPMENT BOARD

Policy and Procedure

Title: Supportive Services Policy
Program: Career Development Program
(WIOA)

State Policy Guidance Letter: WIOA/WIA-2000-01
Effective Date: 7/1/2000
Revision Date: 1/4/2018

Authorized Signature(s):

I. REFERENCE(S):

- A. Workforce Innovation and Opportunity Act, P.L. 113-128 – July 22, 2014
- B. Wagner-Peyser Act of 1933 amended by Title III of WIOA
- C. WIOA Regulations at 20CFR, parts 680 and 681
- D. TEGL 19-16: Guidance on Services Provided through the Adult and Dislocated Worker Programs under WIOA and the Wagner-Peyser Act
- E. TEGL 21-16: Third WIOA Title I Youth Formula Program Guidance
- F. PGL MIS-2017-01: Guidance on Data Integrity and the Customer Participation Cycle for WIOA Title I and TAA Programs
- G. PGL WIOA-2017-13: Needs-Related Payments

II. PURPOSE:

To provide guidance to the Career Development Program (WIOA) that ensures compliance with the WIOA requirements for the provision of supportive services to Adult, Dislocated Worker, and Youth participants

III. BACKGROUND:

WIOA provides for a workforce system that is universally accessible and customer centered, with an emphasis on work based learning and classroom training that is job driven. Among the many service options available to WIOA participants are supportive services, which WIOA defines in Section 3(59) of the law as follows:

The term “supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the Act.

WIOA encourages the use of supportive services whenever appropriate to ensure successful program participation. It has aligned the allowable supportive services among the Adult, Dislocated Worker, and Youth programs, but has identified different standards for the use of supportive services during participation and during follow-up. This local policy provides guidance to ensure that the specific supportive services requirements for Adults and Dislocated Workers, versus those for Youth, are clearly delineated and can be understood by all staff and partners in the Mesa County Career Development Program [WIOA].

POLICY/ACTION:

A. Adult and Dislocated Worker Programs:

1. The total amount of supportive services per adult/dislocated worker participant is \$750.00.

Supportive Services for Adults and Dislocated Workers include, but are not limited to:

- a. Linkages to community services
 - b. Assistance with transportation (purchase of bus passes, use of gas cards...see below for more detail)
 - c. Assistance with child care and dependent care
 - d. Assistance with housing
 - f. Assistance with educational testing
 - g. Reasonable accommodations for individuals with disabilities
 - h. Legal aid services
 - i. Health/Medical (Physical, immunizations, vaccinations, reimbursement of drug screens, and eyeglasses as required for completion of training and/or employment)
 - j. Assistance with uniforms or other appropriate work attire and work related tools, including such items as eyeglasses and protective eye gear (as required and necessary for job and/or completion of training program(s))
 - k. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes (Health care licensing, certification fees, GED fees, exam registration fees, clearances, stackable credential fees as required for job, etc.)
 - l. Payments and fees for employment and training-related applications, tests, certifications, and licenses.
 - m. Relocation (reimbursement of hotel cost, food, transportation)
 - n. Counseling fees
 - o. Other support services as deemed necessary
- 2.** Mesa County transportation expenses may be paid utilizing gas cards. \$25.00 worth of gas cards per week may be issued to participants traveling to WIOA funded training/activities, and/or employment within city limits. \$30.00 worth of gas cards per week may be issued to participants traveling to WIOA funded training/activities, and/or employment outside of city limits. Transportation expenses may also be reimbursed to participants who have incurred transportation costs during WIOA funded training/activities. Documentation of mileage reimbursement may be recorded with a signed supportive services voucher and receipt of purchase.
- 3.** Participants who request, or require additional supportive services above the listed maximum may be reviewed and approved by authorized management of the Contractor for the Career Development Program (WIOA Title I services).
- 4. Supportive Services during Participation for Adults and DWs:** Supportive Services may be made available to any Adult or Dislocated Worker participating in Title I career or training services that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive service must be necessary to enable the individual to participate in career or training services. Of special note:

- a. A Supportive Service does not trigger participant status and cannot be used to extend participation. A supportive service must always be coupled with a career or training service.
- b. Initial assessment of Adults and Dislocated Workers must include an assessment of supportive service needs.
- c. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such services, is one of the career services that must be available to Adults and Dislocated Workers through the one-stop delivery system.
- d. Staff need to become familiar with availability of supportive services for Adults and DWs through community agencies, co-enrollments with partner programs, other grants received by the local area, and Memoranda of Understanding executed with local partners, so that alternative resources can be accessed first or leveraged with WIOA funding.
- e. Supportive Services may be provided to participants who are employed or unemployed.
- f. Supportive Services must be provided when individuals are participating in a transitional job, but may be provided when individuals are participating in registered apprenticeships, other work-based learning or classroom training.
- g. Data entry of a supportive service in Connecting Colorado must include a note identifying how it is needed to support the potential success of a WIOA career or training activity and what was done to verify that such service is not available through other sources.

5. Supportive Services during Follow-up for Adults and DWs: Although USDOL has interpreted the law to mean that supportive services may not be provided to Adults and DWs during follow-up, they have encouraged states to set policies that allow supportive services during follow-up under limited and clearly defined circumstances. PGL MIS-2017-01: Participation Cycle for WIOA Title I and TAA Programs states that:

The State is establishing the following definition of follow-up services for WIOA Adults and Dislocated Workers: “Any career or supportive service (but not a training service) that directly supports the continued employment of the adult or dislocated worker customer.” We expect that such services are called follow-up services in case management and Connecting Colorado, and that they are reported to USDOL as follow-up services. Such services will be entered in Connecting Colorado with the regularly assigned service code, but with the addition of the FL (follow-up) code (entered in the Related Activity field) for tracking and reporting purposes. In addition, Local Areas will identify how the follow-up service supports the continued employment of the customer. This is to be entered in the notes section of the service data entry screen and must identify purposes such as “needed to provide transportation to and from the work site” or “needed to help resolve an on-the-job work issue,” etc.

6. Coordinating services across the WIOA core programs (Adult, DW, Youth, Wagner-Peyser, Adult Education, and Vocational Rehabilitation), as well as noncore partner programs, is vital to help individuals with barriers to employment to participate in and complete WIOA career and training services, and ultimately obtain unsubsidized employment. Local areas are expected to establish procedures for referral to supportive services available from core and non-core partners and to identify how such services will be funded when they are not available from other sources.

a. Mesa County Department of Human Services 211 program maintains a community resource list (<http://wc211.healthymesacounty.org/portal/search-for-resources>) with available support services and contacts for referral to supportive services. WIOA staff will utilize this program for referral to support services/resources with community partners. If the participant has exhausted, or is ineligible for other services, WIOA may consider providing the support service. Staff will have open and consistent communication with participants and partner agencies located within the local one stop center, as well as in the community regarding the provision of supportive services, and will maintain detailed log notes regarding the issuance, and/or non-issuance, of supportive services from these partner agencies.

7. Documentation:

Program service providers are required to maintain documentation sufficient to satisfy the requirements of this policy and the State PGL. At a minimum this includes:

- a) Data entry of a supportive service in Connecting Colorado include a note identifying how it is needed to support the potential success of a WIOA career or training activity and what was done to verify that such service is not available through other sources.
- b) Log note entry indicating clients have been referred and reviewed to other community agencies, co-enrollment with partner program, and other grants received by the local area for support services attempt first or leveraged with WIOA funding.
- c) Signed supportive service voucher completed and scanned into Connecting Colorado with a record of payment, such as a receipt.
- d) Service entry in Connecting Colorado and progress note with description of payment.
- e) When applicable, gas card(s) signed by the participant, copies made, and scanned into Connecting Colorado.

B. Supportive Services for Youth

1. Supportive Services for Youth must not exceed \$2,000. These services include, but are not limited to:

- a. Linkages to community services
- b. Assistance with transportation (purchase of bus passes, use of gas cards...see below for more detail)
- c. Assistance with child care and dependent care
- d. Assistance with housing
- f. Assistance with educational testing
- g. Reasonable accommodations for individuals with disabilities
- h. Legal aid services
- i. Health/Medical (Physical, immunizations, vaccinations, reimbursement of drug screens, and eyeglasses as required for completion of training and/or employment)
- j. Assistance with uniforms or other appropriate work attire and work related tools, including such items as eyeglasses and protective eye gear (as required and necessary for job and/or completion of training program(s))
- k. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes (Health care licensing, certification fees, GED fees, exam registration fees, clearances, stackable credential fees as required for job, etc.)
- l. Payments and fees for employment and training-related applications, tests, certifications, and licenses.

- m. Relocation (reimbursement of hotel cost, food, transportation)
- n. Counseling fees
- o. Other support services as deemed necessary

- 2. Supportive Services during Participation for Youth:** Supportive services can be provided to enable any youth to participate in WIOA activities. Of special note:
- a. WIOA identifies Supportive Services as one of the 14 youth program elements that can trigger participant status and can extend participation in the youth program.
 - b. The WIOA youth program design requires an objective assessment of academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs.
 - c. When the objective assessment determines the need for supportive services, such services should be included in the Individual Service Strategy that is developed, and linked to other WIOA youth activities.
 - d. Data entry of a supportive service in Connecting Colorado should include a note identifying how it is needed to support the potential success of a WIOA activity.

- 3. Supportive Services during Follow-up for Youth:** Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. Follow-up services may include the following youth program elements:
- a. Supportive services
 - b. Adult mentoring
 - c. Financial literacy education
 - d. Services that provide labor market and employment information about in-demand industry sectors or occupations in the local area, such as career awareness, career counseling, and career exploration
 - e. Activities that help youth prepare for and transition to post-secondary education and training.

The State has established the following definition of follow-up services for WIOA Youth: *Any career or supportive service (but not a training service or other than the 5 allowed youth program elements) that directly supports the continued employment or post-secondary success of the youth customer.* We expect that such services are called follow-up services in case management and Connecting Colorado, and that they are reported to USDOL as follow-up services. Such services will be entered in Connecting Colorado with the regularly assigned service code, but with the addition of the FL (follow-up) code (entered in the Related Activity field) for tracking and reporting purposes. In addition, local areas will identify how the follow-up service supports the continued employment or post-secondary success of the customer. This is to be entered in the notes section of the service data entry screen and must identify purposes such as "needed to provide transportation to and from the work site" or "needed to

- 4. Participants who request, or require additional supportive services above the listed maximum may be reviewed and approved by authorized management of the Contractor for the Career Development Program (WIOA Title I services).

6. Documentation:

Program service providers are required to maintain documentation sufficient to satisfy the requirements of this policy and the State PGL. At a minimum this includes:

- a) Data entry of a supportive service in Connecting Colorado include a note identifying how it is needed to support the potential success of a WIOA career or training activity and what was done to verify that such service is not available through other sources.
- b) Signed supportive service voucher completed and scanned into Connecting Colorado with a record of payment, such as a receipt.
- c) Service entry in Connecting Colorado and progress note with description of payment.
- d) When applicable, gas card(s) signed by the participant, copies made, and scanned into Connecting Colorado.