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## Supportive Services Policy for Adult and Dislocated Workers

**PURPOSE:** This policy addresses the use and documentation of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Adult and Dislocated Worker ITA candidates, as well as those being considered for work-based learning opportunities.

**BACKGROUND:** The Workforce Innovation and Opportunity Act (WIOA) provides supportive service program guidelines for WIOA eligible Adult and Dislocated Workers in WIOA Section 3(59), 134(d)(2) and (3). Additional supportive service guidance is provided in 20 CFR 680.900 and TEGLs 3-15 and 19-16 for WIOA Adults and Dislocated Workers.

**POLICY:** In compliance with TEGL 3-15, TEGL 19-16 and , this policy addresses:

- Eligibility requirements to receive supportive services,
- ACWDB's supportive service referral process that ensures coordination with other community resources,
- Allowable and unallowable WIOA-funded supportive services,
- Maximum limit and duration for receiving supportive services, and
- Documentation requirements.

**ELIGIBILITY:** Supportive services are not an entitlement. Supportive services are based on the unique financial and employment/training needs of each participant. Adult and Dislocated Worker participants may be eligible for supportive services if:

1. They are actively engaged in services designed to achieve their training and employment goals,
2. Have a demonstrated financial need, and
3. Are unable to access the supportive service from other resources in the community.
4. Adults and Dislocated Workers are not eligible for supportive services after program completion (during follow-up).

**REFERRAL PROCESS & COORDINATION WITH OTHER COMMUNITY RESOURCES:** Funding for WIOA supportive services is limited and must be coordinated with other community resources. In every instance of providing supportive services, Employment and training services must ensure that no other resource exists in the community or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant. Service Providers are required to refer participants to community resources and/or other income supports prior to providing financial resources. Service Providers are required

to refer participants to community resources and/or other income supports via the Common Referral System (CRS) powered by United Way 2-1-1.

## **ALLOWABLE AND DISALLOWED WIOA-FUNDED SUPPORTIVE SERVICES**

Allowable Supportive Services:

The following is a list of allowable WIOA-funded supportive services. This list is not intended to be an exhaustive or exclusive list of allowable services:

Transportation expenses such as:

- Bus tickets, bus passes,
- Gas, and/or
- Auto repairs.

Childcare.

Housing expenses such as:

- Rent and mortgage payments, or
- Utilities.

Medical and prescription services including eyeglasses.

Items necessary for training and employment-related activities such as, but not limited to:

- Uniforms or professional attire,
- Hygiene,
- Haircuts,
- Books, fees, school supplies and other necessary items for students enrolled in training,
- Tools required for training or employment,
- Licenses or permits,
- Payments and fees for employment and training-related applications, tests and certifications, and/or
- Professional memberships.

Reasonable accommodations for individuals with disabilities.

Out-of-state job search and relocation to a new job.

Other resources that are necessary for the participant to achieve their training and employment goals.

*Supportive services are allowed for participant expenses only.* Supportive services cannot fund expenses for family members or others who may be sharing the same resource.

Disallowed Supportive Services:

The following are prohibited to be purchased with WIOA supportive service funds. All costs will be considered

disallowed and WIOA funds utilized to purchase these items must be returned to the funding grant:

- Supportive services purchased prior to the participant's program enrollment.
- Fines and penalties such as traffic violations, late fees, and interest payments.
- Entertainment, including tips.
- Contributions or donations.
- Vehicle payments.
- Refundable deposits.

## **FUNDING AND DURATION OF SUPPORTIVE SERVICES**

**Under current policy, the supportive services for each registered WIOA eligible participant are limited to compensation for travel to and from the training site. No other supportive services are being offered at this time.**

### **SUPPORTIVE SERVICES FUNDING IS CAPPED AT \$2,500.**

#### **IN-COUNTY**

**For those customers who are receiving contracted ITA services and traveling *within the county*, the ITA participant will receive funding equivalent to the distance to and from the training site (in miles) multiplied by 58.5 cents per mile, multiplied by the number of training days per two-week period.**

Calculation: \$.585 X miles to training site X 2 (to and from) X # of training days per two-week period = support payment.

The supportive service will be available for the duration of the training program, or unless or until the customer discontinues his/her request for additional support or reaches the capped amount.

#### **OUT-OF-COUNTY**

**For those customers who are receiving contracted ITA services and traveling *out-of-county*, the ITA participant will receive funding at \$50 per week, \$200 per month, for the duration of the program, or *until the maximum of \$2,500 has been paid*.**

## **PROCESS FOR FUNDING REQUEST**

**For both in-county and out-of-county supports, the agency will provide an advance of payment for the first two-week period. Following the first two-week period, the customer will have to submit subsequent requests for transportation no later than the second Wednesday of the following two-week period. (This is to assure that the customer is sincerely committed to the training program and continues to demonstrate the level of need.) These requests can be in the form of e-mails to his/her employment specialist documenting the planned days of training for the next two-week period.**

## **TIME SHEET TRACKING and ADDITIONAL SUPPORT FUNDING**

The Employment Specialist will be responsible for monitoring actual participation for training on a bi-weekly basis. Prior to authorizing additional payments, the employment specialist shall check the customer's attendance records to assure that support funding is justified. Support funding should be adjusted based on the attendance record. As an example: If the customer's planned schedule was for four days of training, (in-county training) but records reflect only two days of training, the future payment (following customer request) should be adjusted to two-days of funding for the next two-week period. Out-of-county should be similarly pro-rated based on level of attendance for the two-week period.

**ACWDB reserves the right to adjust or discontinue this supportive service should training attendance fall below 90%.**

## **DOCUMENTATION**

1. Participant's need for supportive services will be determined as part of the initial and on-going assessment. The need for supportive services must be documented in AOSOS comments and the agency's supportive service assessment form.
2. Participants must prepare a personal budget verifying they do not have the financial resources to sustain the cost of transportation to and from the training location.
3. The employment specialist will research and determine that other community resources are unavailable, prior to authorizing WIOA funds to pay for the supportive service. This would include referrals to other resources, including 2-1-1. The outcomes of the referrals to other resources must be documented in AOSOS comments.

This policy will be reviewed in 90 days  
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