

The Seventh Planning District Consortium Workforce Development Board

Administrative Office

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Matt Wheeler, Chairman | Candle Sattler, Director of Workforce Development

Seventh Planning District Consortium Workforce Development Board

- Title:** LWDA 70 Supportive Services Policy for Adult, Dislocated Worker, and Youth Participants.
- Purpose:** The purpose of this policy is to provide guidelines and criteria to be used by the Seventh Planning District Consortium Workforce Development Board (LWDB 70), and Workforce Innovation and Opportunity Act (WIOA) Title 1 funded service providers in the administration of supportive services for current Workforce Innovation Opportunity Act (WIOA) eligible adult, dislocated worker and youth participants residing in Region 7.
- The purpose of this policy is to clarify local procedures for providing supportive services to the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers and Youth Customers. Supportive services may be made available to eligible Workforce Innovation & Opportunity Act (WIOA) participants. Said payments will be administered by The Coordinating & Development Corporation (LWDA 70 Staff) and will be based on individual need. In each case, the need will be documented in the participant's file and must be recorded on the Individual Service Strategy/Individual Employment Plan. The Seventh Planning District Consortium Workforce Development Board (LWDB 70) has set a limit of \$2,000.00 per participant, per program year for supportive services.
- Background:** WIOA Title I provides supportive service program guidelines for WIOA Title I eligible Adult and Dislocated Workers in WIOA Section 3(59), 134(d)(2) and (3) and for WIOA Title I eligible Youth in WIOA Section 129(c)(2)(G). Additional supportive service guidance is provided in 20 CFR 680.900 and TEGL 19-16 for WIOA Adults and Dislocated Workers, and 20 CFR 681.570 and 580 and TEGL 21-16 for WIOA Youth. OWD Supportive Services Policy 4-20.1 provides additional supportive service guidance and local policy requirements.
- Procedure:** LWDA 70 Staff should refer to Workforce Innovation and Opportunity Act (WIOA) Title I, Section 3 (59) and 134 (c) (2) and (3), 20 CFR 681.570 and 680.900, LWDB 70 Supportive Services Policy for Adult, Dislocated Worker, and Youth Participants, Office Workforce Development Supportive Services Policy 4-20.1 Department of Labor TEGLs 19-16 and 21-16 for full eligibility requirements.
- Effective Date:** December 2, 2022

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□ **Caddo Parish**
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POLICY:

It is the policy of the Seventh Planning District Consortium Workforce Development Board, in coordination with the One Stop partners, to provide support services to eligible individuals participating in approved Individual Career services, or Training activities consistent with Section 681.570 and Section 680.900 of the Workforce Innovation and Opportunity Act (WIOA) and OWD 4-20 regulations.

Support services are not entitlement services or automatic assistance. Supportive services are based on financial need and participants are not automatically entitled to supportive services. Supportive services for eligible adults, dislocated workers and youth are defined in WIOA Section 3 (59) and 134 (c) (2) and (3). Supportive services are provided to address a participant's needs or barriers as identified during the initial and on-going individual assessment process, and may include services such as transportation, childcare, eldercare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA Title I.

WIOA Title I supportive services are only to be provided when they are determined necessary, reasonable and allowable. Supportive Services cannot be provided as stand-alone services, and can only be provided in support of WIOA career or training services. The need for supportive services must be based on an objective assessment and described and justified when developing an Individual Employment Plan (IEP) for adults and an Individual Service Strategy (ISS) for youth. Therefore, a thorough understanding of the resources and services available from other agencies is essential in providing services with WIOA funds. *Under no circumstances should a participant be denied supportive services without the documented concurrence of the LWDA 70 Program Manager.*

Supportive services may be provided to eligible WIOA participants who:

1. Are enrolled in WIOA career or training services; or,
2. Are unable to obtain the supportive service through any other resource or program providing such services; and,
3. **For OSY only** have exited and need post-program supportive services as follow-up services (for up to 12 months after exit).

WIOA supportive services are limited and must be coordinated with other community resources. In every instance of providing supportive services, LWDA 70 Staff must ensure that no other resource exists or that the resource is not readily available and 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.

LWDA 70 staff should ensure that supportive services only be provided when the services are not available elsewhere, since WIOA is considered funding of last resort. When participants need supportive services, LWDA 70 staff will follow the procedures below:

1. The participants need for the provided service must be determined in the initial and ongoing assessment and must be documented in case notes; participants enrolled in Individualized Career or Training Services must demonstrate need in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
2. The cost of supportive services must be reasonable and competitive in process. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, most competitive price available.
3. The cost of Supportive Services must be necessary to participate and an allowable cost under Federal guidelines.
4. Supportive Services may not be provided prior to an individual's registration date in WIOA activities.

5. The need for Supportive Services will be determined on individual basis, in coordination with PELL and other federal and local funds, including core partner programs, and the availability of local formula funds.
6. Supportive Services are meant to be short-term measures and may be limited both in duration and amount.
7. Supportive Services may only be provided to active Adult and Dislocated Worker participants prior to exiting from the program; however, follow-up services for youth may include supportive services.
8. Participants will only be reimbursed for training related expenses when requested and approved prior to the expense occurring.
9. If the cost of the Supportive Service exceeds the approved amount, a modification request may be submitted with verification/justification of the increased amount.
10. All Supportive Service requests must be made to the Assistant Program Manager for approval using the Supportive Service forms. When applicable, documentation must be submitted with the forms. Approved requests must be uploaded into Document (staff) and case noted.
11. The appropriate Activity Code must be used upon approval from the Assistant Program Manager.
12. Supportive services may be terminated immediately based on the following reasons:
 - Failure to meet program requirements;
 - Purchase of unauthorized items;
 - Failure to submit receipts or correct back-up documentation;
 - Supportive service system is being abused;
 - Supportive service funding is not available;
 - Individual is making unsatisfactory progress; or
 - Re-determination of financial need reveals individual has other resources to meet needs or no longer needs the service.

An Affidavit of Lost/Stolen/Destroyed Supportive Services form must be completed by the participant, if a supportive service is lost or stolen. Any reported lost/stolen supportive service should be immediately recorded. (Form attached)

For the purpose of this policy, LWDA 70 staff will ensure that all unopen and open/used items with a monetary value that LWDA 70 has purchased for supportive services and not distributed to any participant by the end of a program year are accounted for and will be reported to LWDA 70 Finance Office.

Any falsification of information on documents may result in termination from WIOA, and prosecution.

The following Supportive Services are designed to provide a participant with the resources necessary to support their participation in training and career services. Supportive Services may be provided to Adult and Dislocated Workers in WIOA Individualized Career and Training Services. Youth Supportive Services should enable an individual to participate in WIOA Activities. Per TEGL 19-16, Supportive Services may include but are not limited to:

- Assistance with transportation;
- Assistance with childcare and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970)

- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- 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 post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and
- Legal aid services.

Supportive services are one of the fourteen WIOA services elements that must be made available to eligible youth based on each participant's assessment and Individual Service Strategy (ISS). The standard to authorize supportive services for youth shall not vary from those for adults and dislocated workers.

All youth participants must receive follow up services for a minimum duration of 12 months after program exit. Follow up services include supportive services and continued documentation must be maintained and demonstrate an ongoing need for services.

In the event that an eligible youth is co-enrolled in an adult program, supportive services may be provided under the WIOA adult program.

SUPPORT SERVICES:

Supportive Services are services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c)(2) and (3).

To be eligible for supportive services, a participant must have been determined WIOA eligible and:

- Participating in programs with activities authorized under WIOA;
- Unable to obtain supportive services through other programs providing such services.

Non-WIOA funded programs may have different support service guidelines than those listed above. In these instances, funding specific grant guidelines should be followed.

In most cases, the Support Service Request Form (see ATTACHMENT 1) is used for services paid by the LWDA 70. All appropriate receipts and supporting documentation will be attached to the Support Service Request Form. The Support Service Request Form is also used for participants payments for transportation, childcare, or reimbursements and the need for these services must be identified in the IEP/ISS. LWDA 70 Staff must document Supportive Services in the participants file located in HiRE.

In order to be considered to receive supportive services, a Supportive Services Request Form must be properly completed by the participant, a LWDA 70 staff member, and then approved by the LWDA 70 Assistant Program Manager (or designee).

The LWDA 70 will provide supportive service funds for the following but are not limited to (20 CFR 600.900 and 20 CFR 681.570): childcare, transportation, work/training clothes/uniforms, certification testing fees under certain conditions, and/ or minor tools or supplies.

NOTE: All supportive service reimbursements to participants shall be made within 90 calendar days in a program year. Reimbursements to participants older than 90 calendar days cannot be made.

Supportive Services may include, but are not limited to:

Linkages to community services;

Assistance with transportation;

- The most economical public or private transportation is allowable if it will reasonably meet the participant's need to participate in program activities. Payments may not exceed the IRS mileage rate;
- Travel from the participant's residence to the training for the beginning of training and for the return trip at the completion of the training is allowable at the IRS mileage rate. Mileage will be reimbursed up to 200 miles bi-weekly. The copy of the original Supportive Service Request, Google Map, along with the Transportation Supportive Service Reimbursement Procedure Form must be submit at the time of bi-weekly request.
- Auto repair, including the purchase of tires, is an allowable cost if the vehicle is needed for participation in employment and training activities or for the participant to seek, accept or retain employment. A description of repairs needed must be maintained in the participant file.
- Auto repair will not exceed the value of the automobile; documentation of the vehicle value must be in the participant's case file under Document (staff). The vehicle must be owned by the participant or spouse. Vehicle registration and proof of liability insurance must be obtained and included in participant's case file under Document (staff) as documentation. Participant must provide three quotes or bids for repairs.
- Other forms of public or private transportation services may be paid for at cost which is reasonable based on local market price conditions, such as taxi, bus fare, ride-sharing agencies, or as provided by another local transportation organization.

If it is determined that transportation supportive services are needed, assistance will be provided in the form of mileage reimbursement to WIOA participants who are: enrolled in training (OJT, ITA, customized training, internships, etc.). For the employment of WIOA Adults and/or Dislocated Workers, or Youth, assistance will be provided at regular intervals, based on availability of funds. The distance required for training is determined upon initial supportive service approval, based on Map-Quest or Google Maps. The standard Federal travel rate is used (\$0.625 currently). (It is reviewed for change in January and July of each year.) Participants will submit required forms bi-weekly to LWDA 70's Staff for reimbursement.

To determine the allowable transportation cost, use the transportation cost formula:

Distance (Round Trip) x Frequency x Standard Rate = allowed transportation cost (Round up to the nearest \$1.00).

Example: 23 miles Round Trip x 2 trips x \$0.625 = \$28.75. Round up to the next \$1.00, so \$28.75 would be \$29.00

Assistance with childcare and dependent care:

- Child and dependent care assistance is a supportive service provided to participants if it is determined that without it a participant will not be able to participate in services or transition to employment. Childcare assistance will not be provided when a competent adult (over the age of 18 years) residing at the same address as the participant is available to provide childcare. Only participants in Work Experience, an ITA or an OJT or Youth participants attending Adult Education are eligible to receive child/dependent care assistance.
- Participants must prove that they are not receiving assistance from any other organization. There must be documentation justifying attempts to secure funding for childcare from other sources prior to the approval of WIOA funding. Participants may only utilize licensed childcare/dependent care

providers who have been pre-approved by LWDA 70 staff. Participants must submit original receipts for reimbursement. Reimbursement will not be approved for care provided by a member of the immediate family. Participants who access services from a childcare/dependent provider not approved by LWDA 70 staff will be held responsible for any incurred costs.

Assistance with Medical Services:

- These services are directly related to employment or training outcomes, and include medical services necessary to successfully complete training, gain licensure or certification, or obtain employment. Services include a physical examination or drug testing for employment or training purposes

Assistance with housing;

- Funds may be used one time only for emergency payment of rent. An eviction notice along with a signed rental or lease agreement must be completed and maintained in the participant file prior to issuance of payment.
- One time Only – A Utilities (water, gas, or electric) may be paid if the participant/spouse/parent /legal guardian has received a disconnect notices for the participant's principle dwelling. The utility must be in the name if the participants or his or her spouse, parent, or legal guardian.
- Dormitory costs for out-of-area training (Youth Only) when these costs are not included in tuition. These costs must be pre-approved by the WIOA Program Manager prior to incurring the expense.

Needs-related payments;

- Needs-related payments provide financial assistance to individuals, enabling them to participate in training. See Needs-related section in LWDB 70 Supportive Services Policy for Adult, Dislocated Worker, and Youth Participants for details.

Assistance with educational testing;

- Funds may be used for application fees and HiSET or State Approved High School
- Equivalency program fees or tests.
- Funds may be used for occupational testing.

Reasonable accommodations for individuals with disabilities;

Legal aid services;

- Legal aid services may only be provided when the service is not available through other agencies or organization and the service is necessary for the individual to participate in WIOA activities. Coordinating legal aid service, including expungement services, will require working with local bar associations, referral to Louisiana Legal Services Association as well as private counsel. Assistance may only be provided in civil, non-criminal legal problems.

Assistance with uniforms or other appropriate work attire and work-related tools and equipment;

- Includes clothing for interviews and/or clothing required as personal protective equipment not otherwise supplied by the business.
 - WIOA participants (Adult/DW/Youth) receiving Individual Career services, may be aided in purchasing clothing, tools, protective gear, scrubs, stethoscope, protective eye gear, blood pressure cuff certifications, licenses, and other needs in order to become employed. If tools or supplies are needed to participate in training or become employed, staff may provide financial assistance only if it is required by the training provider or an employer. Participants must be enrolled in training or have a firm employment offer before this expense can be approved by staff.

- NOTE: Training related expenses for WIOA eligible adults or youth that may be covered by an Individual Training Account do not count against the supportive services limit for each registered participant. ITA related training expenses may include but are not limited to assistance with the purchase of tools required for a specific course; current school admission fees, computer and lab fees; and books and supplies
- Tools may be purchased for participants if the tools are required to continue a training program or obtain employment. Staff must determine that the tools are required and that they cannot be provided by any other source, such as the prospective employer or training provider. Participants must be enrolled in training or have a firm employment offer before this expense can be approved by staff.

Assistance with books, fees, school supplies and other necessary items for students enrolled in training services;

- Tools that are required to begin or continue a training program are an allowable cost.
- Tools may be purchased for participants if the tools are required to obtain employment. Participants must have a firm employment offer before this expense can be approved by staff
- LWDA 70 staff must first determine that the requested tools cannot be provided by any other source such as the training provider or participant.
- Tools become the property of the participant upon satisfactory completion of the WIOA training outlined in the participant's IEP, ISS or upon employment.
- Computer purchases, in limited cases, are approved expenses. This is most typically, but not exclusively, in online or distance learning situations LWDA 70 staff must complete the Supportive Service Form with the participant and submit the form to the Assistant Program Manager for approval prior to purchase for any computer or Chromebook with a value of \$350.00 or more.
 - Personal computer purchase support may not exceed \$350.00 per participant, without prior approval.
 - Once purchased the device belongs to the participant and they are responsible for all costs associated with maintenance.
 - Personal computer purchase support is included in the \$2,000.00 total per program year maximum supportive services limit.
 - Personal computer purchase support may only be considered if the participant has no other existing device available. The participant must sign a self-attestation statement stating they do not already own or have access to the required electronic device required by the training provider for them to successfully participate in the training program and the statement must be available to LWDA 70 staff upon request.
 - Receipts for purchasing personal computers for participants must be signed and within 90 days of reimbursement request.

Payments and fees for employment and training-related applications, tests and certifications;

- Allowable costs drug testing; background checks; an Assessment,
- Defensive Driving Course, Driver's license and/or state identification card
- Course, licensure or certification, and Treatment (ACT) class, and/or tools and equipment needed for self-employment.

Other supportive services may be provided as determined by the service provider. Such goods and services will be reasonable and necessary for the participant to remain in training and/or obtain or retain employment. These services may include but are not limited to:

- Eyeglasses or contacts

- Haircuts, personal grooming and hygiene needs;
- Financial counseling or assistance;

Accommodation Expenses: defined as temporary lodging (hotel/motel) services that are necessary to enable an individual to participate in training activities under WIOA Section 3 (59); Section 134(d) (2) and 20 CFR 680.330, -.900, -.910 and -.920. The training facility must be located more than 150 miles from the participant's residence in order to qualify for non-commuting lodging assistance.

Emergency Assistance: These types of support services may be provided when necessary to successfully continue training/activities and may include, but not be limited to auto repair, healthcare and medical services, rent, etc. All emergency assistance payments will be considered on a case-by case basis and proper justification must be documented.

Support services will only be provided by the LWDB 70 if funds are available.

Other types of supportive services not included in the recognized categories above may be provided to WIOA participants if they meet the definition of a supportive service as stated in the Act. Accordingly, these supportive services must also be determined to be reasonable and necessary for an individual to complete training or obtain or retain permanent employment.

Procedures and Documentation Requirements for Reimbursement

- LWDA 70 will verify evidence of participation in training, such as a copy of ITA(s) or attendance records for each period of training (quarter, semester, class, etc.) has been uploaded in HiRE.
- LWDA 70 staff will determine a participant's need for supportive services as a part of the initial and on-going assessment.
- LWDA 70 staff will determine whether other community resources are available to cover necessary expenses and show evidence of referrals to other resources, including, when feasible, outcomes of the referral. These efforts to obtain other resources before expending WIOA funds must be specifically documented in the case notes in HiRE and/or uploaded in Document (staff) in HiRE.
- LWDA 70 staff will ensure that all attendance records (timesheets) are signed by the instructors and participant in order for LWDA 70 to pay for supportive services that are tied to attendance.
- LWDA 70 staff will submit a written supportive services request to the assistant program manager for approval. The request must include the participant's name, state ID, date of service, vendor's name, justification for the service, evidence that other non-WIOA sources were explored and signatures of the participant, LWDA 70 staff and assistant program manager, or other staff who has been delegated signature authority.
- LWDA 70 staff must assure that no participant exceeds the LWDB 70 approved supportive service limit of \$2,000.00 for all WIOA Title I eligible adult, dislocated worker and youth enrolled participants per program year.
- LWDA 70 staff must maintain a supportive service tracking log provided by LWDA 70's Management that tracks the date of the service, type of service, and amount of the service disbursed to the participant and a current total of supportive services spent-to-date. LWDA 70 staff shall upload all approved supportive service request into Document (staff) and case noted in HiRE.
- LWDA 70 staff shall ensure that case notes regarding supportive service received are entered in participant's case notes in HiRE within two (2) working days from the date of service.
- Determination of need must include documentation regarding the reasonableness of the support service and how the associated cost was determined. Youth participants supportive service needs must also be documented in their Individual Service Strategy and case noted in HiRE.
- Reimbursement payments will be made only with the submission of original sales receipts that show itemization of the service and products provided or in the case of mileage, through the submission of a supportive service request transportation mileage tracking form and map.
- Mileage reimbursement shall not exceed the current (\$0.625) Federal travel authorized per mile rate.

- Childcare reimbursement will be made only with the submission of documentation that includes verification from the childcare provider regarding the number of hours of care and that the hours correspond with the hours in the work experience/training activity.
- For incentive payments, LWDA 70 staff must have copies of awards of attainments such as certificates or diplomas or other documentation verifying successful completion of the activity. Case notes must document why the incentive was provided, the amount of the incentive, and the date the participant received the incentive. The appropriate activity code must be added.

In general, all supportive services payments must have a receipt from the vendor/provider that clearly shows the amount that was paid.

INDIVIDUAL SUPPORTIVE SERVICE FUNDING LIMITS AND DURATION:

The use of a Support Service is determined on an individual basis. Fund distribution is determined at the American Job Center with guidance from a Career Specialist as needed. Eligibility or enrollment in WIOA does not constitute entitlement to any Support Service. Support Service funding is based on availability of program funds.

The supportive service limits for each WIOA Title I eligible participant is \$2,000.00, per program year while they are enrolled in WIOA services for the duration of the individual's enrollment in the WIOA program. The Director may, on a case- by-case basis, increase this limit to \$2,500.00 per program year if the additional supportive services allocation would significantly benefit the participant's ability to continue and complete the program, or benefit the participant in job retention or wage progression.

Participants must submit such request in writing with reasonable justification along with any supporting documentation for exceeding funding or duration limits set forth in this policy. When appropriate LWDA 70 staff will submit request with support for approval to the Assistant Program Manager. The Assistant Program Manager will forward to the Director for approval once the participants case has been reviewed.

Authorization to increase the supportive service limit above \$2,000.00 must be documented in case notes recorded in the participant's HiRE record. LWDA 70 must ensure equitable treatment in the provision of supportive services.

UNALLOWABLE SUPPORT SERVICES:

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed.

Examples of unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Entertainment, including tips
- Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include but are not limited to:
 - Rent deposits or housing deposits;
 - Mortgage payments, homeowner's insurance, and property taxes;
 - Car payments;
 - Purchase of vehicles;
 - Fines; and
 - Late fees.
- Other unallowable expenses include, but are not limited to:
 - Household items

- Pet food
- Items to be purchased for family or friends
- Alcohol or tobacco products; and
- Onsite meals.
- Contributions and donations
- Payments are not allowed for expenses incurred prior to enrollment in a WIOA program.
- Supportive service payments may not be paid to an Adult or Dislocated Worker participant while enrolled in follow-up.
- Out-of-state job search and relocation expenses that will be paid by the prospective employer.
- Business start-up costs that would be considered capitalization or the acquisition of business assets are not allowed.

HIRE ACTIVITY CODES:

Supportive Service Activity Codes are created in HiRE based on the type of Supportive Service received; Child/Dependent Care, Transportation Assistance, Needs Related Payments, Stipends, Incentives, and Other.

There are (9) WIOA Supportive Service Activity Codes in HiRE – 5 specific to Youth participants only.

- 180: Supportive Service - Child/Dependent Care
- 181: Supportive Service - Transportation Assistance
- 185: Supportive Service- Other
- 326: Supportive Service- Needs Related Payments
- 419: Stipends (Youth)
- 480: Supportive Service - Child/Dependent Care (Youth)
- 481: Supportive Service - Transportation Assistance (Youth)
- 484: Supportive Service - Incentives (Youth)
- 485: Supportive Service - Other (Youth)

*Note: Supportive Service Costs are to be recorded separately from tuition costs. If a Provider has supportive service costs (such as tools, books, uniforms, fees, etc.) included in the tuition costs, please record the tuition costs within the applicable training activity code and any supportive service costs using the applicable supportive service activity code. Ensure a case note is entered detailing each specific supportive service provided.

Supportive Service activity codes are not stand-alone codes. Supportive Services must be provided in conjunction or coordination with another career or training service. These supportive services codes are not exclusive to coordination with training activities (i.e. 202-Individual Counseling and Career Planning.)

Supportive Service -Child/Dependent Care, Transportation Assistance, Stipend, and Other

When creating 180/480, 181/481, 185/485, or 419 Supportive Service Activity Codes in HIRE, staff will create the Activity Code with begin and end dates that parallel the duration of the employment or training service. Staff must case note each time a Supportive Service is provided within that duration.

Example: A participant is in need of Transportation Assistance. Staff are to record the 181/481-Supportive Service Transportation activity in HiRE for the specified duration (i.e. 6 months, 1 year, etc.). A detailed case note MUST be entered each and every time a transportation payment is issued within the specified duration.

Example: A participant has completed training but is now in need of assistance with paying for testing to receive their Occupational License. Staff are to record the testing fee using the 185/485 Supportive Service-Other activity code for the specified duration. A detailed case note MUST be entered including details of the other supportive service.

Supportive Service - Needs Related Payments (WIOA Sec. 134(d)(3))

When creating a 326 Support Service- Needs Related Payments Activity Code in HiRE, staff will create the Activity Code with begin and end dates that parallel the duration of the training service. In order to qualify for needs related payments a participant MUST be enrolled in training. Staff MUST case note each time a Needs Related Payment is provided within that duration.

Supportive Service - Incentives

When creating a 484 Supportive Service- Incentives Activity Code in HiRE, staff will create an Activity Code each time an Incentive is provided; where the actual begin and end date is the date in which the Supportive Service was either requested, received, or upon agreement of purchase (per your local policy). Staff MUST enter a detailed case note each time an Incentive is awarded.

The provision of WIOA Title I funded incentives for WIOA Title I enrolled Youth is described in 20 CFR 681.640, TEGL 21-16 and OWD 5-20.1. The provision of incentives must comply with the requirements in 20 CFR 200.

WIOA Title I funded incentives are permitted for recognition and achievement directly tied to training, education, work experiences, or other accomplishments for services that are documented on the Youth's Individual Service Strategy (ISS).

WIOA Title I funded incentives are not entitlements and must be customized to the unique needs of each Youth. Federal funds may not be spent on entertainment costs. Therefore, incentives may not include entertainment such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment.

Incentives can be provided to youth during participation and follow-up if the provision of incentives is identified on the youth's Individual Service Strategy. Incentives are offered to induce the youth to work toward achievement of a specific goal or goals. Incentives can be used as encouragement for the youth to continue participating in program activities including training, education, or work readiness activities such as work experience. No participant can receive more than \$3,000 in cumulative incentives per WIOA Program Year (i.e. July 1 through June 30).

Incentive Documentation Requirements

- Description of achievement to qualify for specific incentive award is documented in case file and HiRE as part of the ISS;
- Supporting documentation of attainment prior to issuance of incentive award (copy of credential/test scores/grades, employer evaluations, attendance record, etc.)

Please refer to LWDA 70 Youth Incentive Policy.

REQUIRED HIRE CASE NOTES:

- Sufficient case notes to determine what was purchased, from where, the cost, for what purpose the purchase was made and the date range, if applicable,

- The need and inability to obtain this service elsewhere in the community for the Supportive Services/needs related payment service.
- Co-enrollment details as to shared costs among multiple programs and services.
- Purchase order/invoice details sufficient to determine the need for the purchase, what was purchased, from where, time frames and costs for training related costs.

FOLLOW UP SERVICES:

Supportive Services may be individuals enrolled in the Youth program for up to one year after the date of exit from WIOA program, provided the services is necessary to retain employment or continue in a post-exit training program, and there is financial need documented in the participants file and case noted in HiRE.

Follow-up career services are not a qualifying service for the recipient of Supportive Services; therefore, an Adult/Dislocated Worker who is receiving follow-up services may not receive Support Services after exit date from WIOA program.

Youth follow-up services may include the Supportive Services as stated in 20 CFR 681.580.

PRIORITY OF SERVICE:

Participants in WIOA programs who face significant barriers to employment – such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient – should be given service according to their level of need.

AVAILABILITY OF FUNDS:

All services under WIOA are subject to change due to the availability of funding, and/or LWDB 70 policy and directive. Should funds become severely limited, the provision of supportive services will be prioritized and/or reduced or completely eliminated.

EXCEPTIONS:

Prior approval is required for any requests exceeding funding or duration limits set forth in this policy. Participants must submit such request in writing with reasonable justification and supporting documentation when appropriate to LWDA 70 staff for approval. Exceptions for extreme circumstances may be approved at the discretion of the Director.

MONITORING:

LWDA 70 monitoring staff will provided monitoring reviews throughout a program year to ensure adherence to WIOA laws, regulations and policies to ensure that participants are provided appropriate access to programs or activities.

ACTION:

This policy supersedes WIOA Supportive Service Policy, December 4, 2020. This policy is effective immediately. LWDB 70 authorizes the LWDA 70 Director to issue additional instructions, guidance, approvals and/or forms to further implement requirements of this policy, without making substantive change to the policy except in situations where new or updated State and Federal guidance is issued.

This policy is subject to change at any time, at the discretion of the Seventh Planning District Consortium Workforce Development Board, based on appropriate factors which the Board believes warrant adjustments to this document, or conflict with local, state, or Federal regulations, laws or policies. All submitted forms are live documents and subject to change according to local, State, and Federal needs.

Should you have any question, please feel free to contact LWDA 70 staff at (318) 632-2022.

EXPIRATION DATE:

This policy shall remain in effect until revised or canceled by the Seventh Planning District Consortium Workforce Development Board.

REFERENCES/CITATIONS:

WIOA Section 3(59)

WIOA Section 134(d)(2) - Adults & Dislocated Workers

20 CFR 680.330, 680.900, 680.910, and 680.920 - Adults & Dislocated Workers

WIOA Section 129(c)(2)(G) - Youth

WIOA Regulations at 20CFR 681.570 Youth

Training and Employment Guidance Letter WIOA NO. 19-16, Section 14

Training and Employment Guidance Letter WIOA NO. 21-16, Section 7

MIS Letter of Instruction No. 02-17 Change 2

WIOA Section 134(d)(3) Adult & Dislocated Workers

20 CFR 680.300, 680.930, 680.940, 680.950, 680.960, and 680.970 - Adults & Dislocated Workers

20 CFR 681.570 - Youth

Office Workforce Development Supportive Service Policy 4-20.1

Passed and Approved on this 2 Day of December 2022.



12-2-22

The Seventh Planning District Consortium Workforce Development Board

Date

Title: Bruce Roberts, Vice-Chairperson