

# Area 14 Workforce Development Board

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Supportive Services Policy

Area 14 Policy 14-15.09.2

Effective: May 15, 2019

Revised: September 15, 2022



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## I. Purpose

The purpose of this policy is to establish guidance for Program Operators in delivering supportive services to participants enrolled WIOA funded programs and activities. This policy, and all requirements herein, applies to participants in youth, adult, and/or dislocated worker programs unless specified.

## II. Effective

Immediately

## III. Requirements

WIOA funded programs are not entitlement programs. Although a participant may be eligible for the WIOA program, Program Operators must weigh all factors before authorizing expenditures for supportive services.

Program Operators will adhere to guidance in the WIOA, as well as state of Ohio guidance in WIOAPL 15-8.1 and 15-10 in the delivery of supportive services for participants.

Adult and Dislocated Worker supportive service guidance can be found in WIOAPL15-08.1 (Career Services for Adults and Dislocated Workers).

WIOAPL15-08.1 states the following: *“Supportive services are designed to provide a participant with the resources necessary to enable their participation in career services.”*

*“Supportive services may only be provided to participants who are in career or trainings services, to participants who are unable to obtain supportive services through other programs providing supportive services, and in a manner necessary to enable individuals to participate in career and/or training services.”*

Youth supportive service guidance can be found in WIOAPL15-10 (Youth Program Services).

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WIOAPL15-10 states the following: “*Supportive services for youth may include, but are not limited to:*

- *Linkages to community services;*
- *Assistance with transportation;*
- *Assistance with child care and dependent care;*
- *Assistance with housing;*
- *Needs-related payments;*
- *Assistance with educational testing;*
- *Reasonable accommodations for youth with disabilities;*
- *Referrals to health care; and*
- *Assistance with uniforms or other appropriate work attire and work-related tool costs*

*Supportive services may be provided to youth both during participation and after program exit.”*

## **Funding Caps**

All supportive services utilizing WIOA funding is set by the Area 14 Workforce Development Board at a maximum of \$10,000 per year. This cap is inclusive of all incentives and supportive services utilizing WIOA funding. Supportive Services will be up to the discretion of the program operators and will be based on the cost of training, length of training and the amount of supportive services needed.

Any exception needed to the above allocations needs to be communicated to the Area 14 WDB Director in the form of an email to the Director explaining the extenuating circumstances including the participant’s name, needs to increased allocations, total costs used already, additional costs needed, and reason the allocation needs to be increased. The Area 14 WDB director will then engage the Executive Committee, if in between quarterly board meetings, or the entire board if the next meeting is within an allowable time frame so as to not make the participant have to wait to enroll in training.

## **Other Sources of Funding**

The utilization of WIOA funding for supportive services should be “Last Source”, meaning all other resources or sources of funding have been explored and attempted before the approval of WIOA funding. Documentation is not required for these attempts, but Program Operators should make a good faith effort in utilizing other funding sources before authorizing the use of WIOA funds for supportive services. Program Operators must adhere to any and all relevant internal procurement rules within their organization.

## **Mileage Rates**

Assistance with the costs of transportation may be provided for participants to assist with approved training/educational sites. Travel will be reimbursed at the Program Operator’s discretion up to the standard reimbursement rate set by the Internal Revenue Service (IRS) per mile. Distance may be calculated using an internet travel site (Google Maps, Map Quest, Yahoo, etc.). Mileage will be on a reimbursement basis and will be paid directly to the participant. Travel will be verified by completed attendance sign in sheets. The participant will submit the attendance sheets to the Program Operator. Appropriateness of this service, duration, and reimbursement intervals will all be at the Program Operator’s discretion.

## **Follow-Up Supportive Services for Youth**

Providing supportive services to youth participants that have successfully completed the activities and programs in their plan is allowed, provided that the youth participant is also participating in providing required information during the follow-up period (employment information, training information, etc.).

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Each Program Operator must make the determination on whether or not to incorporate these services into an individual's plan.

Adult and Dislocated participants are not entitled to follow-up supportive services.

## **IV. Reporting/Monitoring Requirements**

Program Operators are required to maintain and report accurate program and financial information. Proper reporting of supportive service will be reviewed during the yearly monitoring of program files.

Pursuant to rule 5101:9-30-04 of the Ohio Administrative Code, information regarding WIOA participants and their activities and performance must be entered into the online state case management system accurately and CFIS systems accurately and within 30 days.

The Area 14 Workforce Development Board will conduct oversight of the implementation of WIOA funded adult, dislocated worker and youth training programs to ensure that participants enrolled in the programs are eligible, that eligibility has been properly documented and services were provided consistent with applicable policies. Program Operators are required to make available to the board and/or contracted monitors all relevant participant files, documents and paperwork.

## **V. References**

Workforce Innovation and Opportunity Act, Pub. L. 113-128.

20 CFR Parts 603 et al.

29 U.S.C. 3101 et seq.

Ohio Administrative Code rule 5101:9-30-04, Mandated Use of Ohio Workforce Case Management System (OWCMS).

ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 15-08.1, Career Services for Adults and Dislocated Workers, (July 1, 2015).

ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 15-10, Youth Services, (July 1, 2015).