

Area 14 Workforce Development Board

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Supportive Services Policy

Area 14 Policy 16-05

Effective August 4, 2016



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 and 15-10 in the delivery of supportive services for participants.

Adult and Dislocated Worker supportive service guidance can be found in WIOAPL15-08 (Career Services for Adults and Dislocated Workers).

WIOAPL15-08 states the following: *“Supportive services are services, such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in career and training services. Referral to supportive services is a career services that may be available to adults and dislocated workers through the workforce development system.*

Supportive services may only be provided to participants who are in career or trainings services, unable to obtain supportive services through other programs providing supportive services, and that they must be provided 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).

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

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- *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 will count towards the participant’s overall funding cap as set by the Area 14 Workforce Development Board (maximum of \$10,000 per year; maximum of \$20,000 total per training program). This cap is inclusive of all employment, educational, training and supportive services utilizing WIOA funding.

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

Providing supportive services to participants that have successfully completed the activities and programs in their plan is allowed, provided that the participant is also participating in providing required information during the follow-up period (employment information, training information, etc.). Participants are not entitled to follow-up supportive services. Each Program Operator must make the determination on whether or not to incorporate these services into an individual’s plan.

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IV. Reporting Requirements

Program Operators are required to maintain and report accurate program and financial information.

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 Ohio Workforce Case Management System (OWCMS) accurately and timely.

The Area 14 Workforce Development Board will conduct oversight of the implementation of WIOA funded adult and dislocated worker 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.

Through the state's monitoring system, program monitors will review the area's determination of eligibility for adults, dislocated workers and youth, including a participant file review, during the annual onsite monitoring review for compliance with federal and state laws and regulations. Any issues will be handled through the state's monitoring resolution process.

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, 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).