



Workforce Development Board Mid-Ohio-Valley

Policy # 10

Subject: WIOA Support Services / Needs Related Payments

Effective Date: May 1, 2017

Purpose: To identify Support Services for Adult and Dislocated Worker customers participating in Workforce Innovation and Opportunity Act activities.

References: WIOA Sections 3, 129, 134, 171; 20 CFR 680.900, 680.910 - 680.970, 681.570, 688.120; WorkForce WV WIOA Guidance Notice 10-16

Background: The Workforce Innovation and Opportunity Act authorizes Workforce Development Boards to provide support services to individuals participating in WIOA funded programs. Support services are designed to assist eligible program participants with transportation, child care, dependent care, housing, and other services necessary to enable an individual to participate in activities authorized under WIOA Title I. While the act authorizes these services, it does not require that they are provided through WIOA funds.

Policy: It is the policy of the Workforce Development Board Mid-Ohio Valley, in coordination with the One Stop partners, to provide support services to eligible individuals participating in approved Individual Career services, or Training activities. If they are unable to obtain supportive services through other partner programs offering such services, the WDB-MOV may authorize support services, if funds are available. WIOA funds will be obligated for the program year in which the request is approved.

The attached form and SOP are used to refer customers to other agencies for supportive services.

SUPPORT SERVICES: Individuals determined eligible as a WIOA customer and receiving Individual Career or Training services may qualify for assistance *if the individual is unable to obtain supportive services through other programs providing such services OR the support service may be provided prior to eligibility if it is necessary to enable the individual to participate in Title I activities.* Participants may qualify for:

~~**Transportation:** Assistance will be provided in the form of gas cards or bus passes to WIOA customers who are: enrolled in training (OJT, ITA, etc.); job search activities including interviews; attending workshops provided by Work Force WV's One Stop system; and other activities necessary for the employment of WIOA Adults and/or Dislocated Workers. Assistance will be provided at regular intervals, based on level of activity and availability of funds. A maximum of \$500 in assistance will be allowed per participant per PY. (Suspended effective July 1, 2015)~~

Child/Dependent Care: WIOA funds may be used to pay child/dependent care fees if the WIOA participant's family income is at or below the WDB-MOV Adult priority of service level. Child/dependent care payments will be reimbursed to participants based on DHHR approved reimbursement rates. Only participants in Work Experience, an ITA or OJT are eligible to receive child/dependent care assistance. Participants must submit original receipts for reimbursement. *Reimbursement will not be approved for care provided by a member of the immediate family.* A maximum of \$2000 will be allowed per participant per PY.

Work Related Expenses: WIOA customers receiving Individual Career services, may be provided assistance in purchasing clothing, tools, protective gear, certifications, licenses, and other needs in order to become employed. Items covered under an ITA or other training will not be covered as support services. Verification of the need must be documented in the customer's file, and the original receipt submitted for payment of, OR an account will be established with appropriate vendor for the necessary items. A maximum of \$300 will be allowed per participant per PY.

Limits: All support services will be based on the need of the eligible participant. Due to funding limitations, WIOA support service funding is to be used **as the last resort**. All other sources of funding **MUST** be sought first. All attempts to find other supportive service funding and the reasons for needed WIOA funding must be documented in the participant's case file. **Support services will only be provided by the WDB-MOV if funds are available.**

Other types of supportive services not included in the recognized categories above may be provided to WIOA customers 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.

Exceptions for extreme circumstances may be approved at the discretion of the Director.

Attachment A indicates requirements for eligibility.
Attachment B provides Referral procedures and forms.

A participant's failure to respond to requests for information and contact may result in cancellation of any funding obligations on the part of the WIB.

Action: Workforce WV centers in Region 4 will make eligible customers aware of support services available to assist them in making an informed decision about employment and training options.

A support services application will be provided to the case managers, who will forward it to the WDB-MOV for approval, funds obligated, and checks will be distributed from the WDB-MOV.

Questions should be directed to the participant's case manager and / or the WDB MOV office.

Expiration Date: This policy shall remain in effect until revised or canceled by the Workforce Development Board Mid-Ohio Valley.

Approved:

April 24, 2015

June 26, 2015

April 28, 2017

LEOs/Board

LEOs/Executive Committee

LEOs/Board

Attachment A
Support Services

- ITA participants must maintain a minimum of a “C” average and will be documented in the TPU submitted at the end of each term.
- OJT participants must maintain satisfactory progress as determined by the employer, documented in the progress report.
- Eligibility for support services will be documented by the service(s) provided in MACC. Additional documentation for travel for job search will be provided as appropriate.
- Payments will be mailed to participants where applicable.
- If it is discovered that a participant knowingly submits fraudulent information to obtain support service, he/she will be subject to legal action.

ATTACHMENT B
Referral Form and Procedures for Partner Support Services