



**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>WIOA ADULT AND DISLOCATED WORKER SUPPORT SERVICES POLICY</b>	<b>Procedural/Guidance No.: 1</b>
<b>APPLIES TO:</b>	<b>One-Stop Operators and Career Centers</b>	<b>Effective Date:</b> <b>04/17/2020</b>
		<b>Revised Date:</b> <b>04/17/2020</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>	<b>TEGL 19-16</b>	

**A. PURPOSE**

To ensure the appropriate use of Supportive Services and Needs Related Payments (NRP) for WIOA Adult and Dislocated Worker program participants.

**B. BACKGROUND**

The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers defined in WIOA Sections 3(59) and 134(d)(2) and (3). Support services are services that are necessary to enable an individual to participate in activities authorized under WIOA. Supportive services may only be provided to participants who are:

- (a) Participating in Title I career services or training activities as defined in WIOA secs. 134(c)(2) and (3); and
- (b) Unable to obtain supportive services through other programs providing such services. Supportive services only may be provided when they are necessary to enable individuals to participate in career services or training activities. All WIOA-enrolled adults and dislocated workers are eligible for supportive services as defined in WIOA Section 3(59). The exception is NRPs, which are a form of supportive service available only to adults and dislocated workers who are enrolled in training.

Approved By:  
Rick Beasley, Executive Director

Issued by:  
David Gilbert

## **Supportive Service Eligibility**

Supportive services may be made available for participants who may need additional assistance, as determined through comprehensive assessments. These assessments, and all supportive services provided, must be documented in the participant's Individual Employment Plan (IEP), Individual Responsibility Plan (IRP), as well as appropriately recorded in Employed Miami Dade/Employ Monroe (EMD/EM). The participant should also have a plan in writing on how they will provide these services on a continuous basis.

Supportive services shall be provided to eligible WIOA participants that are:

1. Enrolled in WIOA career services and training activities; and
2. Unable to obtain the supportive service through any other resource or program providing such services.

These services are limited and must be made in accordance with other community resources. When providing supportive services it must be insured that the service could not be provided by another resource, the resource is not readily accessible, or there is a crucial need that referrals to other resources would delay the delivery of the support service creating a hardship to the participant.

## **Requesting Supportive Services**

Supportive services requests should be recorded and/or updated in the IEP as indicated by the participant. Documentation for the need of service should be obtained and placed in the participant's file. These services will only be granted if the participant is in compliance with program participation in career services and training activities. Satisfactory performance must be documented such as the type of career services and training activities the participant is currently participating in.

## **Categories of Support Services and Supporting Documentation**

Supportive services, as described in 20 CFR 680.900, for adults and dislocated workers may include, but are not limited to:

### **A. Transportation Assistance**

1. Mileage reimbursement is for the cost of using a personal vehicle. The cost of a bus pass can also be paid with support services.
  - Supporting Documentation:
    - Odometer reading is used to determine the mileage when traveling in order to participate in WIOA supported activities and is tracked by using the Mileage Sheet. If there are discrepancies, the difference will be documented using Google Map to determine the reason. Mileage is reimbursed at \$.575 per mile. The documentation to reimbursement mileage should be submitted no later than two (2) weeks at a time. The maximum amount reimbursed can be no more than \$250; the minimum amount is \$100. Reimbursement for mileage must be submitted no later than 3 days after the last day of travel
    - Receipt from Bus Company.

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2. Vehicle repairs to ensure the vehicle is drivable, safe and legal. Vehicle repair will not cover routine maintenance up to \$250.
    - Supporting Documentation:
      - A copy of the vehicle's title or registration must be obtained and must list the name of the adult or dislocated worker. In the case of vehicle repair, there must be at least two estimates for the cost of repairing the vehicle. If the vehicle has been towed or needs to be towed to a repair facility, only one estimate is required. If the initial repair estimate is \$250 or less, a second estimate is not required. Invoice from the vendor must include an itemized list of repairs, parts, labor, date services provided, cost of repair along with the name of the participant.
  3. Auto Insurance to assist a participant to prevent the loss of coverage or to obtain insurance. This amount will not exceed \$250
    - Supporting Documentation:
      - Insurance company invoice listing the name of the participant, period of coverage and amount due.
  4. Car Note can be paid for one month if the payment is not past due for more than two (2) months up to \$500.
    - Supporting Documentation:
      - A letter from the company that holds the loan for the car payment that includes the amount owed along with the participant's name.
- B. Child and Dependent Care payments will be made to licensed providers only up to \$500.
- Supporting Documentation:
    - Invoice listing the participant's name, child/dependent's name, dates of service and amount.
- C. Linkages to area community services should be made available to the participants for services that are not available in the Career center or if the funding is limited.
- D. Housing Assistance
1. A one-time payment will be made to cover one month of rent or mortgage for a participant up to \$1,000.
    - Supporting Documentation:
      - Written lease or rental/mortgage agreement listing the participant's name, the current address, and an original notice on letterhead from the landlord with the name, address and telephone number that includes the name of the participant, amount of rent due and the dates for which the rent is due.
  2. Utilities that will be assisted with are electric, water and sewer and gas to prevent disconnection up to \$250.
    - Supporting Documentation:

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- The original bill or disconnection notice with the participant's name, current address and amount due and due date.
- E. Assistance with educational testing will be paid through the Individual Training Account. The participant must be active in training for the testing fee to be paid.
- F. Reasonable accommodations for individuals with disabilities may be made available by contacting the Regional ADA Coordinator.
- G. Referrals to health care services may include medical, dental and optical care. All other available resources should be checked prior to authorizing support services for health care.
- Supporting Documentation:
    - Estimates from a health care provider or an itemized invoice from a health care provider
- H. Clothing, Uniforms, Tools
- Assistance with uniforms or other appropriate work attire and work related tools can be provided when required by an employer or as determined necessary by the Career Advisor. The set limits on clothing and tool items will be as follows:
    - Clothing not to exceed \$200
    - Uniforms not to exceed \$200
    - Tools not to exceed \$250
- I. Assistance with book, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes will be paid through the Individual Training Account. The participant must be active in training for the testing fee to be paid.
- J. Payments and fees for employment and training-related applications, tests, and certifications will be paid through the Individual Training Account. The participant must be active in training for the testing fee to be paid.
- K. Legal aid services
- L. Needs Related Payments (NPRs) are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services. NPRs help participants meet their non-training expenses and complete training successfully. The participant must be enrolled in a training program described in WIOA sec. 134(d)(3)(B), however payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. 20 CFR 680.930, 680.940, 680.950, 680.960, 680.970

An Adult must:

- A. Be unemployed;
- B. Not qualify for, or have ceased qualifying for, unemployment compensation; and
- C. Be enrolled in a program of training services under WIOA.

A Dislocated Worker must:

- A. Be unemployed; and

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- B. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
- C. Be enrolled in a program of training services by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker that a short term layoff will exceed 6 months; or
- D. Be unemployed did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA.

### **Support Services Limits**

The maximum amount of supportive service payments during a participant's participation is to \$1,000. Amounts that exceed the maximum amount must be approved by the Executive Director prior to the issuance of services. In the event the support service payment does not fully cover the cost of the service the participant must indicate how the entire cost of the service will be paid. This must be documented in the case notes.

### **Supportive Service Prohibitions**

Unallowable costs not meeting the conditions of supportive services may include, but are not limited to:

- A. Payment toward goods or services incurred or received prior to WIOA eligibility;
- B. Payment toward goods or services that are being provided by another institution;
- C. Fines and penalties, such as for parking tickets, moving violations and fines for late utility payments;
- D. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business payroll taxes (for employers);
- E. Child support;
- F. Legal fees, except for legal aid such as bail and restitution, if specified in CareerSource South Florida policy;
- G. Debts that have been turned over to a collection agency;
- H. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- I. The purchase of cigarettes, alcoholic beverages or firearms; and
- J. Union dues.