

NORTH CENTRAL ARKANSAS WORKFORCE DEVELOPMENT BOARD

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WDB Policy #: 2.31

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SUBJECT Supportive Services for Adults and Dislocated Workers

PURPOSE

The purpose of this policy is to describe and to detail the regulations concerning supportive services to Adults and Dislocated Workers, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), Issuances from the Arkansas Division of Workforce Services (ADWS), WIOA Title I-B Policy Manual, and local workforce board policy.

REFERENCES

WIOA § 3(59); 134(c)(2)(A)(iv); 134(d)(2) 20, CFR 679.430, 680 & 681, TEGL 19-16, WIOA Title I-B Policy Manual

BACKGROUND

For any individual to receive supportive services, he or she must meet all eligibility requirements for a WIOA Title I-B program. In order to meet the needs of WIOA participants, supportive services may be provided on an “as needed” basis to cover expenses necessary to enable an individual to participate in an activity authorized as a WIOA Title I-B Adult or Dislocated Worker career or training service. Such services must not be otherwise available from other programs. Each Career Specialist should have accurate information on supportive services available from other programs/partners and a referral system for timely access to these resources.

SUPPORTIVE SERVICES

The need for supportive services may be determined through an interview, an evaluation or assessment, or the development of an individual employment plan (IEP).

Supportive services may be made available to any Adult or Dislocated Worker participating in title I career services or training activities that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive services must be necessary to enable the individual to participate in career services or training activities. Note that follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving “follow-up” services may not receive supportive services. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive services, like follow-up services, do not make an individual a participant or extend participation.

Supportive services are only available as funds allow. The WIOA Program Manager or Records Manager will sign all agreements with service providers if applicable when WIOA funds are used. If a participant has stopped

attending or dropped classes without sufficient cause (approved in advance), supportive services may be withheld.

The limit is \$4,000 per participant per program year for supportive services.

LIMITS ON SUPPORTIVE SERVICES:

The supportive services offered include but are not limited to:

- Housing – maximum of \$600 monthly less any other assistance. Participant name must be listed on lease agreement or payment statement on file. Landlord must complete a W-9 form if applicable. Participants who move after being approved for housing services may not be given more than the initial monthly award unless there is good cause such as rental property sold, home became uninhabitable, etc. The allowable payment amount will be the percentage relevant to the participant.
(Ex: If a participant is listed along with 3 others as a tenant, the maximum allowable percentage paid will be 25% - likewise, if a participant is listed with 3 others on a payment statement, the maximum allowable percentage paid will be 25%.)
- Temporary housing may be utilized for short term training such as CDL when training site is over 75 miles from participant's place of residence or participant does not have access to transportation. WIOA will only pay while participant is in training.
- Transportation – transportation assistance may be provided in the form of fuel reimbursement or prepaid fuel cards. The allowable amount will be up to \$30 a week, to travel back and forth from participant's home to the training site.
- Child Care – child care assistance may be provided through an agreement with a licensed child care provider. Participants who are attending full time training or work experience are eligible for childcare assistance. An exception may be made if there are not enough required classes available to be considered full time or if the individual in work experience is also attending school.
- Tools and work supplies – must have a list of required tools or supplies from school or employer/worksites.
- Work attire – i.e. footwear, outerwear, and other appropriate work items.
- Books, fees, supplies, testing, licenses, permits and other necessary items for completion of Occupational Skills Training.
- Laptops – maximum of \$500, when needed for completion of WIOA approved activity.

Those in work experience or OJT will be allowed supportive services for two months during the training period. Those in Occupational Skills Training will continue to receive supportive services as they have need during the training period.

If additional support is needed, approval can be granted by Executive Director on a case by case basis.

OTHER SERVICES OFFERED INCLUDE, BUT NOT LIMITED TO:

- Linkages to community services;
- Assistance with educational testing;
- Referrals to legal aid services;
- Referrals to health care

Supportive services for Adults and Dislocated Workers are NOT ALLOWED during follow up.

Approved by the NCAWDB on

3/10/2021

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper