

NORTH CENTRAL ARKANSAS WORKFORCE DEVELOPMENT BOARD

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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. Sufficient Cause for dropping classes is defined by the Local Workforce Development Board as:

- Long or short term medical issues
 - Family or mental health issues
 - Loss of adequate housing
 - Loss of transportation (if not attending fully online)
 - Keeping the course would negatively impact the participant's GPA
- *MUST BE APPROVED IN ADVANCE BY THE RESPECTIVE CAREER SPECIALIST***

The individual participant-spending limit will be set by staff the Local Workforce Development Board based on availability of funds and the funding projections. As of June of 2023, the participant-spending limit is \$8,000 per program year.

LIMITS ON SUPPORTIVE SERVICES:

(Participants must seek other options first and have proof that they cannot receive the service elsewhere)

The supportive services offered include but are not limited to:

- **Housing-** monthly less any other assistance. Participant names must be listed on the 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%.)
- **Emergency Housing-** can be paid depending on need for those who are homeless and are deemed eligible for the WIOA program.
- **Temporary housing-** may be utilized for short-term training such as CDL when the 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 a participant is in training.
- **Transportation-** transportation assistance may be provided in the form of fuel reimbursement or prepaid fuel cards.
- **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.
- **Dependent Care-** dependent care is available to participants who have elderly family members who are in need of care while the participant is in a WIOA approved training. Assistance may be provided through an agreement with a licensed care giver.
- **Tools and work supplies-** must have a list of required tools or supplies from school or employer/worksite.
- **Work attire-** i.e., footwear, outerwear, and other appropriate work items.
- **Supplies-** Books, fees, supplies (including a printer and paper), testing, licenses, permits and other necessary items for completion of Occupational Skills Training.
- **Laptops-** when needed for completion of WIOA approved activity.
- **Court Fines-** fines that are incurred by Justice Involved Individuals can be paid but not in full. The participant needs to have some responsibility in paying his or her own fines. Therefore, WIOA Career Specialist can choose to pay up to 25% of a participant's court fines but not to exceed \$500.00. Please see Justice Involved Individuals-Court Fines, procedure.
- **Bug Removal-** bed bugs, roaches, fleas, etc. Participants cannot focus on their work or school if they are dealing with pests inside the home. Pest removal should not exceed \$1,300 for the duration of participation in the WIOA program. Participants must seek other options and have proof that they cannot receive this service elsewhere. Please see "Bug Removal Procedure" for more details.

- **Auto Repair-** tires, car batteries, or engine related issues. Auto repairs will be set at a maximum of \$1,000.00 for the duration of participation in the WIOA program. Auto repairs will exclude issues with the heating and cooling system, auto body damage, windshields, or any other cosmetic related issues. Also excluded will be auto related accidents. Please see "Auto Repair Procedure" for more information.
- **Internet-** Wi-Fi hotspots are available to participants who are taking courses. Not available for work experience/OJT participants unless otherwise required by the employer.
- **Utilities-** electricity, water, gas, etc. This may be provided to participants whose name is on the utility bill.
- **Glasses-** Participants who cannot afford seeing glasses could be eligible for this service. A doctor's visit can be covered as long as the participant does not have insurance. Please see "Glasses" procedure for more details.

Those in work experience or OJT will be allowed supportive services for three 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, the Executive Director on a case-by-case basis can grant approval.

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

6/14/2023

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper