



**Policy Number: 2019-0727.01-SSP**

## Effective Date

This policy will go into effect immediately upon passage.

## Guidelines

Supportive services will be provided to individuals who are actively participating in either Adult or Dislocated Worker Workforce Innovation and Opportunity Act (WIOA) Title I pre-vocational or training services or in participating in Title I Youth services. Training services include Occupational Skills training, On-the-Job-Training, and Customized Training.

Effective the date of this policy approval, Adult and Dislocated-Worker funded Supportive Services may not exceed 3 years (36 months) or the duration of the service, whichever comes first. The service timeline will be outlined on the participant's Individual Employability Plan (IEP). Adult and Dislocated-Worker funded Supportive Services may not be provided during the WIOA follow-up period. However, youth-funded Supportive Services may be issued to participants who are active in Title I Youth services, to include the WIOA follow-up period.

## Intent and Restrictions

The Lucas County Department of Planning and Development (LDCPD) administers workforce services on behalf of the Lucas County Workforce Development Board (WDB) that include payment of Supportive Services to customers through WIOA. The law recognizes the need to remove customers' barriers to work and training by providing

The following restrictions will apply to all payments of Adult and Dislocated-Worker funded supportive services in the Lucas County Area (Local Workforce Area 9):

1. Customers must be actively participating in WIOA Title I service in order to receive Supportive Services. Support Services are not defined as an entitlement program; this service is not based solely upon eligibility for WIOA Title I services.
2. No "short term" or emergency payments will be allowed in the following areas:
  - a. Emergency/short term services (e.g., rent utilities, food, etc.)
  - b. Housing, including mortgages/rent payments and related expenses
  - c. Other living expenses



3. WIOA funds will NOT provide needs-related or continuing cash or voucher support for customers due to the limited funding.
4. The following services are generally available through other community resources. Referral to such services should be routine. (WIOA funds will NOT be used to pay for these services.)
  - a. Mental health services
  - b. Substance abuse services
  - c. Family violence and child abuse services
  - d. Medical and dental services
5. The payment level for adults will be the same as for dislocated workers except for customers residing outside Lucas County. For individuals residing outside Lucas County, we shall follow the lower of the two county's Supportive Service fiscal limits. Dislocated Workers who worked in Lucas County, but resided outside of Lucas County at the time of dislocation, will be treated as Lucas County residents in regard to Supportive Services.

If a registered WIOA participant is unable to complete training services within the \$5,000 limitation and meets the definition as a priority individual, that individual may request additional Supportive Services through his or her case manager. The client's case manager, direct supervisor, and LCDPD Director or designee will meet to review the client's situation, documentation, and the validity of the client's claim. Additional Supportive Services determinations will be issued based on the decision of the team.

In the event that Supportive Services funds are no longer available, then Supportive Services will be denied to all applicants regardless of need.

### Available Services

The following is a list of the supportive services most often needed by customers to remove barriers to work or to participate in pre-vocational or workforce training programs that will lead to work. The list is not meant to be exhaustive but to provide examples of the Supportive Services most often provided and any limitations in providing them.

The following Supportive Services may be paid from WIOA funds:

- Child and dependent care



- May be paid from WIOA funds that are in line with current State Childcare Allowances. Childcare payments will be reimbursed to the participant with daycare receipts.
- Transportation
  - Documented mileage directly related to WIOA services may be paid at the current IRS mileage reimbursement rate per mile not to exceed \$20.00 per day.
  - LCDPD Case Managers will verify with the days attended through the employer or training provider.
  - Car payments, insurance, repairs may be included.
  - Purchased transportation services may be reimbursed but does not include reimbursement for gas cards or coupons.
  - Case Managers, under guidance from LCDPD, will determine fair and reasonable costs.
- Work and training related expenses
  - Tools, uniforms, interview clothing (These documented expenses may be paid from WIOA funds and may include anything intended to help them succeed in training but does not include expenses already covered in an Individual Training Account or other training contracts.)
  - Payment for vocationally necessary exams or certificates including GED.

### Exceptions

Although the total maximum support service allowable per Adult and Dislocated Worker customer is \$5,000 per fiscal year (except as stated above), if LCDPD has not expended at least 50% of their fiscal year Supportive Service allocation by December 31st (the midpoint of any particular Fiscal Year); LCDPD may, at the discretion of the LCDPD Director or designee, increase the individual Adult and Dislocated Worker maximum limit. The Adult and Dislocated Worker individual maximum limit will return to \$5,000 at the start of the following fiscal year (July 1st).

Registered WIOA customers may receive Supportive Services only if participating in Title I Pre-Vocational or training activities. Unless a customer continues to participate in some WIOA Title I activity after they go to work, Supportive Services cannot be provided with WIOA Adult or Dislocated Worker funds.

However, participants receiving job retention skills training on the job before and after placement may continue to receive Supportive Services. Employability and job retention skills



training is sometimes necessary for both current employees at risk of losing their jobs and for new hires, particularly those with limited and poor work histories. Case managers must document the need for employability or job retention skills training, as well as any Supportive Service needs, in the customer's IEP and in required State and local data systems.

## Consideration of Community Resources

Before providing Supportive Services to any customer, staff must consider other available community resources that provide the same or similar services. At a minimum, the Case Manager must be aware of all support services available through the One-Stop Partners.

Coordination of resources must be documented in the service plan which may address:

1. Which Supportive Services are needed and why?
2. What was done to look for community resources to provide some of the needed services and whether referrals were made?
3. Periodic Case Managers review of Supportive Service payments to customers.
4. Review of the continuing need for Supportive Services noted in the original IEP, any new need and any additional resources available to the customer.

## Adult and Dislocated-Worker Referral Process

In most cases, the Support Service Request Form is used for services paid by the LCDPD. All appropriate receipts and supporting documentation will be attached to the Support Service Request Form. The Support Service Request Form is also used for customer payments for transportation, childcare, or reimbursements and the need for these services must be identified in the IEP.

The Case Manager must document Supportive Services in both the State's data system as well as in the physical case file. Face-to-face appointments to review and discuss Support Service requests may be necessary.

## Youth Supportive Services

Youth Supportive Services thresholds will be at the same level as Adult levels. While they generally are not the primary head of household, their need is for assistance in other areas may be equally great. As a result, the total maximum support service allowable per Youth customer also \$5,000 per fiscal year.



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If a youth is 18 or over, they may be referred to an Adult program for services and, once registered, will follow the Adult policy. Youth may receive Supportive Services during the follow up portion of their enrollment.

Youth Supportive Services may include:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Referrals to medical services
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.