

LWA #22 WIOA Supportive Service Policy

Revised **November 20, 2015 (updates in bold)**

The Local Workforce Investment Board realizes there may be situations or circumstances that arise where the customer may need assistance to fill an employment or training need. An example of this need may be an auto insurance payment, transportation to a job interview, limited child care assistance while conducting a job search or attending an interview, car repair payment, rent assistance, **temporary shelter payment, travel assistance for full time employment, utility payment, job interview clothing, or other legitimate need of a customer that is reasonable and necessary.** Each individual circumstance and amount of support may be different. Since it would be difficult to outline each scenario, the LWIB has decided that supportive services might be available to the customer, utilizing **WIOA** funds, when no other sources are available. However, other avenue and resources must be sought out – **WIOA** funds can only be expended as a last resort.

The Career Specialist will be responsible for determining whether **WIOA** funds should be considered for supportive services. The Career Specialist must submit the proper documentation and paperwork to the Administrative Office Program Development Manager, Richard Heinz for consideration prior to authorizing **WIOA** funds for supportive service costs.

1. Prior to being considered for supportive services, the customer must seek other forms of financial assistance. The Career Specialist must first provide the customer with information on other agencies, local community providers, and one-stop partners that could possibly provide assistance, document the referral, and verify the outcomes.
2. This type of supportive services will be made only to customers who are enrolled in an approved **WIOA** activity, and will be limited to those adults and dislocated workers in an intensive or training activity or youth enrolled in a **WIOA** approved program.
3. In the event **WIOA** funds are determined the only resource available to assist with the special need, the customer and Career Specialist will be required to provide reasonable information and/or documentation on why the need exists.
4. When considering supportive services sound judgment must be exercised. Each request must be evaluated in light of need. It is the responsibility of the agency's Administrative Office

to make the final decision whether to grant or deny any supportive services payment prior to the commitment of **WIOA** funds.

The Career Specialist and the customer are required to submit two formal bids using the Supportive Services Request Form (attached) and submit it to the Administrative Office for review.

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Policy Statement

WIOA clients who receive Individual Training Accounts are eligible to receive supportive services if there is an identifiable need. This will be done utilizing a Supportive Service Account. These accounts can be used for any item that will support them in their training endeavor and has been approved by staff. Supportive Service Accounts will be for \$1,000.00 per twelve-month period. Twelve-month period starts upon the issuance of the first request.

Procedures

1. Career Specialist will document a need for the supportive service request (i.e., explain why other avenues and resources are not available).
2. Career Specialist will complete a Supportive Service Request Form for the client and forward to the Administrative Office with two formal bids.
3. Upon receipt of the documents, fiscal will compare the request form and supportive documentation. Upon approval, payment will then be made.
4. Career Specialist will enter supportive services on the IWDS system.

Attachment- Supportive Services Request Form