

SUPPORT SERVICES

5400POL Supportive Services (Rev5)

Effective Date: December 2020

Last Modified: January 2024

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated worker, and Youth program participants and defines support service guidelines the Olympic Workforce Development Council, subrecipient, and service providers follow in accordance with local, state, and federal WIOA law.

1. **All WIOA enrolled adults, dislocated workers, and youth are eligible for supportive services as defined in WIOA Section 3(59).** Supportive services may only be provided to individuals who are:
 - a. Participating in career and/or training services; and
 - b. Unable to obtain supportive service through other programs, community, or personnel resources.
2. **Staff shall work with community agencies to identify and provide non-WIOA supportive services resources available to participants.**
3. **Supportive Services are not entitlements** and shall be provided to participants based on a documented financial assessment, individual circumstances, and absence of other resources and funding. Allowable and prohibited support services are listed below.
4. **Support services are allowable while the participant is in Follow-up status, if the participant has opted to receive such,** per *WorkSource System Policy 5620 (Rev1)* and following DOL guidance outlined in *TEGL 10-16* allow Support Services during the 12-month Follow-up period (*5240POL Follow-up Services*).
5. **Subrecipient require an internal approval process and internal controls.** (*see Supportive Service Requirements*)
6. **All services require entry into the statewide Management Information System (MIS).** Subrecipient program managers and staff must include proper documentation for any allocated WIOA Title I funds (*see Supportive Service Requirements*). All supportive services require an itemized receipt accompanied by the agency purchase order and any other relevant documentation.
7. **Supportive services purchased in bulk require a general ledger detailing date, specific items, cost per item, and participants the item were issued** (i.e., bus passes, and gas vouchers, etc.)- Support Services documentation follows 1600POL Records and Documentation Retention.
8. **Program managers/supervisors are required to utilize funds in a fair and equitable manner, including defining a reasonable cost cap for participants support service allocation.**

Allowable support services may include:

- Transportation (bus pass, gas, auto repairs services (*see Support Service*

Requirements))

- Hygiene products (soap, toothpaste, haircuts, laundry assistance, etc.)
- Childcare and dependent care by state or local government licensed provider
- Housing (mortgage/rental assistance, utility assistance)
- Educational/certificate testing
- Reasonable accommodation for individuals with disabilities
- Legal aid services to reduce barriers (counseling and attorney fees to address legal issues hindering participation in training and employment attainment)
- Referrals to health care
- Appropriate work/interview uniforms or attire
- Work-related tools specifically required by employer
- Work-related tools required to start/run own business
- Books, fees, school supplies required for education/training participation
- Payments and fees for employment and training-related application, tests, and certification, licensure, and permits
- Technology (laptop, notebook, software programs, hotspot, data) (*see Support Service Requirements*)

WIOA Title I Youth funds are eligible to be used to purchase food on a limited and reasonable basis if necessary to assist or enable them to participate in allowable youth program activities and reach their employment and training goals. Prior to purchasing food, the case file is required to document:

- Unsuccessful efforts to first secure food for the youth through federal, state, and community food assistance programs and services; and
- The immediate need for Title I-B funds to purchase food for the youth to enable their effective participation in youth program activities.

Washington State General Fund (i.e., State EcSA) allowable support service, in addition to those listed above, include:

- Food Assistance
- Medical and Mental Health Care including technology (eyeglass, hearing aids, dental care etc.)
- Marketing and Outreach

Prohibited support services:

- Fines and penalties (traffic violations, late finance charges, and interest payments)
- Entertainment
- Contributions or donations
- Vehicle payments

- Refundable deposits
- Groceries, including food or meals (Youth exception above)
- Alcohol, tobacco, or marijuana products
- Pet products
- Plants or supplies for plants.
- Membership fees (i.e., fitness or social memberships, annual fees on personal credit cards)

REFERENCES

Building Pathways to Infrastructure Careers: Framework for Preparing an Infrastructure Workforce, [TEN 08-22 Section 4\(e\)\(iii\)\(B\)](#)

Follow-up Services for Adults and Dislocated Workers, [Workforce Innovation and Opportunity Act 5620 \(Rev1\)](#)

OWDC 5240POL Follow-up Services, 5720PRO 14-Day Entry Authorization, 5600POL Case Note

Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title, I, Title II, Title III, and Title IV Core Programs, Training and Employment Guidance Letter, [TEGL 10-16, Change 2](#)

State Guidance and Instruction for the State Economic Security for ALL (EcSA) Program, WorkSource Information Notice, [WIN 7000 \(Rev1\)](#)

Supportive Services and Needs-Related Payments, [Workforce Innovation and Opportunity Act 5602 \(Rev5\)](#)

Supportive services for adults and dislocated workers, Code of Federal Regulations Title 20, Chapter V, Part 680, Subpart G, [20 CFR §680.900-970](#)

Use of funds for youth workforce investment activities, Workforce Innovation and Opportunity Act H.R. 803 (113th), [§129\(a\)\(3\)\(B\)](#)

WorkSource Services Catalog, [WorkSource Information Notice 0077 \(Rev16\)](#)

5401PRO Supportive Service Requirements

1. Equitable

- Community Resources explored and offered to the participants.
- Resources must be selected to enable the client to participate in approved services at the lowest possible WIOA expense.
- Allocation exceeding reasonable cost cap require case note citing approval from supervisor documentation justifying for the cost.

2. Internal Approval Process and Internal Controls are required to include:

- Program Manager/Supervisor authorization and discussion with WIOA Specialist.
- Who approves, signs, and submits to accounting agent for payment
- Documentation requirements for purchase, approval, and allocation
- Normal timeframe or case note explaining delay of service per *5720PRO 14-Day Entry Authorization*
- Handling of process variances and who authorizes

3. Documentation

- Supportive services neither trigger participation nor extend the date of participation.
- Supportive services must be necessary to the success of the services plan and the support documented in the Individual Participant Plan (IPP)

- c. A budget and financial plan must be created and used to identify the need for supportive services.
- d. Program staff must review, determine, and case note the need for the purchase. It must be clear that the program participant does not have any other means to obtain support services and there are no other resources available.
- e. Support Services entered into MIS are required to include case notes per 5800POL Case Notes at or above OWDC standards.
- f. Acceptable documentation to obtain and include in participant file include but are not limited to; invoices, receipts, and purchase orders.

4. Technology Support Services

- a. Program managers are required to establish a fair and reasonable cost cap for technology resources. Resources selected are to enable the client to participate in approved services at the lowest possible WIOA expense.
- b. Program managers are required to maintain a list of purchased technology devices and recipient of the particular device; to include all items whose expense is greater than \$50 (Attachment A).
- c. If a participant does not positively exit the program (e.g., unsubsidized employment, self-employment or entered a post-secondary education) they are required to return the technology to WIOA staff.
- d. Staff need to make three (3) attempts to recover equipment. Contact attempts include email, phone, or in-person interaction. Each attempt requires case notes in the participants MIS account. If, after three attempts, the staff are unsuccessful, they are to notify the program supervisor, who will enter case notes in the MIS stating this and approving the halt of further attempts.
- e. Participants who fail to return equipment in accordance with this policy will be ineligible for further WIOA funded services for a period of 1-year after the date of supervisor write-off.
- f. Program managers are required to reissue any returned devices after they have cleaned, and the memory wiped by electronics cleaner (e.g., Geek Squad). Any cost incurred from cleaning a device becomes part of the original support service with receipt, invoice, and case note.
- g. Software programs do not need to be returned, per licensing agreements.
- h. Subrecipients are responsible for creating their specific service delivery processes of technology support services.
- i. Program staff are required to provide justification documentation and research other resources explored and add case notes.

5. Transportation Support Services

- a. Auto repairs require at least two quotes from the ASE Certified shop.
- b. Justification for mechanic selection and reasonable cost allocation.
- c. Any costs above subrecipient cost cap requires OWDC approval.
 - i. Approval request must include all documentation and justification.

6. Follow-up Services

- a. Allowing support services during Follow-up enables the participant to be successful and retain the position. All resources issued are in support of this goal.
- b. Program Support Services (Transportation) and (Other) are allowable services during Follow-up. Includes: gas, bus pass, job specific tools (hammer, screw drivers, etc.), appropriate work attire (slacks, blouse, scrubs, boots, etc.), hygiene products (soap, toothpaste, deodorant, etc.), technology (phone minutes, computer programs specific to job description/task not provided by employer (verification is required)). Laptops are not an allowable purchase follow-up support service.
- c. Support Services issued during Follow-up must follow all regular support services requirements outlined in this policy.
- d. Case managers will research other resources available, and case note availability or non-availability.