

## **SOUTHWESTERN LOCAL AREA**

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**SUBJECT:**           **Supportive Services Policy**

**PURPOSE:**       **To Establish Policy for WIOA Supportive Services**

**BACKGROUND:**

WIOA defines supportive services for customers as those services such as transportation, child-care, dependent care, and housing necessary to participate in activities authorized under the Act.

Supportive services may only be provided when they are necessary to participate in WIOA Title I Career Services and/or Training activities. Supportive services must be tied to training and employment and deemed necessary to participate in training and/or prepare for employment.

**ACTION:**

The Local Area has defined those acceptable areas for supportive services to be:

- Transportation / Travel Reimbursement
- Child Care
- Training Required Items
- Emergency Assistance

Customers require different services at different times during their participation and those services may be vital to their success. Contractors are to budget appropriately to allow for these services. It is understood that there are support services that may constitute an emergency.

**Travel Reimbursement:** Travel to and from WIOA employment and training activities and travel reimbursements will be coordinated with other agencies including Vocational Rehabilitation, Department of Social Services, etc. If another agency is not paying travel reimbursement, WIOA will reimburse the customer .32 per mile. Reimbursement will be only for those days the customers attend classes and the instructor signs the timesheets. Reimbursement for travel will be limited to \$50.00 per week. WIOA participants that are required to do clinicals as a part of their training will be exempt from the \$50.00 per week maximum. These participants will be paid at the rate of \$.32 per mile for actual miles traveled up to a maximum of \$100.00 per week

**Child Care:** Dependent care costs will be paid directly to the provider if possible. However, under certain circumstances the cost may be reimbursed to the customer. Prevailing rates per county after all resources have been exhausted of Non-WIOA assistance will be paid. Day care providers must be licensed or registered providers if required by the Day Care Licensing Board (919) 733-4801.

**Training Required Items:** Assistance provided to eligible individuals to enable them to participate in short-term training or any other employment activities. Supportive services may include: uniforms, shots, work attire, required work-related tools, books, school supplies, payments and fees for employment and training-related applications, tests, and certifications.

**Emergency Assistance:** Emergency assistance is defined as payments made on behalf of a WIOA customer to help with problems that would impact his or her continuation in and/or completion of a program or continuation in unsubsidized employment upon completion of the program.

Emergency assistance can be provided for but not limited to, the following:

- Emergency rent
- Emergency utilities (power, heating fuel)
- Emergency car repairs

Emergency rent payment is defined as the rent deposit and one month's rental payment to provide safe and sanitary housing for a customer. Emergency utility payment is defined as the deposit and one month's payment for electricity or heating fuel for a customer. Emergency car repair may be provided if the car is no longer safe, is the only means of transportation to and from training and is owned by the customer. The customer will be required to obtain three (3) written quotes for repairs, not exceeding 25% of the tax value of the vehicle or \$500, whichever is lower. Emergency clothing, defined as the proper clothing for a job interview or work experience, may be provided. Emergency eye glasses or protective eyewear may be provided if there are no other resources available to provide the eyewear, and the customer cannot see. Broken eyeglasses may be replaced if the customer cannot afford to replace them and cannot attend classes or participate in work experience without them.

Customers requesting emergency assistance should meet the following criteria before the request will be considered:

- Customer is enrolled in WIOA Career Services or Training Services or has been terminated within the prior twelve months.
- Customer demonstrates an inability to cover the cost himself/herself.
- Customer has established a record of cooperation and good attendance and has made progress toward the goals and objectives as outlined in his/her Individual Employment Plan (IEP).
- The need is documented in his/her IEP.
- Emergency assistance is limited to \$1,000 per individual per program year.

Recommendations for emergency assistance will be made based on the above criteria, the availability of funds and the assistance has been deemed appropriate by the Workforce Development staff. Any changes to the amount for unforeseen needs must be approved by the Workforce Development Administrator. Emergency assistance will only be granted when all other sources of assistance have been investigated and proven to be unavailable. This documentation must be in the customer's file.

Contractors are cautioned that the Local Area expects all efforts to be exhausted in providing any of the above services prior to using WIOA funds through collaboration with partnering agencies for assistance.

EFFECTIVE DATE: Immediate

EXPIRATION DATE: Indefinite

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