

Union County Supportive Services

1. Purpose

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA), and as appropriate, WorkFirst New Jersey funds for supportive services to eligible participants enrolled in WIOA Adult, Dislocated Worker, and Youth programs. Procedures include documentation requirements to show that the supportive service is allowable, reasonable and not otherwise available to the participant.

2. References

- WIOA Section 3(59) and 134(d)(2)
- WIOA Section 129(c)(2)(G)
- Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128), 20 CFR 680.900, 680.940, 680.950
- Office of Management and Budget 20 CFR 200.470, A.R.S 41-1967, and
- Training and Employment Guidance Letter (TEGL) 3-15.

3. Background

The Workforce Innovation and Opportunity Act (WIOA) provides supportive service program guidelines for WIOA eligible adult and dislocated workers in WIOA Section 3(59) and 134(d)(2) and (3) and for WIOA eligible youth in WIOA Section 129(c)(2)(G).

Supportive services, such as transportation, child care, dependent care, housing, and needs-related payments are necessary to enable an individual to participate in Workforce Innovation and Opportunity Act (WIOA) Title I-B-authorized career or training services. WIOA Title I-B requires the Local Workforce Development Area (LWDA) to provide accurate information about the availability of supportive services in the local area, as well as referrals to a variety of activities including career services for the WIOA Title I-B Adult and Dislocated Worker programs.

The WIOA Title I-B Youth program also includes supportive services as one of the 14 program elements. LWDA's may fund supportive services for participants of the WIOA Title I-B Adult, Dislocated Worker, and Youth programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA Title I-B-career or training services that are not available from other sources.

4. Policy

All WIOA enrolled adults, dislocated workers and youth are eligible for supportive services as defined in WIOA Section 3(59). Supportive services are provided to eligible WIOA adults, dislocated workers and youth when the supportive service will assist the participant in reaching his/her employment and training goals.

Supportive services are based on financial need and participants are not automatically entitled to supportive services.

A. Supportive services may be provided to eligible WIOA participants who:

- Are enrolled in WIOA career or training services; or
- Have exited and need post-program supportive services as follow-up services (for up to 12 months after exit); and
- Are unable to obtain the supportive service through any other resource or program providing such services.

WIOA supportive services are limited in terms of funding through the UCWDB and must be coordinated with other community resources. In every instance of providing supportive services, AJC must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant.

B. Allowable Supportive Services

Supportive services, as described in 20 CFR 680.900, for adults and dislocated workers, and 20 CFR 681.570 for youth, include, but are not limited to:

- Assistance with local transportation costs and limited private auto repairs associated with work or training;
- Assistance with child care and dependent care costs;
- Assistance with housing and food;
- Assistance with utility payments;
- Assistance with medical and prescription services;
- Assistance with uniforms or other appropriate work attire, hygiene and haircuts, eyeglasses, and work or training related material costs;
- Assistance with employment related professional memberships;
- Assistance with translations;
- Assistance with work and training related licenses and permits;
- Assistance with disabilities including learning disabilities;
- Assistance with educational testing and accommodations;
- Assistance with out-of-state job search and relocation to a new job; and
- Incentive payments.

Specific Guidelines:

CHILD CARE

Child care payments using WIOA funds must be aligned with current State Childcare Allowances. Payment and eligibility for Child Care services will follow the guidelines set forth within the Workfirst NJ program.

TRANSPORTATION ASSISTANCE

At the discretion of individual case managers, active WIOA participants may receive bus passes for transportation to and from training, employment-related activities, and other locations in accordance with their Individual Employment Plan.

C. Disallowed Supportive Services

In most cases, supportive services may not be utilized to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Program management approval will be required and documented in case notes.

- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Entertainment, including tips;
- Contributions or donations;
- Vehicle or mortgage payment;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet food;
- Items for family members or friends; or
- Out-of-state job search and relocation expenses that are paid for by the prospective employer.

D. LIMITATIONS ON FUNDS

At the beginning of each July 1 – June 30 program year, the Local Area will designate a budget for supportive service subsidies within the American Job Center operating budget. Current obligations for existing participants will be calculated at that time and will become part of a cumulative obligation record maintained during the program year. At the point that the total budget for supportive services is obligated, new applicants will be placed on a waiting list unless and until unencumbered funds from other program budget lines can be shifted to the supportive services budget.

The supportive services limit for each registered WIOA eligible participant is \$1,000 for the duration of the participant's enrollment in the WIOA program, including follow-up. A program manager on a case-by-case basis has the authority to increase this limit to \$1,500 if the additional supportive services allocation would significantly benefit the participant's ability to continue and complete the program or benefit the participant in job retention or wage progression.

NOTE: Training related expenses for WIOA eligible adults or older youth that may be covered by an Individual Training Account do not count against the supportive services limit for each registered participant. ITA related training expenses may include but are not limited to: assistance with the purchase of tools required for a specific course; current school admission fees, computer and lab fees; and books and supplies.

E. ELIGIBILITY

I WIOA Title I-B Adult Program Participants

In order to receive needs-related payments, as described in 20 CFR 680.940, participants in the WIOA Title I-B Adult program must:

- Be unemployed;
- Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
- Be enrolled in training services.

II WIOA Title I-B Dislocated Worker Program Participants

In order to receive needs-related payments, as described in 20 CFR 680.950, participants in the WIOA Title I-B Dislocated Worker program must:

- Be unemployed, and
 - Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
 - Be enrolled in a training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six months; or
- Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.

III WIOA Title I-B Youth Program Participants

Youth must be enrolled in the WIOA Title I-B Youth program. Youth concurrently enrolled in the WIOA Title I-B Adult program, and the WIOA Title I-B Youth program must be eligible under criteria applicable to the respective program and the services received.

F. Required Documentation

G. Participant File

Each American Job Center is required to maintain documentation sufficient to satisfy the requirement of this policy. At a minimum this includes:

- A completed and current participant personal budget verifying the participant does not have the financial resources to obtain the service;
- Case notes documenting that non-WIOA resources had been explored prior to the provision of each supportive service, justification for the supportive service, date of

the service, cost of the service and outcomes of the service, if applicable;

- A written supportive services request with the participant's name, ID, date of the service, vendor's name, the justification for the service, evidence that other non-WIOA resources were explored, and the AJC Counselor and management signatures.
- A cumulative and up-to-date supportive service tracking log that tracks the date of the service, type of service and amount of the service disbursed to the participant;
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II. Fiscal Documentation

- A written supportive services request with the participant's name, ID, date of service, vendor's name, the justification for the service, evidence that other non-WIOA sources were explored, and the participant and agency authorized signatures.
- For bus tickets, bus passes, or gift cards, a copy of the front and back of the card and both the participant and AJC signatures.
- For rental assistance, a copy of the current rental or lease agreement in the participant's name, with signatures.
- For assistance with car repair, a gas card or mileage reimbursement, a copy of the vehicle registration, registered in the participant's or family member's name; a copy of participant's current vehicle insurance card; a copy of the participant's valid driver's license; and a copy of the printed estimate for repairs from the vendor. Need should be based on:
 - Other available transportation, bus, carpool, etc.;
 - Distance from work or training to residence; and
 - Current participant supportive services budget.
- Supportive services payments must have a receipt from the vendor that clearly shows the amount that was paid. If the participant loses the receipt from the vendor, the participant and the ACJ must sign a statement saying the participant received the supportive service.
- For incentive payments, the Career Planner must have copies of awards of attainments such as certificates or diplomas or other documentation verifying successful completion of the activity. Case notes must document why the incentive was provided, the amount of the incentive, and the date the participant received the incentive.

5. Action

This directive is to be made available to appropriate American Job Center staff.