

The Workforce Connection, Inc.

Policy Title: Supportive Services

Modification Approved: September 12, 2023

Policy Number: 2016-400-04, Change 2

Status: Active

Effective: June 7, 2016

Purpose:

To ensure the appropriate use of supportive services and to ensure that eligible Adult, Dislocated Worker, and Youth Registrants receive the supportive services necessary to enable them to participate in activities authorized under WIOA.

References:

- Workforce Innovation and Opportunity Act (WIOA) Sec. 3 Definitions;
- WIOA Rules: 680.900 – 680.970 and 681.570
- Illinois workNet ePolicy Chapter 7.4

Background:

Supportive Services enable registrants to overcome barriers that would otherwise prohibit their participation in activities authorized under the WIOA or reduce their opportunity to successfully achieve the goals established in their Individual Employment Plans (IEP) or Individual Service Strategies (ISS). The policy is also meant to promote effective management of services and to prevent misuse of WIOA funds.

Responsible Party:

One Stop center program directors and staff responsible for WIOA funded programs must verify and document eligibility for supportive services for Dislocated Worker, Adult and Youth program participants.

Policy/Procedures:

- **Participant Eligibility-** Supportive Services are available for WIOA program enrollees. Supportive Services needed by individuals will be identified and documented as necessary for individuals to participate in activities authorized under the WIOA, to include Basic Career Services, Individualized Career Services, and Training based on the Demand Occupation List (DOTL). <https://www.illinoisworknet.com/explore/Pages/DemandOccs.aspx> Supportive Services are also available for an occupation not on the Demand Occupation Training List, that is part of an occupational career pathway identified through an approved Individual Employment Plan/Individual Service Strategy (IEP/ISS) that will lead to a demand occupation locally approved on the DOTL and shown to be priority in our local workforce area. Other eligible activities include On-the-Job Training (OJT) and Apprenticeships. Individual programs will establish procedures to document the participant's need for supportive services and verify that such services are not available through other programs or sources. Documentation of the participant's need for supportive services will be maintained by the programs and staff will ensure case notes reflect the need and receipt of such support.
- **Training-** Participants attending training will be eligible for assistance under this policy

if the program/classes they are attending lead to occupations identified on the Demand Occupation List locally approved and shown to be priority in our local workforce area <https://www.illinoisworknet.com/explore/Pages/DemandOccs.aspx>, or an occupation that is part of an occupational career pathway identified through an approved Individual Employment Plan/Individual Service Strategy (IEP/ISS), whether or not that training is actually being funded by WIOA. Other eligible training activities include On-the-Job Training (OJT), Apprenticeships, and pre-vocational training classes.

- **On-Going Supportive Services**-The availability of ongoing Child Care and Transportation assistance is based upon the availability of funds and the participant’s demonstrated need. **All rates (Child Care rates for Licensed Day Care Centers, License-Exempt Day Care Centers, Licensed Day Care Homes or Licensed Group Day Care Homes, and License-Exempt Day Care Homes or Care in Child’s Home) are based on the current State rate found at <https://www.dhs.state.il.us/page.aspx?item=10864>. If the State rate for these categories changes, the TWC-approved rates will be adjusted to remain consistent with the State rate. Please identify and use the most recent Payment Rates chart and choose the appropriate Group for the County and Age of the child.**
Child Care reimbursement to a custodial or non-custodial parent will not be approved.

TRANSPORTATION

Participants may receive transportation assistance every 30 days while in training or receiving services.

If a WIOA participant is co-enrolled in the TAA (Trade Adjustment Assistance) program, the amount of transportation assistance that the participant receives will be based on the federal TAA transportation assistance regulations. Transportation assistance for WIOA/TAA participants will be paid from WIOA funds only in instances when TAA funds are exhausted.

Transportation assistance in the form of limited ride bus passes or gas stipends are available for individuals actively engaged in job search. The job search and interview records will be the documentation needed to secure additional transportation assistance.

SUPPLEMENTAL SUPPORT ITEMS

These items are Supportive Services purchased as a one-time option, based upon individual need. **NOTE: Case files must document that these supportive services cannot be secured from other programs or sources prior to purchase with WIOA funds. If items are provided by employers with work-place established repayment procedures, WIOA funds will not be used for the purchase.**

<u>Item</u>	<u>Maximum Paid by WIOA</u>
Automobile related needs* (This item includes car repairs, licenses, car insurance.)	\$
Auto Repairs	500
Auto Insurance/License/Registration	700
Clothing	250
Eye exam & glasses	250

Job Related Tools / Uniforms	500
Protective Shoes	200
Utilities*	300
Occupational certification exam fees and occupational license fees ...	actual cost

** To be eligible for assistance with Automobile related needs (repairs, insurance, license, or registration) or utility payments, the vehicle or residence must belong to or be leased to the individual enrolled in the program and must be documented. Utility payments will be made to the utility company, not an individual.*

Car Repairs

During a participant’s enrollment in WIOA, automobile related needs described above will be paid up to a total (cap) of \$500. Car repairs will be provided for a participant only with proof of insurance, copy of registration and a valid driver’s license. The repairs to the vehicle must make it able to provide reliable transportation.

Auto Insurance/License/Registration

If a participant has access to a vehicle that is in working order, but does not have the vehicle registered or is not carrying insurance on the vehicle, the program can assist with costs for these items if other transportation options are not suitable for the individual (i.e. public transportation).

Job Related Tools / Uniforms

Normal procurement policies will be followed to purchase job related tools and/or uniforms. If the tools and/or uniforms are being purchased by the employer for a program participant the employer’s procurement will be accepted.

Job Search Assistance

All Job Search activities must be documented and reflected in the participant file and appropriate case notes maintained. No Job Search assistance supportive services will be provided without proper documentation of need and case notes.

Participants enrolled in Staff-assisted Job Search and/or Job Development may receive transportation assistance to get to and from interviews and employment preparation activities.

Background checks, drug screening, and physicals may be identified as needed supportive services for job search or job placement. These supportive services are allowable and can be paid as long as job search and job placement activities are properly documented.

Approval

All requests for On-Going Supportive Services/Supplemental Support Services will be approved in writing by the Case Manager’s supervisor. Any item other than those listed above must have prior written approval from the WIOA Program Director to ensure grant fiscal compliance, in addition to that of the supervisor before authorization can be given to purchase the item. The written approval of the WIOA Program Director will be included in the documentation submitted to the TWC Fiscal Manager t.

Documentation

Proper justification for a participant's receipt of on-going supportive services/supplemental support services must be documented in the case notes of the participant and correspond with the participant's *Individual Employment Plan*. As required by law, the case notes should also support the Case Manager's attempts to find funding for the participant's needs through other sources.

Day Care Providers and participants must sign a *Day Care Attendance Sheet* for each child whose day care costs are entirely or partially paid by WIOA supportive services monies.

Action Required:

This information should be disseminated to The Workforce Connection WIOA One-Stop Operator and all WIOA program directors/staff and partner agencies. Ensure that procedures for approving and paying for supportive services are fully in compliance with this policy.

Inquiries:

Questions regarding this policy should be directed to The Workforce Connection Board Executive Director

Effective Date:

Immediately Upon TWC Board Approval