



BLUE RIDGE REGION

Title: Supportive Services Policy	
Effective Date: 1/27/2017	Revised Date: 5/11/2023

Purpose

To establish guidelines for provision of supportive services using WIOA funds.

References

- PUBLIC LAW 113–128 Workforce Innovation and Opportunity Act (WIOA) Section 3 (59) and Section 134
- Policy 401-05 Provision of Supportive Services
- [TEGL 09-22](#)

Policy

Supportive services may be provided only to WIOA clients who are participating in WIOA programs and who are unable to obtain supportive services through other programs. No program operator may provide supportive services funded by a WIOA program until other local area programs (which provide the supportive service needed by the client) have been contacted. If a non-WIOA program can provide the supportive service needed by the client, the program staff will make a referral. However, if alternative resources cannot be found, then supportive services may be provided using WIOA funds, if it is necessary to enable eligible individuals to participate in program activities under WIOA.

Supportive services may include such services as:

- Transportation;
- Childcare;
- Assistance with the purchase of uniforms for occupational skills training, or appropriate work attire for work activities;
- Training/work-related tools, and other reasonable expenses required to keep a participant in intensive services or training;
- Tests, reasonable accommodations, referrals to health care, books, school supplies, and certifications; or
- Other program activities – for example, auto repairs, test fees, rent, etc.

Needs related payments are not currently offered by the Western Virginia Workforce Development Board.

Procedure

Supportive services may be provided either in kind or through cash assistance. To obtain payment for any supportive service, the participant or the service-providing vendor must provide appropriate documentation. Such documentation will include, at a minimum, the following:

- Justification for the need for supportive services (which must include training attendance records, documentation of miles traveled, receipts, etc.);
- A description of the supportive service provided;



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- A list of all organizations contacted and why supportive services could not be obtained through such programs; and
- An invoice or receipt for payment received (itemized and dated) for the supportive service.

Supportive services are intended as temporary assistance and should not be considered or provided as long-term support. Provision of supportive services is not guaranteed and is contingent on availability of funding. All payments must be made directly to the vendor, when possible.

The following are special regulations established by the GRWDB to govern the provision of supportive services:

- Travel Allowance: A travel allowance may be paid for travel to and from the training facility. Travel allowances will be paid for actual days participated only, and must be documented by an attendance record, which is signed by the appropriate activity representative at the facility and by the participant. Actual round-trip miles per day must be reported correctly by the participant. Attendance documentation must be kept, and in no instance will payment be made in advance. The participant will be required to sign a receipt documenting payment received for the applicable period. Travel reimbursement should be paid at the mileage rate set by the IRS annually, which can be found at <https://www.irs.gov/credits-deductions/individuals/standard-mileage-rates-at-a-glance>. Travel/mileage will be reimbursed for no more than \$2,000 per program year per participant.
- Childcare: To receive child-care payments, participants must show evidence of need, and such payments can be made only when participants cannot afford to pay the childcare themselves. Payment will be made only for those days the participant attends training and the child is present at childcare. To document the actual cost of child care that has been provided, the participant must furnish a Documentation of Child Care Form, which gives the dates and hours per day of child care, and the signature of the child-care provider (including date form is signed) and the cost of the child care provided as well as the training attendance record which is signed by the appropriate activity representative at the facility and by the participant. As stated above, in no instance will payment be made in advance. The participant will be required to sign a receipt documenting payment received for the applicable period. Child Care expenses will be reimbursed for no more than \$2,000 per program year per participant.
- Assistance with Training Uniforms, Work Attire and Related Tools: To receive assistance with training uniforms or appropriate work attire and training/work-related tools, the participant must show evidence of need and the inability to pay for the items himself or herself. Documentation will consist of a completed Supportive Service Request form and an invoice (itemized and dated) for the items purchased. The participant will be required to sign a receipt documenting payment received for the applicable period. Uniforms, tools, and attire will be reimbursed for no more than \$2,000 per program year per participant.
- Tests, reasonable accommodations, referrals to health care, books, school supplies, and certifications: To receive assistance with these expenses, the participant must show evidence of need and the inability to pay for the expenses themselves. Documentation



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will consist of a completed Supportive Service Request form and an invoice (itemized and dated) for the expenses needed. The participant will be required to sign a receipt documenting payment received for the applicable expense. These expenses will be reimbursed for no more than \$2,000 per program year per participant.

- Food: On a limited basis, and in certain situations, food at a reasonable cost may be provided to WIOA Title I Youth program participants as a supportive service. Food may be provided to eligible Youth when it will assist or enable the participant to participate in allowable youth program activities and to reach his/her employment and training goals, thereby achieving the program's overall performance goals. Use of funds for food should be limited to reasonable and necessary purchases that are coordinated, when possible, with other community, state & federal services that provide food for low-income individuals. Food would only be provided by program funds when the program services/activities last throughout a normal mealtime portion of the day and would be purchased by a vendor payment, when at all possible. These expenses will not exceed \$2,000 per program year per participant.
- Other: Other needed supportive services to help an individual remain in training or be able to successfully complete program participation, not specified in the above sections, and which the trainee cannot afford, may be provided on a case-by-case basis. Each situation will be evaluated as the need arises, and determination of whether support is needed will be made by the Board Director by way of a waiver request from staff. Proper documentation and verification are required. The participant will be required to sign a receipt documenting payment received for the applicable period.

Funding of training and supportive services combined may not exceed a total of \$8,000 in a 12-month period. All WIOA registrants will be made aware of any excess cost of training not covered by the program and for which they will be responsible. Program operators are expected to work closely with participants to determine the individual's ability to contribute to the cost of training and negotiate a funding plan that will adequately meet the needs of the participant while using WIOA funding in the most efficient manner possible.

Payments to clients must be sufficiently documented (i.e.: computer printout showing funds loaded to card, copy of check payment/voucher, client signature acknowledging they received payment).

Waivers

A waiver to the above maximum specifications may be requested from GRWDB director on a case-by-case basis. Waivers must be submitted to and approved by the Director prior to the expenditure of funds. The necessity for waiver must be sufficiently justified documented for a waiver to be approved.