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| Title: | Supportive Services Policy | Effective Date: | 1/27/2017 |
| | | Revised Date: | 5/21/2025 |

Purpose

To establish a policy for the provision of supportive services using WIOA Title I Adult, Dislocated Worker, and/or Youth program funds.

References

- Workforce Innovation and Opportunity Act (WIOA) Public Law 113–128
- Policy 401-05 Change 1 Provision of Supportive Services
- TEGL 09-22

Policy

Supportive services may be provided to WIOA Title I Adult, Dislocated Worker, and/or Youth participants who are actively participating in WIOA Title I program activities and who are unable to obtain supportive services through other resources/programs. No supportive services shall be funded by a WIOA Title I program until other local area resources and/or programs have been contacted to assess the availability of other funds or resources available for the supportive service. If it is confirmed that another organization can provide the supportive service needed by the client through another resource and/or program, a referral will be made for the participant. If alternative resources cannot be found, or the alternative resources are not timely to allow the participant to achieve their employment and/or training goals, then supportive services may be provided using WIOA Title I funds. The justification of the need for the supportive service to achieve employment and/or training goals or participate in WIOA Title I activities must be documented.

Supportive services that are available to WIOA Title I participants may include such services as:

- Transportation
- Childcare
- Assistance with the purchase of uniforms for occupational skills training, or appropriate work attire for work-based learning activities and/or employment
- 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

Needs related payments are not currently offered by the Greater Roanoke 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
- A list of all organizations contacted and why supportive services could not be obtained through such programs
- 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. The 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 total amount of supportive services shall not exceed \$2,000 per program year per participant. A waiver may be requested to exceed this amount but must be approved by the Executive Director or their designee prior to the supportive service being provided.

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

- Transportation Assistance: Transportation assistance may be provided to reimburse travel to and from a training facility which could include, but is not limited to, a training provider, employer, or other pre-approved vendor or location. Transportation assistance will only be paid for travel on actual days participated only and must be documented by an attendance record 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. No payments shall be made in advance for transportation assistance. The participant will be required to sign a receipt documenting payment received for the transportation assistance during the applicable period. Travel reimbursement will 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>. Transportation assistance may also be provided by utilizing a ride-share or on-demand transportation providers such as Uber or Lyft, reserved and paid for by program staff. Other group transportation providers may be used for individual transportation, including but not limited to EverDriven, but must be authorized by the Executive Director or their designee prior to the supportive service request being approved.
- Childcare Assistance: To receive childcare assistance, participants must show evidence of the need, and such payments can be made only when it has been documented that participants cannot afford to pay for the childcare themselves. Payment will be made only for those days the participant attends training and/or employment activities and the child is present at the childcare facility. To document the actual cost of childcare that has been provided, the participant must provide a completed Documentation of Childcare Form, which gives the dates and hours per day



of childcare, the signature of the childcare provider (including date form is signed) and the cost of the child care provided. The attendance record which is signed by the appropriate activity representatives and the participant must be attached to the Documentation of Childcare Form. No childcare assistance payments will be made in advance. Payments will be made directly to the vendor or childcare provider.

- Assistance with Training Uniforms, Work Attire and Related Tools: To receive assistance with training uniforms, appropriate work attire, and/or training/work-related tools, the participant must show evidence of need and the inability to pay for the items themselves. Documentation will consist of a completed Supportive Service Request form prior to the purchase of any items. The GRWDB may choose to use a specific vendor for the items, including but not limited to Super Shoes, and a voucher may be provided directly to the vendor outlining the items that may be purchased. The items listed on the voucher are the only items that will be paid for and any other items purchased by the participant will not be paid for by the GRWDB. The GRWDB may reimburse participants directly for the purchase of uniforms, work attire, and/or related tool, but prior approval must be provided and documentation must be in place for this to occur. If reimbursement is made directly to the participant, the GRWDB must receive an itemized receipt showing date, time, and all purchases made from the approved store or vendor prior to processing.
- 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 will consist of a completed Supportive Service Request form prior to the purchase of any items or the completion of any assessments, tests, or examinations. The GRWDB will work directly with the vendor for such items listed above and a voucher will be provided directly to the vendor outlining the items that may be paid for on behalf of the participant. No additional items that are not listed on the voucher may be paid for by the GRWDB. The GRWDB may reimburse participants directly for purchases of the items above, but prior approval must be provided, and documentation must be in place for this to occur. If reimbursement is made directly to the participant, the GRWDB must receive an itemized receipt showing date, time, and all purchases made from the approved store or vendor prior to processing.
- 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 WIOA Title I Youth program activities and to reach his/her employment and training goals.. The use of funds for food should be limited to reasonable and necessary purchases that are coordinated, when possible, with other community, state and federal services that provide food for low-income individuals. Food will only be purchased with WIOA Title I funding when the program services and/or activities occur during a normal mealtime of the day. When food purchases are made, the GRWDB will work directly with a vendor and purchase the food on behalf of the participants. Attendance records will be taken and will include a signature from the participant for attending the program service and/or activity. This documentation will be included in the participant files



along with documentation of the food purchase and the agenda/schedule of the service and/or activity showing that it occurred during normal mealtime hours.

- 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 \$5,000 in a program year. A waiver may be requested to exceed this amount but must be approved by the Executive Director or their designee prior to the supportive service being provided. Any excess costs of training and/or supportive services over the \$5,000 limit will be communicated to the WIOA Title I participant prior to the enrollment into training and/or employment activities to determine the participant's ability to contribute to the cost of training, or to complete an assessment of any other funding sources for training and/or employment activities.

Any payments that are made directly to WIOA Title I participants must be sufficiently documented, including showing documentation of the need, proof of payment, and proof of receipt of payment and/or service. This could include copies of the check/check payments/vouchers, participant signature(s) acknowledging receipt of payment, or printout showing the funds loaded to a credit, debit, or other direct payment card.