



## WORKFORCE INNOVATION AND OPPORTUNITY ACT

# Supportive Service Policy

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## SUPPORTIVE SERVICE POLICY

### PURPOSE:

The purpose of this policy is to provide guidance to the South Central Oklahoma Workforce Development Area (SCOWDA) system partners and to establish South Central Oklahoma Workforce Board (SCOWB) standards for providing supportive services to Adult, Dislocated Worker, and Youth Title I participants and any other program administered with supportive services as an allowable expense to the program. This policy is established in accordance with applicable State and Federal laws and regulations.

### DEFINITIONS:

- Supportive Services – Supportive services include services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in career and training services authorized under WIOA Title I
- Needs-Related Payments – Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIOA

Supportive Services, including needs-related payments, may only be provided to participants who:

1. Are participating in career or training services; and
2. Are unable to obtain those necessary supportive services through other programs providing such services; and
3. Are unable to participate in Title I activities without such supportive services, and
4. Have a total gross family income (at the time supportive services are requested) less than the self-sufficiency guidelines as determined by the South Central Board

EXCEPTION: Income level does not apply if a cost is a training-required expense (example: required uniforms for nurses not available for purchase from the training provider) and there is documented unmet need on the Coordination of Training Funds form.

5. Have remaining unmet need (while in training) on the COTF after other financial resources are deducted.
6. The board has 60-day limit for supportive services after a customer completes training or is no longer participating in an approved WIOA activity.

### Cost of Meals

Providing meals for youth in all day must be adequately documented to support the necessity and reasonableness of the meal.

Food allowances for youth participants attending all day workshops will be paid and documented in the same manner as other allowable supportive services.

- Actual attendance in training must be verified;
- a signed Time and Attendance sheet will serve as a self-attestation of participant attendance;

- the Service Provider will be required to document the actual cost of meals each day;
- the meal allowance per day shall not exceed \$20 per participant per day;
- remember the reimbursement of tips are unallowable;
- each day's meal will require 3 price quotes;
  - if you know you are going to have 3 workshops in the summer, you may procure from the same vendor to cover the entire timeframe after you receive your 3 price quotes;
  - if you do outings, call ahead and obtain quotes; and
- the cost of each meal must be included in the total supportive services provided to each participant and cannot exceed SCOWB's supportive service limits for such costs.

**Note: Needs-related payment requires ADDITIONAL eligibility criteria which are listed in the Needs- Related Payment section following.**

### **Limits on ALL Supportive Services (to include Needs-related Payments)**

The maximum TOTAL amount of any supportive services for a participant **enrolled in WIOA Training** is \$3,000.00 per participant per enrollment. An additional \$3,000.00 of supportive services may be approved on a case by case basis if given prior board approval. The service provider must provide documentation in writing that all other avenues and resources have been thoroughly explored prior to requesting board approval for additional funding.

- Gas Cards or mileage reimbursement must be for a maximum of a two week time frame and based on actual mileage. Documentation of attendance must be recorded, signed, and collected from each participant and uploaded to the state data system. If purchasing a gas card, the participant must provide the receipt showing only gas was purchased on the card. Any charges not used for gas, must be subtracted from any future gas cards.

SCOWB requires that the service provider use information from [www.211oklahoma.org](http://www.211oklahoma.org) to determine if needed supportive services are available from any source other than WIOA Title I funds.

**Note: Needs-related payments have ADDITIONAL limits which are listed in the Needs-Related Payment section following.**

### **Needs-Related Payment Additional Guidelines**

Must:

1. Be Unemployed; and
2. Not qualify for, or have ceased qualifying for, unemployment compensation; and
3. Be enrolled in a program of training services under WIOA Title I.

NOTE: Needs-related payments are only available to participants during training services or, may be provided prior to training only if the participant has been accepted into a WIOA Title I training program that will begin within 30 calendar days.

### **Dislocated Workers must also:**

1. Be enrolled in a program of training services under WIOA Title I 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 6 months;

**Priority of Supportive Services**

When funding is limited, supportive services that meet the 40% training requirement would be priority.

**EQUAL OPPORTUNITY AND NONDISCRIMINATION STATEMENT:**

All Recipients, including Sub- recipients/Sub-grantees, must comply with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title-I financially assisted program or activity.

**ACTION REQUIRED:**

SCOWB will disseminate the Supportive Services Policy to all SCOWB contractors. All Contractors will be responsible for following this policy and budgets approved by SCOWB.

**APPROVED BY FULL BOARD: 1/13/2022**