WORKFORCE INNOVATION AND OPPORTUNITY ACT

Supportive Service Policy

IMPORTANT! This document contains **important information** about your rights, responsibilities, and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call Lafonda Colbert (580) 357-3500** for assistance in the translation and understanding of the information in this document.

¡IMPORTANTE! Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al Lafonda Colbert (580) 357-3500** para pedir asistencia en traducir y entender la información en este documento.

Telephone Relay Service is available by dialing 711 or 800-722-0353

EQUAL OPPORTUNITY AND NONDISCRIMINATION STATEMENT: All Recipients and sub-recipients/subgrantees 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.

South Central Oklahoma Workforce Board's Workforce Innovation and Opportunity Act Title I program funding statement can be found at https://scowib.info/funding

Caddo County, Grady County, McClain County, and the City of Chickasha Labor Market Area
Comanche County, Cotton County, Tillman County, and the City of Lawton Fort Sill Labor Market AreaJefferson County, Stephens County, and the City of Duncan Labor Market Area

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.

POLICY:

Supportive Services

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services. Supportive services may be made available to any adult or dislocated worker, or youth participating in a Title I career or training service if:

1. The participant is unable to obtain supportive services through other programs or entities providing such services.
2. The supportive service is necessary to enable the individual to participate in career services (with the exception of follow-up career services for adult and dislocated workers) or training activities.

Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up services), training activities, or both to continue to receive supportive services. Uploaded support documentation must include the supportive services request/voucher, the local area's verification or certification that no other services are available, and any other documentation required according to SCOWB policy.

Determining the Need for Supportive Services on an Individual Bias

When an adult, dislocated worker, or youth is participating in career or training services, as defined in WIOA secs. 134(c)(2) and (3), supportive services may be provided only after an initial/objective assessment or evaluation has been conducted verifying the need for such services. The SCOWB, in conjunction with the One-Stop Operator and the service provider, shall implement local procedures for conducting initial assessments. The local procedures shall be developed in consultation with the One-Stop Partner agencies and shall ensure that initial assessment procedures conform to all State and federal guidance with regard to the assessment of individual needs.

The decision on which supportive services to be provided, and the timing of their delivery, shall be made at the local level on a case-by-case basis depending upon the needs of the individual. Each barrier should be reviewed and determined if it is a barrier to participation in a career or training service, then a decision needs to be made on whether it would be appropriate to provide a referral or a supportive service.

Development of Supportive Services in the Individual Employment Plan/ Individual Service Strategy
When a WIOA participant is participating in career or training service as defined in WIOA, supportive services may be provided only as part of an Individual Employment Plan (IEP) / Individual Service Strategy (ISS).

SCOWB and the service provider shall ensure that each identified barrier to participation in a WIOA activity is adequately documented and described in the individual's IEP/ISS. The determination regarding referrals or supportive service delivery must be documented and described in the IEP/ISS prior to the provision of services.

Supportive services may be provided to address identified needs that interfere with the participant's ability to successfully participate in a WIOA career or training activity. These services may be addressed whenever the need is identified whether at initial IEP/ISS development or at any time during participation in the WIOA program. The participant's IEP/ISS should always reflect a clear picture of the circumstances and services provided.

Examples of Supportive Services may include, but are not limited to:

- Assistance with transportation (i.e. gas card, bus pass, bicycle, tire, small car repair, etc.)
- Assistance with childcare and dependent care
- Linkage to community services
- Assistance with housing
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Referrals to healthcare
- Assistance with uniforms or other appropriate work attire and work-related tools, including items such as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications
- Legal aid services
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with specific criteria as indicated in 20 CFR § 680.940 for Adult program participants and in § 680.950 for DLW program participants).

Needs-Related Payments
Needs-related payments are a form of supportive services designed to provide a participant with financial assistance to enable them to participate in training services. Many individuals in need of training services lack the resources to meet their non-training expenses and therefore cannot participate in the training needed to attain employment. Needs-related payments can help individuals meet their non-training expenses and help them to complete the training successfully.

To be eligible to receive needs-related payments, Adult program participants must:

- Be unemployed,

- Not qualify for, or have ceased to qualify for, unemployment compensation, and
- Be enrolled in a training program described in this issuance and section 134(c)(3)(D) of WIOA.

To receive needs-related payments, dislocated workers must:

- Be unemployed, and:
  - have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
  - be enrolled in a training program described in section 134(c)(3) of WIOA by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for employment and training activities for dislocated workers; or if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- Be unemployed and:
  - did not qualify for unemployment compensation or trade readjustment assistance under TAA; and
  - be enrolled in a program of training services under WIOA 134(c)(3).

Needs-related payments for dislocated workers must not exceed the greater of:

- the applicable weekly level of the unemployment compensation benefit, for participants who were eligible UI as a result of the qualifying dislocation; or
- for participants who did not qualify for UI benefits because of the qualifying layoff, an amount equal to the poverty level for an equivalent period, which must be adjusted to reflect changes in total family income, as determined by SCOWB policies.

Cost of Meals

Providing meals for youth in all-day WIOA-approved activities 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 is unallowable.
- Each day's meal will require three 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.

Limits on ALL Supportive Services (to include Needs-related Payments)
The maximum TOTAL amount of any supportive services for a participant **enrolled in WIOA Title I and participating in career and training services** 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:** Program funds can be utilized to assist but must only be for 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.
    - Gas Card Imbursement Rate

Miles per Day	Rate per Day
0-1	$0.00
2-10	$5.00
11-20	$6.00
21-30	$7.00
31-40	$8.00
41-50	$9.00
51-60	$10.00

    - Transportation Reimbursement at the SCOWB mileage rate (50% of federal reimbursement rate) might also be available for individuals in special activities under certain circumstances but must be pre-approved by board staff.
- **Utility Assistance:** Program funds may be utilized to assist the participant with a one-time payment per program year of utilities (one per utility type/company) not to exceed $300.00. The utility bill may not have a past due amount for late payments. The participant must provide a written statement of a plan to keep the utility type in good standing.
- **Housing Assistance:** Program funds may be utilized to assist participants who need assistance with rent or mortgage payments. The participant may not have rent or mortgage payments past due or have eviction notices for late payments. A one-time expenditure may be made for housing assistance not to exceed $1,000.00. The participant must provide a written statement of a plan to keep the rent or mortgage payment in good standing.

SCOWB requires that the service provider use information from 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.

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: 3/14/2024