**Supportive Services Policy**

**Purpose**

To establish local policy for providing supportive services, and identify the requirements One Stop operators and service providers must adhere to in providing such services to adults, dislocated workers, and youth.

**Policy**

General Provisions:

* Supportive services may only be provided to participants who are participating in intensive or training services and are unable to obtain the services through other programs who provide such services.
* Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in Workforce Innovation and Opportunity Act (WIOA) activities.
* Supportive services may only be provided after it has been determined the participant is unable to obtain supportive services through other programs providing such services.

Assessment of Need and Documentation: The service provider must thoroughly assess the participant’s need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc. Additionally the participant and service provider must develop a plan on how the participant will support a part or all of the expense for supportive services issues once the initial assistance has been given to the participant. For example: It would not be prudent for the program to pay for gasoline expense for two years while the participant is in training.

Coordination and Referral: The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

One Stop operators, service providers, and One Stop partners shall identify in the Memorandum of Understanding (MOU) the process utilized to ensure resource and service coordination regarding supportive services including how supportive services will be funded when they are not available from other sources. In addition, the MOU must describe how accurate information will be provided on the availability of such services in the local area. All Community Partner MOU’s are negotiated by the One Stop Manager and should include language on referral procedures as necessary.

Time Limitations: Supportive services may be provided during participation in the WIOA program and up to six months after the date on which the participant completes the program for adult and dislocated worker services and during follow up for youth services. An exception to this is a Needs Related Payment that is directly tied to occupational skills training.

Cost Limitations: The cost of reimbursement or direct payment to participants for supportive services shall be the actual costs incurred up to the maximum amount allowed. The exception to this is a Needs Related Payment. Costs for Supportive Services must be reasonable and competitively priced. An effort must be made by the service provider to make this determination. The cost limitation includes all supportive services provided during the participant’s enrollment and those supportive services provided to the client as part of follow up after exit.

Approval Authority: Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the participant to participate in approved programs and only when similar services are unavailable within the community. The participant’s need and necessity of the supportive service must be documented in the case file; and for participants enrolled in intensive or training services, must be included in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

Cost Considerations: The cost of supportive services must be both reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. The exception to this is a Needs Related Payment.

Approval to Exceed Limitation: In some instances, there may be a need to exceed the limitations specified by this policy. In such cases, the HWS Director of Operations may approve actions to exceed established limitations.

"The service provider will establish appropriate limits for all supportive services, which are subject to Board review and approval." Requests to exceed limitations will be forwarded to the HWS Director of Operations for approval and will include:

* Client Name and Social Security Number and
* Identification of the additional supportive services needed and approximate cost and;
* Justification for request, including documentation of need and the activity it supports, and;
* Current client activity status, and
* Documentation of previous funds expended.

It is not feasible for this policy and corresponding chart to describe all potential supportive services that can be delivered in the Greater Omaha Workforce Investment Area. If a staff member encounters a situation requiring supportive service and the service is not addressed in this policy, the staff member is to follow the steps described above to request approval from the HWS Director of Operations.

The HWS Director of Operations will evaluate the request on a case-by-case basis and either approve or disapprove the request for additional supportive services within seven (7) working days.

**PROCEDURE FOR TYPES OF SUPPORTIVE SERVICES**

**Purpose**

To identify the different types of supportive services allowed to WIOA clients.

**Policy**

Supportive Services: Assistance for allowable services include, but is not limited to:

* Transportation
* Childcare
* Housing
* Dependent care
* Referral to medical services
* Need related payments
* Protective clothing, eyewear, tools, equipment required to participate in a training program or employment
* Education related application fees
* Needs Related Payments

Transportation Assistance: Transportation assistance includes costs for items such as: mileage reimbursement, basic car repairs, car liability insurance, bus, or other transportation fares.

Mileage Reimbursement: Mileage reimbursement is available for participants who must commute to and from a work site or training site for which no other form of transportation is available. “Map” mileage may be used as the basis for payment.

Basic Car Repair: Supportive service cost for emergency car repairs is authorized. Participant must have approval from the Program Coordinator before assistance is provided. Preventive maintenance work is not covered as a supportive service.

Bus or Other Transportation: Assistance for bus tokens, tickets, and cost for other fares (taxi, daily ride with other providers, etc.) is authorized, provided no other form of transportation is available.

Childcare: Childcare assistance may be provided by a licensed day care provider to participants who are not able to participate in Workforce Investment programs without such assistance. This includes participants who are in danger of dropping out or making less than satisfactory progress due to unsatisfactory or unreliable childcare arrangements.

Emergency Housing: Emergency housing assistance may be provided to participants on a one-time basis. The assistance may include cost for rent, mortgage payment, temporary housing in a motel/hotel or apartment, utility payments, and relocation expenses. Since this is a one-time emergency intervention, a plan must be established to ensure the client will be able to meet long term housing needs. If 2 WIOA participants are co-habitating and request emergency housing assistance, the Goodwill Director of Workforce Services will determine how the provision is made and allocated.

Dependent Care: Assistance for dependent care is authorized and may be provided to participants who are responsible for such care to a minor or adult member of the family.

Medical Services: Supportive service assistance is authorized for healthcare and medical services. This assistance is not intended to cover the costs of major issues such as major surgery or major dental care, and is not intended to encourage visits to healthcare centers or doctors for minor illnesses such as flu, colds, etc. for which the participant would not normally seek medical attention. Reimbursement claims for providing this assistance must include the name of the participant, the type of assistance provided, the providers Federal ID number and be signed by the provider.

Protective Clothing, Tools, and Equipment: Supportive services assistance is authorized for protective clothing, tools, and equipment required for participants to enroll and participate in training programs or employment under the Workforce Innovation and Opportunity Act. These items may include eyewear, steel-toed shoes, work related or training related tools and equipment, uniforms, etc. If these items are required under the training program curriculum, they become training costs and are included in the individual training account obligations.

Items not included in the training program curriculum are supportive services if they are provided to the participant. To authorize supportive services for protective gear, it must be determined the items are necessary to protect the participant’s health and safety. Tools and equipment procured for participants to obtain employment after they have completed a training program must be fully justified by an employer’s statement, or by sources other than the participant.

Education Related Application Fees: Supportive service assistance is authorized for the payment of application fees to educational institutions. These are fees that are paid to determine a participant’s eligibility and acceptance at the educational institution and which will allow the client to obtain information on financial aid awards.

Needs Related Payments: Supportive service assistance is authorized for Needs Related Payments for Adults and Dislocated Workers to provide financial assistance that will enable them to participate in training. To be eligible, a participant must meet the following requirements:

* Be unemployed, and
* Not receiving Unemployment Insurance (either didn’t qualify or ceased qualifying; if a Dislocated Worker, the individual cannot be under TAA or NAFTA), and
* Must be enrolled in a training service under the Workforce Innovation and Opportunity Act and able to start that training within a 30 day time frame.

A maximum of $450 per full-time, occupational skills training term is allowed. Payments for additional training terms are allowed after re-assessment of need and documentation of eligibility.

Linkages to Community Services: Assistance in providing linkages, referrals, and accurate information about the availability of supportive service assistance not provided or funded by the Workforce Investment Act. These services may include: Food stamps, temporary assistance for needy families (TANF), veteran’s assistance funds, financial assistance for education, county public assistance funds, etc.

**SUPPORTIVE SERVICES CHART**

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| **Service** | **Limit** | **Approval to**  **Exceed Limit** |
| Total Supportive Services | $1,000 | AWIOA Director of Workforce Services |
| Total Supportive Services | $2,000 | HWS Director of Operations |
| Total of all Transportation Related Services | Cumulative maximum of $800 | HWS Director of Operations |
| Mileage Reimbursement | $0.30/mile | Not Allowed |
| Basic Car Repair | $500 | HWS Director of Operations |
| Car Liability Insurance | $600 | HWS Director of Operations |
| Bus & Taxi Fares | $800 | HWS Director of Operations |
| Emergency Housing 1 | $600 | HWS Director of Operations |
| Child Care | $5/hour/child or $1,000/family | HWS Director of Operations |
| Dependent Care | $5/hour/member or $1,500/family | HWS Director of Operations |
| Health/Medical Services | $250/visit and $600 total | HWS Director of Operations |
| Protective Clothing, Tools & Equipment | $600 | HWS Director of Operations |
| Linkage to Community Services | None | N/A |
| Car License | Not Allowed | N/A |
| Education Related Application Fees | $100 | HWS Director of Operations |
| Needs Related Payments | $450 per OST Term | N/A |

1 The frequency of supportive services delivered to each participant is based on their Individual Employment Plan (IEP) or Individual Service Strategy (ISS), with the exception of Emergency Housing. Emergency Housing may be provided one time only to each participant. Additional Emergency Housing supportive services must be approved by the **HWS Director of Operations**.