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| Policy Name: | Supportive Service Policy for Adults and Dislocated Workers |
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| Owner | Workforce Manager |
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Policy:

Supportive services may be made available to any Adult or Dislocated Worker participating in WIOA Title I career services or training activities that is unable to obtain supportive services through other programs providing such services.

Additionally, the supportive services must be necessary to enable the individual to participate in career services or training activities. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. The type and amount spent on supportive services will be determined on a case-by-case basis, and the total spent on any one customer for supportive services will be based upon the availability of funds. The Executive Director or Workforce Manager may determine that circumstances justify additional funding as a result due to ongoing customer assessments and evaluation of needs. The supportive services will be available between enrollment and the commencement of follow up services.

Enrolled in Training:

Supportive services that may be available to customers that are enrolled in Individual Training Accounts (ITAs) with an approved training provider may receive the following services in addition to the approved level of ITA tuition assistance. The services provided must be necessary for the customers to achieve their training goals and be used for that training, as outlined in the Individual Employment Plan (IEP), and include:

- (a) Assistance with educational testing.
- (b) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- (c) Assistance with books, fees, school supplies, and other necessary items (including technology) for students enrolled in postsecondary education classes to complete training.
- (d) Payments and fees for employment and training-related applications, tests, and certifications.
- (e) Assistance with transportation costs, including parking fees, related to attending training, up to a maximum of \$750 per WIOA Program Year.

No limit is set on the dollar amount of supportive services (except transportation), but all services must be necessary to meet training goals and not available from any other source.

Receiving Individualized Career Services Only:

Supportive services that may be available to customers that are receiving individualized services, but **not** in ITA training, may receive supportive service payment for the following job-seeking or related expenses:

- (a) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear up to \$500.
- (b) Assistance with payments and fees for employment and training-related applications, document fees, fingerprinting, testing, certifications, and licensing fees, and obtaining documents needed for hire.
- (c) Payments and fees related to obtaining a New York State Driver's Learner's Permit and New York State Driver's License. Alternatively, payments and fees related to obtaining a New York State Identification (I.D.) card may be covered, if necessary, to secure employment.
- (d) Assistance with transportation, including parking fees, to job interviews/fairs, or traveling to a new job prior to receiving the initial paycheck, up to a maximum of 31 days or \$ 750, whichever is less.
- (e) Assistance with Metrix Learning Licenses or Industry Certification Examination payments.

The total amount that can be spent on job-related supportive services may not exceed \$1,000 in total.

If supportive services other than these are necessary by a customer, referral will be made to other community agencies that provide those services.

While 20 CFR 680.900 list additional examples of covered items, WIOA grants local areas the authority to make policy and administrative decisions and the flexibility to tailor the workforce system to the needs of the local community. WIOA provides a broad definition of supportive services which are determined by the local board. As such, CNY Works will not offer supportive services for childcare, dependent care, housing-related expenses, or other permissible services. Each program year CNY Works will evaluate the demand for additional supportive services and will revisit this policy to fund other supportive services if a significant need arises for individuals to participate in applicable WIOA activities.

Supportive Service for individuals participating in New York State-approved pre-apprenticeship and apprenticeship programs:

Supportive services through this policy will not be provided to apprentices whose sponsor's policy and procedure is to provide full financial support for same services. The LWDB will provide financial support, as specified in the provisions below, for those services which were not paid for by the sponsor according to the sponsor's policy and procedure.

Provisions include:

- The individual is engaged in a registered, New York State pre-apprenticeship or apprenticeship program.
- The apprentice is eligible to receive WIOA intensive services.
- The support is limited to textbooks and LMS Access fees directly related to the apprentice's required classroom training in each documented apprenticeship year.
- The support for textbooks and LMC Access fees will be up to \$750 per year in accordance with the annual books and materials fees provided by the Apprenticeship Training provider per apprentice.
- First year apprentices may also receive support for the initial Tool Kit cost up to \$500.

- Support will be provided following an application/assessment that determines:
 - the apprentice's program eligibility
 - verification that textbooks are directly related and required for the successful completion of the training.
- Payment and/or reimbursement will be provided when the individual has provided documentation of the successful completion of 60% of the coursework/training for which textbooks are being provided. (Not necessary to successfully complete 60% of entire apprenticeship program.)

Supportive Services Procedure:

The necessity of providing a customer with a supportive service will be determined by the Workforce Advisor as part of the case management process. The Workforce Advisor must indicate that the supportive service is not available from any other source or program and that it is necessary to enable the customer to participate in career services or training activities.

The most common supportive service relates to payment of books, fees and testing for customers in training. The intention of this policy is to treat these costs as supplemental to the tuition. There is no established limit to the supportive services provided while in ITA training, the services must be necessary, reasonable, and not available from other sources. Supportive services deemed necessary for customers receiving career services will be limited to \$1,000 per enrollment period (services received before "follow up" services begin).

Request for funding of supportive services in conjunction with an ITA funding request will be included as part of the total cost calculation of the ITA and included on Form ITA-4-Cost breakdown (including revisions thereof). Request for supportive services not associated with an ITA funding request will be made by the Workforce Advisor via completion of the Support Services Justification Form, SS-1, with any attached documentation indicating that:

- a) The customer needs the supportive services to participate in career services (other than follow up services) or training services and
- b) The customer cannot obtain the services from any other source and
- c) The services will assist customer in finding sustainable employment in the local area.

The Workforce Manager will review the justification and instruct the Workforce Advisor to prepare a purchase requisition if deemed reasonable and appropriate. The Workforce Manager will send the approved purchase requisition to Finance for processing.

Resource Referrals:

Workforce Advisors will offer information related to local sources of community linkages and providers of supportive services not available at the One Stop Career Center. Referrals will be given to customers as necessary by providing direct information either via a website, email, phone number or direct contact for the following services:

- Assistance with transportation.
- Assistance with childcare and dependent care
- Assistance with housing.
- Reasonable accommodations for individuals with disabilities.
- Legal aid services.
- Referrals to health care.