

Policy Name:	Supportive Service Policy for Adults and Dislocated Workers
Date Approved	3/29/19
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Owner	Workforce Manager

Policy:

Supportive services may be made available to any Adult or Dislocated Worker participating in WIOA Title I career services or training activities (enrolled in training registered on the New York State Eligible Training Provider List (NYS ETPL)) 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 One Stop System Operator or Executive Director may determine that circumstances justify additional funding as a result of ongoing assessment 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 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 for students enrolled in postsecondary education classes to complete training;
- (d) Payments and fees for employment and training-related applications, tests, and certifications; and
- (e) Assistance with transportation costs related to attending training, up to a maximum of \$250.

No limit is set on the 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 \$250;
- (b) Assistance with document fees, fingerprinting and testing fees, including drivers' licenses, if necessary, to secure employment;
- (c) Assistance with transportation to job interviews/fairs, or traveling to a new job prior to receiving the initial paycheck, up to a maximum of 31 days or \$250, whichever is less.

The total amount that can be spent of 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 child care, dependent care, housing-related expenses or other permissible services. Additionally, CNY Works will not provide needs-related payments, which CNY Works has further defined as stipends or direct payments of cash to training service participants. 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 in order for individuals to participate in applicable WIOA activities.