

WIOA POLICY

DATE ISSUED: July 1, 2018

DATE UPDATED: October 22, 2019

TO: Workforce Solutions Dislocated Worker/WIOA Adult Staff

FROM: WIOA Employment Services Division Manager

SUBJECT: Support Services for Dislocated Worker/WIOA Adult Programming

PURPOSE: Support services are those services which enable a participant to continue to participate in Dislocated Worker/WIOA Adult programming activities.

BACKGROUND: Supportive Services

Supportive services are provided to WIOA Adult and/or Dislocated Worker program participants on case-by-case basis and are based on individual need. Participants should complete a financial needs analysis during program enrollment with their counselor to document their current financial situation and potential needs. Supportive Services payments cannot be made for costs incurred prior to the individual's enrollment, documentation of need, and/or completion of an IEP.

The policy can include a maximum amount of funding and maximum length of time for supportive services to be available to a participant; however, the policy can't be so restrictive that it would result in a participant's failure to successfully complete their program. Supportive services should only be paid for using state or WIOA funds when these services are not available through any other local agencies or organizations. Max funding is \$1000 for a participant's stay in the program.

Case managers must document the type of supportive service(s) and the amount provided in both the Support Service and Case Notes tabs in WorkForce One. However, supportive services cannot be used to extend the date of exit for participants in WorkForce One.

For support service definitions, see bottom of this policy.

Supportive services cannot be provided to a participant as part of follow-up services after they have exited the program. Only individuals who are a participant in career services (other than follow-up) and/or training services can continue to receive supportive services.

Please note: Current DEED policy prohibits the disbursement of needs-related payments for Adult or Dislocated Worker program participants.

Procedures:

Dislocated Worker/WIOA Adult will utilize support services to encourage and help participants to stay on track with their program activities to reach their specific goals and obtain positive outcomes. Support Services will be provided to participants who are in compliance with their employment plan and **have shown positive progress at achieving their program goals.**

Dislocated Worker/WIOA Adult participants may receive support services if all eligibility documents are in their file, the EGC approves, and the EGC obtains the approval of the program supervisor. Support Services are **not to exceed \$1,000.00 per participant for the duration of their stay in the program.**

Support Service cards are to be kept and tracked, according to the program funding stream in which they were purchased, and according to which type/business they are attached to. By using this method all staff will be able to determine how many cards are left in each program, and for which businesses or services they can be used.

All Support Service payments will be documented on the Workforce Solutions ledger, found at X:/Forms/Fiscal/Adult & DW

Process:

Once a Dislocated Worker/WIOA Adult has made known the need for a Support Service, the EGC is to request documentation from the participant (ie. Invoice or bill), complete the support service authorization form and bring to **the program supervisor for approval. After the program supervisor approves** the request, the EGC can pick up the Support Service from the supervisor and sign off on the support service log. The EGC will update the ledger, using the correct grant that the support service came from.

When the EGC gives the support service to the participant, the participant will sign a paper receipt, which shall then be put in the participant's file.

Workforce One (WF1) Coding:

The transfer of the Support Service between the EGC and participant shall be case noted using the Subject Line "**Support Service.**" The amount, type of support service, and the need/reason for the support service, shall all be included in the case note.

The Support Service shall also be recorded under the **Support Service** tab in WF1, including the Service, Date the transaction took place, and the total amount.

DW/WIOA Program Supportive Services Definitions and Codes

WF1 category
Books, Fees, and Supplies for Post-Secondary Students
Child and Dependent Care
Counseling: Personal, Financial, Legal
Dental
Drug and Alcohol Counseling
Educational Testing
Emergency Financial Assistance
Emergency Health Insurance
Employment and Training-Related Fees
Health Care
Housing or Rental Assistance
Linkages to Community Services
Out-of-Area Job Search
Professional Membership
Reasonable accommodations for individuals with disabilities
Relocation
Tools and Clothing
Transportation

***Books, Fees, and Supplies for Post-Secondary Students *(Ramsey County to Use Employment and Training Related Fees)**

Books, fees, and supplies that are not directly related to the training service (such as study materials, supplemental learning materials, etc). Can also include self-study materials if the client is not taking a course or enrolling in a program, but needs materials to prepare for licensure tests and will obtain a license if they pass that test.

Child and Dependent Care

Service which helps participants meet their family care needs during participation. Participation ranges from day care outside the home or in-house to after-school programs.

Counseling

Personal, financial or legal. Ramsey County includes Drug and Alcohol Counseling in this category.

***Dental* (Ramsey County to use Health Care)**

Occasional payment for dental services and prescriptions based off the judgement of the EGC.

***Drug and Alcohol Counseling* (Ramsey County to use Counseling)**

Referral and counseling services to address drug and alcohol use issues.

***Educational Testing* (Ramsey County to use Employment and Training-Related Fees)**

Test prep courses, materials, and practice exam fees.

Employment and Training-Related Fees

Payments and fees for employment and training-related applications, tests, and certifications including immunizations, examinations, or medical tests required to participate in employment. Ramsey County includes Books, Fees, and Supplies for Post-Secondary Students, and Educational Testing in this category

Emergency Financial Assistance

- Utility bills: Cash outlay to client or vendor to provide for a variety of needs of clients including but not limited to meals, food (subsistence), licenses, initiations fees, physicals, etc. required for job placement
- Relocation and moving from storage to dwelling if client is temporarily homeless.

Emergency Health Insurance

COBRA payments only.

Health Care

Medications, health insurance premiums (other than COBRA), office visits, glasses, preventative services, dental, personal hygiene and appropriate psychiatric, psychological and prosthetic services.

Ramsey County includes Dental care in this category.

Housing and Rental Assistance

Mortgage/rent payment.

***Linkages to Community Services* (Ramsey County WFS does not use this category)**

Any fee-based community service that a job counselor deems appropriate for assistance.

Out of Area Job Search

Cost of travel and lodging for out of area interviews. Interview must be verified and scheduled to approve payment. The potential employer must not provide travel expenses themselves.

Professional Membership

Membership dues.

Reasonable accommodations for individuals with disabilities

Must coordinate with VRS first, if enrolled with VRS.

Relocation

If client has a confirmed job offer, and the employer does not provide for moving expenses, and the client's financial circumstances are such that program assistance is clearly needed, transportation and support for moving expenses may be provided.

Tool and Clothing

Service which will allow client to improve job search and interview potential or to provide items (such as software and laptops) required for training or as a condition of employment, upon completion of training.

Transportation

Gas cards, bus passes, car repairs, car payment, car insurance, parking for school.



EFFECTIVE DATE: July 1, 2018

CONTACT PERSON: WIOA Manager, Supervisor, and/or Planner