

Supportive Services Policy

Effective Date: 1/01/2021

Duration: Indefinite



Background

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show the individual need for the supportive services that are allowable, reasonable and not otherwise available to the participant. Supportive programs offer services that are necessary to enable an individual to participate in activities authorized under WIOA. (Please reference Workforce Services Guidance – LWDA Supportive Services Policy Update Requirements).

The NETLWDB and CLEOs participate in the East Tennessee planning region and will continue to work toward regional planning processes that result in the coordination of supportive services as defined in WIOA Section 106(c)(1)(F) in consultation with One-Stop Partners and other community service providers.

Supportive services should only be provided when the services are not available elsewhere, since WIOA is considered funding of last resort. Supportive services are not entitlements and must be supported by demonstration of financial need. The participant's need for the provided service must be documented in the case file. Participants enrolled in individualized career or training services must demonstrate need in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

WIOA Participants Who May Receive Supportive Services

Funds allocated to a local area (WIOA Section 133 & 20 CFR 680.900) may be used to provide supportive services to Adults and Dislocated Workers who:

- Are participating in programs with activities authorized in WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii); or
- Have exited and need post-program support services as follow-up (for up to 12 months after exit); and
- Are unable to obtain such supportive services through other programs providing such services.

Supportive services for Youth, as defined in WIOA Section 3(59) and at 20 CFR 681.570, are services that enable an individual to participate in WIOA activities.

Participants in WIOA programs who face significant barriers to employment, such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient, should be given service according to their level of need. Please refer to the TDLWD's Priority of Service Guidance concerning the order of service delivery which can be accessed at: <http://www.tn.gov/workforce/article/wioa-technical-assistance>.

Participants may be eligible for supportive services up to the amount of \$10.00/day to help defray expenses and promote successful completion of a WIOA activity. If a participant receives financial assistance from other public funding sources, they may be considered eligible to receive WIOA assistance as long as unmet need remains.

Supportive services may be available to participants to provide assistance including, but not limited to, obtaining eyeglasses, licensure testing, required background checks, and essential training and work uniforms and steel-toed boots. Limited dental supportive services (not to exceed \$800) may be provided in dire emergencies with the prior approval of Board staff only if these services cannot appropriately be provided through community dental services.

Relocation and employment transition assistance may be available up to \$2,500 provided in the form of reimbursement of appropriate employment relocation expenses for a participant who has accepted a bona fide offer of employment. The move must be more than 50 miles from the current address. Reimbursement of these expenses must follow approved guidelines.

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed. Examples of unallowable services include, but are not limited to, fines and penalties such as traffic violations; late finance charges and interest payments; entertainment, including tips; contributions and donations; vehicle or mortgage payments; refund deposits; alcohol or tobacco products; pet food; items to be purchased for family or friends; and out-of-state job search and relocation expenses that will be paid by the prospective employer

Youth Supportive Services

Youth and Young adults may face additional barriers in the NETLWDA Work Experience Program offered through the Work Experience Sub-Recipient. These Work Experience participants may be eligible for supportive services in the amount of up to \$20.00/day to help defray expenses and to promote the successful start and completion of Work Experience activities. This Supportive Service will be available for up to a maximum of four (4) weeks based on determination of need prior to receiving their first paycheck.

Youth Participant strategies to encourage sustained engagement, milestones outlined in their ISS, and completion in the program may include the following monetary incentives:

Postsecondary:

- A participant may be awarded \$50.00 for successfully transitioning into a postsecondary training program during participation in paid work experience or after completion of paid work experience.
- A participant may be awarded \$100.00 for successful completion of a training program which results in earning a credential prior to or within one year after exit.

Employment:

- A participant may be offered a monetary incentive to complete consecutive unsubsidized employment with the same employer. Under these conditions, \$100 may be awarded after completing 4 consecutive weeks of unsubsidized employment and another \$100 after completing 13 consecutive weeks of unsubsidized employment.

After Exit Postsecondary or Employment:

- A participant may be offered a \$100.00 monetary incentive if enrolled into a postsecondary training program or who is employed in unsubsidized employment during the 2nd quarter after exit.
- A participant may be offered a \$200.00 monetary incentive if enrolled into a

postsecondary training program or who is employed in unsubsidized employment during the 4th quarter after exit.

Work Experience:

- A participant may be offered a \$50.00 monetary incentive for successful completion of the first 4 weeks of paid work experience.
- A participant may be offered a \$50.00 monetary incentive for successful completion of the entire 600 hours of paid work experience.

Measurable Skills Gain:

- For participants assessed as basic skills deficient in math and/or reading at enrollment, the participant may be offered a monetary incentive of \$50.00 for increase in one educational functioning level per re-take of the CASAS or TABE assessment, with a maximum award of \$100.00 in a 12 month period.
- A participant may be awarded a \$50.00 monetary incentive for successfully achieving a skills gain during the required performance year and presenting proper documentation that could include a transcript, passing results of a certification exam, a positive progress report or performance evaluation.
- A participant may be awarded \$200.00 for completion of a GED/HiSet or high school diploma after enrollment.

NCRC WorkKeys:

Under the guidance and direction of the Local Elected Officials, NETLWDA is participating in a regional Work Ready Community (WRC) initiative. The purpose of WRC is the attainment of designation as a regional economy which has a pool of qualified workers who have achieved the necessary levels on the ACT assessment to be granted a National Career Readiness Certificate. Implementation of the WRC system requires that communities achieve quantitative workforce goals in three (3) categories: 1) emerging workers; 2) transitioning workers; and 3) current workers. Leveraging WIOA funds available through the Youth funding streams, NETLWDA will incentivize attainment of these metrics through award of support service payments to WIOA Youth participants who achieve an NCRC according to the following criteria:

Bronze Level	\$100.00
Silver Level	\$200.00
Gold Level	\$300.00
Platinum Level	\$400.00

In-School Youth

See NETLWDB Youth Policy for in-school youth state waivers. Sub-recipient of Youth Services will refer to their contract for service provision specific to ISY.

Documentation and Notes

- Supporting documentation will be required for consideration of these incentives such as pay stubs, post-secondary acceptance letter/schedule, transcripts, diploma, Ged/HiSet, High school diploma, postsecondary credential, certificate, copy of licensure, CASAS/TABE scores for Educational Functioning Level increase, and/or ACT NCRC scores.
- These incentives may be available to in school youth and/or out of school youth, as appropriate and/or as designated in the separate Youth sub-recipient contract and to youth funded through the Career Services Provider sub-recipient contract.

- Careful tracking of expenditures by the Sub-recipient must occur to ensure state waiver percentages for in school and out of school expenditures are adhered to as required.
- AVAILABILITY OF INCENTIVES IS CONTINGENT UPON FUNDING LEVELS, AND THIS POLICY MAY BE AMENDED AT ANY TIME TO ACCOMMODATE FUNDING INCREASES/DECREASES OR CHANGE IN THE SUB-RECIPIENT CONTRACTED SCOPE OF WORK.

Co-enrollment

Please refer to the NETLWDB Co-Enrollment Policy for more information concerning co-enrollment of participants in multiple programs and best practices to leverage resources for maximum benefit.

CONTACT: Questions concerning the above may be addressed to Kathy Pierce, Executive Director of the NETLWDB at kpierce@ab-t.org.

This policy will remain in effect until amended, modified, or set aside by the Northeast Tennessee Local Workforce Development Board.

Approved:



James Osborne
NETLWDB Chair