

Herkimer, Madison & Oneida

WORKFORCE DEVELOPMENT BOARD

POLICY #17-03: Supportive Services

DATE: June 23, 2017

APPLIES TO: WIOA Title I – Adult, DW and Youth Programs

History

20 CFR 681.570 describes supportive services for youth and 680.900 describes supportive services for adults and dislocated workers as defined in WIOA Sec. 3(59), as services that enable an individual to participate in WIOA activities. These services include but are not limited to, the following: (a) linkages to community services; (b) assistance with transportation; (c) assistance with child care and dependent care; (d) assistance with housing; (e) needs-related payments; (f) assistance with educational testing; (g) reasonable accommodations for youth with disabilities; (h) legal aid services; (i) referrals to health care; (j) assistance with eyeglasses and protective eye gear; (k) assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (l) payments and fees for employment and training-related applications, tests, and certifications.

Purpose

The purpose of this policy is to communicate local guidance on the supportive services element, the parameters wherein these services shall be provided and the record-keeping requirements of the case management provider(s).

Provision

680.910 states that supportive services may be provided to participants who are; (1) participating in career or training services as defined in WIOA secs. 134(c)(2) and (3); and (2) unable to obtain supportive services through other programs providing such services. These services must be deemed necessary for individuals to participate in career or training services.

A. Service Component Structure

Supportive Services for enrolled adults, dislocated workers and youth will be funded with WIOA funds of the HMO area. Appropriateness and level of funding will be based on funding availability and also determined by and subject to management approval.

Supportive services provided should be identified based on assessment of need and included in the youth individual service strategy or the adult individual employment plan depending on the program. In addition, provision of supportive services to youth is allowable during follow up service period. Provision of supportive services to adults or dislocated workers is not allowable during follow up.

According to 20 CFR 681.460(b), local programs have the discretion to determine what specific program services a youth participant received based on the objective assessment and individual service strategy. Local programs are not required to provide every program service to each participant.

B. Procedure

Staff members will assess participant to determine if supportive service assistance is necessary for individual to participate in WIOA activities. They must also insure that this type of assistance is not available through other means, such as partner agencies. Staff must present this case to manager for discussion and approval before offering such assistance to individual. If supportive service payments are approved, staff will follow all fiscal procedures required by individual departments to process payment and record all details in the comments section of participant's OSOS record.

