



**Kentucky  
Career Center**

**POLICY**

**POLICY NAME: Workforce Innovation and Opportunity Act (WIOA)  
Preliminary Policy Supportive Services**

**Policy Number: 16-004  
Date of Issue: April 1,2016  
Effective Date: April 1,2016**

**For more info contact: Individual Customer Services Branch, Workforce  
and Employment Services, Office of Employment and Training (OET), 502-  
564-7456**

**Applies /Of Interest To: Kentucky Career Center (KCC) Staff and Local  
Workforce Development Areas (LWDA) staff**

<b>Purpose</b>	The Workforce Innovation and Opportunity Act (WIOA) provide supportive service program guidelines for WIOA eligible participants. This policy is to clarify criteria to be included in a local area policy, by which Local Workforce Development Areas (LWDAs) provide supportive services.
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<b>Background</b>	The State Plan must describe how the Office of Employment and Training will implement a strategy for aligning core programs, including a description of how the entities carrying out the respective core programs will coordinate activities and provide comprehensive high-quality services, including supportive services. <sup>1</sup>
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<b>Definitions</b>	<p>“Supportive services” means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA.<sup>2</sup></p> <p>In relation to youth participants and YouthBuild activities, supportive services also include, but are not limited to, linkages to community services; assistance with educational testing; reasonable accommodations for youth with disabilities; referrals to medical services; and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.<sup>3</sup> Linkages to community services include, but are not limited to, free legal aid to help with the expungement of criminal records, securing government identification, and linkages to organizations that provide youth the opportunity to develop their leadership skills through service to their respective communities.<sup>4</sup></p>
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<b>Policy/ Procedural Guidance</b>	<p style="text-align: center;"><b><u>Local Policy on Supportive Services</u></b></p> <p>Local boards, in consultation with the KCC partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination. Such policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources.<sup>5</sup> Such policy must include whether or not needs-related payments will be authorized and, if they are, establish the payment level for adults.</p> <p>Local boards may establish limits on the provision of supportive services or provide the KCC operator with the authority to establish such limits, including a maximum amount of funding and maximum length of time for supportive services to be available to participants.<sup>6</sup></p>
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Procedures may be established to allow KCC operators to grant exceptions to the limits established.<sup>7</sup> If the local policy allows for needs-related payment exceptions when there is a training delay (described below) beyond thirty days, the policy should address the special circumstances that would qualify for the exception basis.<sup>8</sup>

### **Providing Supportive Services**

#### **Adults and Dislocated Workers Employment and Training Activities**

Supportive services may only be provided to eligible individuals who are:

- Participating in career or training services; and
- Unable to obtain supportive services through other programs providing such services.<sup>9</sup>

Supportive services for adults and dislocated workers may only be provided when they are necessary to enable individuals to participate in career service or training activities.<sup>10</sup>

Funds provided for adult and dislocated worker employment and training activities shall be used to provide career services, which shall be available to adults and dislocated workers through the KCC delivery system and shall include the provision of information, in formats that are usable and understandable to KCC customers, relating to the availability of supportive services, including child care, child support, medical or child health assistance under Title XIX or XXI of the Social Security Act, benefits under the Supplemental Nutrition Assistance Program (SNAP), assistance through the earned income tax credit, and assistance under a state program for Temporary Assistance for Needy Families (TANF), and other supportive services and transportation provided through funds made available through such programs, available in the local area.<sup>11</sup>

#### **Youth Workforce Development Activities**

The provision of supportive services is one of fourteen program elements required by WIOA in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into post-secondary education, and career readiness for youth participants.<sup>12</sup>

#### **YouthBuild Program**

An entity that receives a YouthBuild grant shall use the funds to provide supportive services and provision of needs-based stipends necessary to enable individuals to participate in the program and to assist individuals, for a period not to exceed twelve months after the completion of training, in obtaining and retaining employment, or applying for and transitioning to post-secondary education or training.<sup>13</sup>

### **Needs-Based Payments**

Local boards must ensure that needs-based payments are made in a manner consistent with 20 CFR §§ 680.930 through 680.970.<sup>14</sup> Needs-related payments provide financial assistance to eligible participants for the purpose of enabling them to participate in training and are one of the supportive services authorized by WIOA. Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.<sup>15</sup> The provision of needs-related payments is a discretionary local area activity.

Funds allocated to the local area may be used to provide needs-related payments to adults

and dislocated workers, respectively, who meet eligibility requirements.

**Eligibility**

**Adults** must meet all of the following conditions:

- be unemployed;
- not qualify for, or have ceased qualifying for, unemployment compensation; and
- be enrolled in a program of training services under Sec. 134(c)(3) of WIOA.<sup>16</sup>

**Dislocated Workers** must:

- Be unemployed, and:
  - Have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Assistance (TAA); and
  - Be enrolled in a program of training services under Sec. 134(c)(3) of WIOA by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months;<sup>17</sup> or
- Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under Sec. 134(c)(3) of WIOA.<sup>18</sup>

**Payments**

**Adults**

The payment level for adults must be established by the Local Board.<sup>19</sup>

**Dislocated Workers**

The payment level for dislocated workers must not exceed the greater of either of the following:

- The applicable weekly level of the unemployment compensation benefit for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
- The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income as determined by Local Board policies.<sup>20</sup>

**Training Delay**

Needs-related payments may be paid while a participant is waiting to start training classes provided the participant has been accepted in a training program that will begin within thirty (30) calendar days. Local areas may extend the 30 day period on an exception basis to address appropriate circumstances.<sup>21</sup> If local areas choose to do so, the availability of such extension must be noted in the local plan. Documentation for the extension must be kept in the participant's case file.

**Required Action**

LWDAs and their contractors, as well as OET and KCC staff should distribute this policy broadly throughout the system to ensure that workforce development system staff is familiar with its content and requirements.

LWDAs should review current processes and procedures for compliance per effective date of this policy and update their LWDA Supportive Services policy and plan for their local plan.

**References**

- <sup>1</sup> WIOA Section 102(b)(2)(B)(iii)
- <sup>2</sup> WIOA Section 3(59)
- <sup>3</sup> 20 CFR §§ 681.570 and 688.120
- <sup>4</sup> WIOA NPRM Section-by-Section Discussion of Proposal
- <sup>5</sup> 20 CFR § 680.900
- <sup>6</sup> 20 CFR § 680.920(a)
- <sup>7</sup> 20 CFR § 680.920(b)
- <sup>8</sup> 20 CFR § 680.960
- <sup>9</sup> WIOA Section 134(d)(2)(A) and (B), 20 CFR § 680.910(a)
- <sup>10</sup> 20 CFR § 680.910(b)
- <sup>11</sup> WIOA Section 134(c)(2)(A)(ix)(I)
- <sup>12</sup> WIOA Section 129(c)(2)(G)
- <sup>13</sup> WIOA Section 171(c)(2)(A)(vii)
- <sup>14</sup> 20 CFR § 680.900
- <sup>15</sup> 20 CFR § 680.930
- <sup>16</sup> 20 CFR § 680.940
- <sup>17</sup> 20 CFR § 680.950(a)
- <sup>18</sup> 20 CFR § 680.950(b)
- <sup>19</sup> 20 CFR § 680.970(a)
- <sup>20</sup> 20 CFR § 680.970(b)
- <sup>21</sup> 20 CFR § 680.960

**Technology Implications**

Approved policy located on the Kentucky Career Center website/Team of Experts page.

**Disclaimer:**

This policy is based on the Office of Employment and Training's reading of the statute along with the Notice of Proposed Rulemaking released by USDOL. This policy may be subject to change as additional federal regulations and TEGs are released. This policy is not intended to be permanent and should be viewed as a placeholder until final federal regulations are released in early 2016.



## WIOA SUPPORT SERVICES POLICY

The WDB has voted at the June 2010 not to provide support services after July 1, 2010, with the exception of WDB approved policies for special instances.



Revised 09/16



## **Cumberlands Policy for Books & Supplies**

Eligible WIOA participants who have received training with tuition paid for by another source may use WIOA funds to cover the cost of books and documented required supplies. WIOA reimbursement per semester will be set at \$1000. WIOA participant will be reimbursed after submission of documentation of required books or supplies from training provider and an itemized paid receipt for said required books or supplies. All documentation will be given to participant WIOA Career Manager who will submit to WIOA Quality Coordinator for payment processing.

NOTE: The State of Tennessee policy, states that tuition/fees are to be charged to Pell grants. There any unmet need can be applied to books, supplies, and support in this order if an unmet need is determined and Pell grant is used for tuition. Career Mangers will complete the unmet need form applying the need to "Books and Supplies"; "Mileage"; and "Meals" as applicable.



## **RELOCATION ASSISTANCE POLICY**

The Cumberland Workforce Development Board has set a policy that no funds will be used to assist dislocated workers with relocation.

## **Cumberlands WIOA Kentucky Teleworks Support Policy**

Enrolled WIOA participants who have received an offer of employment through the Kentucky Teleworks initiative will be eligible to receive supportive services to help with the cost of items or activities directly necessary to obtain the job that has been offered. Supportive services will be provided only if funds are available. Kentucky Teleworks supportive services are limited to a maximum of \$350 per participant.

Participants will be reimbursed for eligible expenses only after presenting verification to the Career Manager in the form of actual receipts showing that the participant has already paid these expenses. Supportive services reimbursements will be paid directly to the participant on a monthly basis. If a business is willing to invoice LCADD and receive payment from LCADD using its normal billing and payment cycle, this would be allowable.

To avoid duplication, Career Managers will collaborate with other community agencies to ensure these services could not or are not otherwise being provided. Career Managers must document this in case notes.

There will be no ITA process for this portion of the Kentucky Teleworks program. Other training needs that need to be addressed through the ITA process will be available as well. All payments to participants pursuing jobs through Kentucky Teleworks will be made as supportive services. Any falsifying of any form, procedures, or payments by a participant will be grounds for termination from the WIOA program.

### **Support for Cincinnati Bell (StarTek)**


This policy is for eligible participants gaining employment thru Cincinnati Bell (StarTek) only. Training will be on location in Cincinnati. Duration will be three (3) days per week, Monday through Wednesday for five (5) weeks. Hotel and Parking will be paid for thru an agreement with Millennium Hotel in Cincinnati which is within walking distance of the training site. Hotel charges will be \$90 per night, parking charges and applicable taxes for three nights per week. (This price was negotiated and accepted by the hotel for these participants.) All participants must stay at this hotel with reservations made by LCADD and billing will be made directly to Lake Cumberland ADD and attached to the participant. Each Participant will be paid for travel and meals through supportive service. Supportive services of One Hundred Dollars (\$100) per week for travel and Ninety Dollars (\$90) per week for meals for a total of \$190 per week for travel and meals will be paid to the participant.



## **CUMBERLANDS WIOA TESTING AND LICENSURE SUPPORT POLICY**

Eligible WIOA participants who have received training using another funding source, paid for the training themselves or completed training at an Area Technology Center (ATC's) but not having used WIOA funds before will be eligible to receive supportive services to help with the cost of testing to obtain a licensure, credential or certification that is directly necessary to obtain employment within the area in which they have been trained. Other than the actual cost of the test the only other items available under this policy is study books necessary for preparing for the test and the actual cost of the license, credential or certification. These supportive services are limited to a maximum of \$500 per participant and are subject to the availability of funding.

All active WIOA Adult, Dislocated Worker, or Out of school Youth participants are eligible to receive up to \$500 per participant to cover the cost of testing that is required to obtain licensure, credential or certification linked to their training.



Participants will be reimbursed for eligible expenses only after presenting verification to the Career Manager in the form of ACTUAL RECEIPTS showing that the participant has already paid these expenses. Career Managers will submit a WIOA Participant Invoice for payment with supportive services reimbursements being paid directly to the participant on a monthly basis.

Any potential participant who does not possess a GED, which is required for entry into training or employment may have GED exam paid for if deemed eligible for WIOA services. Individual must be test ready in a minimum of two (2) areas of the GED exam and cannot afford the cost of the exam. To complete the balance of four (4) exams the maximum expenditure will be \$120. Any retakes must be covered by other services. Payment will be made by reimbursement to Adult Education Center after invoice is received.

Any falsifying of any form, procedures, or payments by a participant will be grounds for termination from the WIOA program and repayment of funds.



## **Policy for WIOA Funds for Out of School Youth Enrolled in Follow up Services**

Under WIOA, Youth in Follow up are eligible for Supportive Services including “Assistance with Educational Testing.” For a WIOA youth actively enrolled in Follow up Services and is GED ready in all four areas of the exam but cannot afford the cost of the exam, the CWD can issue a prepaid GED voucher to the participant thru the Career Manager to incur the cost of the GED exam.





## **Cumberlands Policy for Serving Individuals with a Bachelors or Master's Degree**

In order to serve Individuals with a Bachelor's or Master's Degree, sufficient documentation showing that individual cannot obtain employment or has a degree in a field that has no demand within our Workforce area. Training will be limited to one year and will be subject to current ITA Policy.

Amend the policy to pay for (2) years for those with Bachelor's degrees entering into the Master's Degree programs that encompass counseling within the mental health and substance abuse disorder fields.



Revised 08/21

