

CDO WORKFORCE INVESTMENT BOARD

POLICY # 06-03: Supportive Services

DATE: June 12, 2007

APPLIES TO: WIA Title I – Adult, Dislocated Worker, and Youth Programs
Replaces POL 04-04

Purpose

The purpose of this policy is to replace POL 04-04, Supportive Services and to provide guidelines on the maximum, life-time dollar amount available to a WIA-enrolled customer for supportive services and the methodology for providing these services.

Reference

POL 04-04, Supportive Services

Background

Subpart H, sections 663.800, 663.805, and 663.810 of the Workforce Investment Act mandate that Local Boards, in consultation with the One-Stop Partners, develop a supportive services policy that ensures resource and service coordination within the local workforce service area. This was accomplished with POL 04-04, Supportive Services and incorporated local guidance where appropriate. POL 04-04, Supportive Services is now replaced with POL 06-03, Supportive Services.

This policy supports the increased need of customers to have financial assistance in order to participate in WIA activities. This need is due to an increase the cost of fuel, childcare, and other ancillary services. The maximum, life-time dollar amount per customer is set to ensure availability of services to the greatest number of WIA-enrolled customers.

Provision

Supportive services may only be provided to individuals who are participating in intensive or training services through the WIA Title I Adult and/or Dislocated Worker programs or who are participating in the In-School or Out-of-School Youth program, and who are unable to obtain supportive services through other programs providing such services. In addition, supportive services may only be provided when they are necessary (absolutely essential, indispensable) to enable individuals to participate in WIA Title I activities.

Referral to Supportive Services

Staff will refer individuals seeking supportive services to community agencies providing the type of assistance being sought. In circumstances where the WIA customer is in need of a service not available through referral, or when said resources are exhausted, or the timeframe for assistance distribution substantially hinders or precludes the participation in authorized WIA Title I activities, the staff person may seek assistance on behalf of the individual and utilize WIA Title I funds. Documentation must be included within the customer's OSOS case record that demonstrates services being provided with WIA funds were not available to the customer through other resources, or as established above.

A life-time maximum of \$1,000.00 in financial assistance can be provided for the customers who meet the above-mentioned eligibility criteria. Customers can be assisted with:

- Child care assistance (available until second pay period after placement);
- Transportation, including gas vouchers (available until second pay period after placement);
- Work-related clothing and equipment supplies (not to exceed \$200.00 per request).
- Other ancillary services, as defined in the CDO Workforce One-Stop Career Center procedure.

Funding

Supportive services may be provided utilizing WIA funds provided such services are not otherwise available in the community to the individual customer. The provision guidelines established above must be met prior to providing WIA funded supportive services. Failure to document the need for such services, and lack of availability through other community resources, may result in disallowed costs repayable to the CDO Workforce Investment Board.