Purpose
The purpose of this policy is to replace POL 09-01, Supportive Services, and to provide guidelines to assess a customer’s need to receive supportive services funded by Workforce Innovation and Opportunity Act funds, or other funds made available to the local workforce investment area by the New York State Department of Labor.

Reference
POL 09-01, Supportive Services

Background
Subpart G, sections 680.900, 680.910, 680.920, and 681.570 of the Workforce Innovation and Opportunity 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 09-01, Supportive Services and incorporated local guidance where appropriate. POL 09-01, Supportive Services is now replaced with POL 16-03, Supportive Services.

Provision
Supportive Services may only be provided to individuals who are participating in career or training services through the WIOA Title I Adult and/or Dislocated Worker programs or who are participating in the 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 to enable individuals to participate in WIOA 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 WIOA 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 WIOA Title I career and training services, the staff person may seek assistance on behalf of the individual and utilize WIOA Title I funds.

Once a customer’s need for supportive services to be funded by WIOA funds is determined, the customer will remain eligible for the duration of the authorized WIOA activity or up to the capacity the CDO Workforce Development Board has to cover the cost of such services, unless the supportive service is being provided and funded by a partner agency. In the event another WIOA activity is authorized for which a customer is seeking supportive services in order to complete, his/her need for WIOA funding will be reviewed again.

Supportive Services may include, but are not limited to, the following:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Needs-related payments;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.

Funding
Supportive services may be provided utilizing WIOA 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 WIOA 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 Development Board.