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| <b>Title:</b> Supportive Services  | <b>Date of Issue:</b> 07/01/2021 |
| <b>Approved By:</b> Heather Powell | <b>Last Revised:</b> 3/25/2025   |

## BACKGROUND:

The [Workforce Innovation and Opportunity Act \(WIOA\)](#), defines supportive services as 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 Title I. Supportive Services may be provided through in-kind or cash assistance, or by arrangement with another human service agency when necessary to enable an individual who is eligible for training under a WIOA assisted program, but who cannot afford to pay for such services, to participate in such WIOA assisted programs. These services shall be provided in the absence of other resources. Supportive services may only be provided to individuals who are:

1. Participating in career and training services,
2. There must be a direct connection between the supportive services offered and the activity in which the participant is participating and;
3. The supportive services provided must be allowable, reasonable, and not otherwise available to the participant.

Youth may also receive supportive services while in follow-up services.

Financial assistance (cash payments) is not available prior to registration. Supportive services must be necessary to the success of the training plan.

## POLICY:

Funding for supportive services may be approved for participants who are registered as **WIOA Adult, Dislocated Worker** or **Youth** and participating in programs that specify certain requirements that are necessary for the individual to participate in the approved activities authorized under WIOA. This support can only be provided if unavailable from other community service providers. Participants must be actively participating in advanced career services or training services and assigned to an Employment Consultant, Youth Specialist, or Youth Coordinator.

Following is a list of supportive services most often needed by participants to remove barriers to work or to participate in pre-vocational or workforce training programs that will lead to employment. This list is not meant to be exhaustive but to note those services most often provided.

- Assistance with transportation
- Assistance with child-care and dependent care
- Assistance with educational testing
- Assistance with uniforms or other appropriate work attire and work-related items, 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

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- Payments and fees for employment and training-related applications, tests, and certifications.

Additional Services can be provided as needed to address barriers including:

- Linkages to community services
- Assistance with housing
- Needs-related payments, as described at
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care

### **Supportive Services Payment Policy**

Carroll County Workforce Development (CCWD) will issue a training voucher payment directly to an approved provider for services as our default policy. In cases where a voucher payment or procurement card is not an option for payment, or if a customer requests to purchase an item, reimbursement will then be an option for payment.

Services that may be reimbursed are:

1. Approved purchases of uniforms or other appropriate work attire and work-related items required by training provider or job.
2. Purchases where customer must go to a provider that does not accept our voucher, such as DMV, MVA or other agencies or providers.
3. Other services where payment up front is not feasible, such as mileage, and is an exception approved by management.

All payment requests must be approved by Management and Fiscal Manager in advance of purchase when using any of the payment methods. When submitting requests for approval, backup of costs should be attached (e.g. a screenshot or printout from the internet of the cost of the exam or service requested, etc.)

### **ACTION REQUIRED:**

Staff may request funding for supportive services through a CCWD Voucher payment, procurement card, or through a reimbursement if service is needed for participant. Staff will determine if the supportive service is available through any other resources prior to request. If other resources are available a referral will be made to the provider. Payment for supportive services will be made directly to the vendor whenever possible.

Staff shall ensure that appropriate documentation is maintained in each participant file to justify the expenditure of Supportive Service funds. Requests for Supportive Services for exceptional circumstances and amounts must be made in writing to CCWD.

See addendum for specific costs.