MID-CAROLINA
Workforce Development Board

Policy Letter #13

TO: **All Staff**

FROM: **Samantha Wullenwaber, Director**

SUBJECT: **Supportive Service Policy**

PURPOSE

The purpose of this policy is to provide Workforce Innovation and Opportunity Act (WIOA) standards and guidelines related to Supportive Services. It also clarifies when associated costs may be included as part of a training activity and when they must be entered separately as supportive services in the Integrated Fund Tracker (IFT) module within NCWorks.

BACKGROUND

WIOA defines supportive services in Sec. 3(59) that are necessary to enable an individual to participate in activities authorized under WIOA. Supportive Services for Adults and Dislocated Workers are further referenced in WIOA Secs. 134(d)(2), (3) and 20 CFR 689.900 through 689.970 and for WIOA eligible Youth in Sec. 129(c)(2)(G) and are governed by 20 CFR 681.570 through 681.580.

To receive supportive services, participants must be receiving staff assisted career services and participating in employment and/or training activities. There must be a direct connection between the supportive services offered and the activity in which the participant is participating (case notes for justification). The supportive services provided must be allowable, reasonable, and not otherwise available to the participant.

Youth

Supportive services expenditures can no longer be included in the local area's calculation of the WIOA Youth 20 percent WEX expenditure requirement.

On a limited basis and in certain situations, food at a reasonable cost may be provided to youth program participants as a supportive service. Food may be provided to eligible youth when it will assist or enable the participant to participate in allowable youth program activities and to reach his/her employment and training goals, thereby achieving the program's overall performance goals.

Youth participant may also receive supportive services while participating in follow-up services (20 CFR 681.580).

Supportive Services are not entitlements and must be supported by the demonstration of financial need, which means that although a participant may be eligible for supportive services, they do not have an unrestricted right to such services. Funds used for supportive services should be utilized in a manner that ***avoids duplication*** of services and must be leveraged with all other resources, including funding from private, community, and faith-based organizations. All supportive services should be considered individually as a unique request, based on individual

participant need.

PAYMENTS ARE NOT ALLOWED FOR:

- Assistance in paying for expenses refundable to the participant
- Titled or deeded items or when recovery of the expense is anticipated Examples include: Rent or housing deposits, mortgage payments, homeowners insurance, property taxes, car payments, purchase of vehicles
- Expenses incurred prior to enrollment or after participation in a WIOA program
- Business start-up costs
- Internet or phone service (prepaid, plan, minutes, etc.) or memberships of any kind
- Membership fees
- Court ordered fines, fees, or similar items

Procedure

Coordination of resources **MUST** be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS), and case noted in NCWorks. The documentation should address:

- Supportive Services needs and justification
- Coordination process used and the outcomes
- Referrals provided
- Length of time Supportive Services is anticipated to be needed

All supportive services may be administered in-person or virtually. When administering supportive services virtually, special emphasis on employing additional strategies to eliminate the possibility of fraud must be implemented and documented.

Supportive Services

Supportive Services may only be provided to participants when it is necessary to enable individuals to participate in services tied to a specific training. Such needs are to be identified through the assessment process and outlined in the Individual Employment Plan/Individual Service Strategy.

Supportive service are payments made on behalf of eligible participants as required to support the individual's employment plan**.**

The participant's eligibility related to the service must be documented in the case notes. This justifies the recommendation from the career advisor/program manager. The program manager is responsible for reviewing and approving the voucher, and to ensure all required documents are completed and legible before being uploaded to the NCWorks Online.

- **Books and Supplies for Training**
  Funding utilized to assist a participant attending WIOA approved postsecondary education classes with books, fees (e.g., matriculation, background check, finger printing, etc.), school supplies and other necessary items related to their education.

- **Educational Testing**
  Funds may be utilized to assist a participant with the cost of an exam or educational test to

enable them to advance along a career or educational pathway (e.g., ACT exams, high school equivalency exams, NCLEX exam, and LPN exams, etc.).

- **Fees for Applications, Tests, and Certifications**
  Funds may be utilized to assist a participant with the cost of an application, exam or educational test to enable them to advance along a career or educational pathway (e.g., fees for postsecondary applications, re-licensing, drivers' license, background checks finger printing, etc.).

- **Food Purchasing and Distributing**
  Funds may be utilized to purchased and distributed to eligible WIOA Youth participants when it is reasonable, necessary, and directly supports participation in an approved program activity. All purchases must receive prior approval, comply with applicable procurement requirements, and be supported by itemized receipts, participant attendance or distribution records, and documentation of need.

- **Medical and Counseling Services**
  Participants in need of medical or counseling services should be referred to other community medical resources if applicable. The career advisor must ensure WIOA Title I funds are not duplicated medical assistance from another source. Supportive service funds may be utilized to assist a participant with the cost of DOT physicals, drug screens, required immunizations, dental, ophthalmologist, drug and alcohol, mental health and behavioral counseling.

- **Transportation Assistance**
  Transportation assistance may be provided to participants who are engaged in career services or training activities and their income meets the Lower Living Standard Income Level which is determined during the completion of the WIOA application.

  Transportation assistance may be provided to assist the participant to get to employment, training, education, work experience, job service, job search or other places that support WIOA activities in the Employment Plan.

  Allowable forms of transportation assistance include, but are not limited to:
  - Bus passes
  - Mileage reimbursement
  - Ride-sharing services when public transportation or personal transportation is unavailable, inaccessible, or impractical

  Mileage determination (distance) of the amount allowable for WIOA assistance is determined based from the participant's home to their destination and back (roundtrip), which is confirmed by http://www.googlemaps.com or http://www.mapquest.com; this documentation must be included with the voucher for review and approval by the service provider.

  - The travel reimbursement rate is up to $10.00 per day not to exceed $50.00 per week.

Career Advisors will utilize the "Bi-Weekly attendance voucher" when reimbursing transportation cost to participants. Mileage reimbursement is paid directly to the participant in accordance with the payment scheduled set by the service provider. If another person provided transportation, they are required to complete and sign the mileage reimbursement form and reimbursement is paid to that individual.

- The Bi-Weekly Attendance Form (attachment A) must be submitted to the Career Advisor in accordance with the Bi-weekly Payroll schedule. The training institution(s) are responsible for certifying the daily time and attendance records of each participant. Periods of absences must be noted on the Bi-Weekly Attendance Form. Participants will not be paid for any absences as the payments are designed to assist them only for the days, they attend training. A travel map (i.e. MapQuest or Google Map) must be submitted for each travel reimbursement request.

- Participants enrolled in on-the-job training and work experience are allowed to receive transportation assistance until the participant receives his/her first paycheck.

- Ride-sharing services may be approved on a case-by-case basis when a participant does not have access to reliable transportation or when public transit is not feasible. All ride-sharing costs must be pre-approved by the Career Advisor, directly related to approved WIOA activities, and supported by receipts or trip documentation submitted with the reimbursement request.

- In the event the participant does not have his or her own transportation, a monthly bus pass may be issued while the participant is enrolled in a training activity. A bus pass can also be issued to a work experience participant until he/she receives their first paycheck.

- **Work Attire and Related Costs**
  Funding utilized to assist a WIOA participant in proper attire for obtaining or maintaining employment, inclusive of tools.

- **Workplace Accommodations**
  Funds may be utilized to assist a participant who needs workplace accommodations to enable them to participate in employment, training, education, work experience, job service office services or job screening. ***WIOA Title I funds must not duplicate funds provided by another source***. A referral to Vocational Rehabilitation may be appropriate and should be documented in case notes.

- **Youth Assistance**
  Funds may be used to assist a participant with education and career-related expenses that could otherwise create financial barriers to successful participation in program activities, completion of secondary education, graduation, entry into postsecondary education, or attainment of an industry-recognized credential.

  Allowable forms of youth assistance include:

- Career certification or credential fees
- College application fees
- Graduation / Cap and Gown Costs
- SAT, ACT, AP, or other testing fees
- Senior Fees / Class Dues
- Technology or Device Fees
- Transcript fees

Child Care/Dependent Care Assistance

- Child/Dependent care assistance may be provided to participants who are attending school full time and are enrolled in WIOA activities.

- Child/Dependent care assistance will be at a rate that is considered usual, reasonable and customary with this geographical area and will be paid directly to the provider.

- Child/Dependent care assistance will be provided only for the days the participant is participating in a WIOA activity. Payments for childcare may be required by the Day Care Provider to maintain space for the child even when the child is not in attendance; if this is the policy of the childcare provider, verification for such policy must be included in the supportive services request.

- Career Advisors will maintain adequate documentation to support child/dependent care costs. ***The participant will be responsible for any late fees***.

- Career Advisors are required to contact the Department of Social Services to prevent duplication of services. A detailed response should be case noted in NCWorks Online.

- A written request must be submitted to the Mid-Carolina WDB Director. The request should include the following documentation: participant's name, dependent's name and relationship to WIOA participant, and training program. Approval will be contingent on the availability of funds and as has been deemed necessary by the Mid-Carolina WDB Director. Written approval must be uploaded into NCWorks Online.

- Reference Day Care Procedures (attachment B).

NCWorks and the Integrated Fund Tracker (IFT)

The IFT module in NCWorks to track and manage WIOA Title I program funds including the required entry of training, work-based learning, and supportive service costs. Tuition and fees (i.e., the total cost to attend) for a given training program should be included under the training costs. All other associated costs, such as books, uniforms, and food expenses should be keyed as supportive services under the corresponding service/activity code, and may not include costs for staff, guests, entertainment, or other ineligible individuals.

Termination of Supportive Services

- Participant indicates he/she is no longer in need of assistance.
- Participant has exited from training.

- Participant forges signatures or intentionally misrepresents activities he/she participated in.
- Participant becomes eligible for assistance from another agency.
- Participant fails to submit timesheets or other required documents required by their Career Services Manager.

Right To Reduce Or Eliminate Supportive Services
The Mid-Carolina Workforce Development Board reserves the right to reduce or eliminate WIOA-funded supportive services in the event funding is reduced or other budgetary constraints exist.

REFERENCES

OG 07-2025, Change 1 - Work-based Learning Comprehensive Guidance
OG 18-2021, Change 3: Workforce Innovation and Opportunity Act (WIOA) Supportive Services Guidance

ATTACHMENTS

Attachment A: Attendance Form
Attachment B: Mileage Form
Attachment C: Resource Worksheet
Attachment D: Supportive Services Form

CREATION DATE

July 2022

REVISION DATES

January 2024
December 2024
January 2026
March 2026
September 2026