



EAST TENNESSEE LOCAL
WORKFORCE DEVELOPMENT AREA
WORKFORCE INNOVATION AND
OPPORTUNITY ACT
POLICY MANUAL

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APPROVED ETLWDB Board Chair:

SUBJECT: SUPPORTIVE SERVICES POLICY

INTRODUCTION: The East Tennessee Local Workforce Development Board shall adopt a Supportive Services Policy in accordance with WIOA §3(59). Throughout this document, reference is made to a "Program Year". This period is defined as July 1 through June 30.

PURPOSE: To establish the Supportive Services Policy under Title I of the Workforce Innovation and Opportunity Act (WIOA) for the East Tennessee Local Workforce Development Board (ETLWDB). All WIOA-enrolled adults, dislocated workers, out-of-school and in-school youth are eligible for supportive services as defined in **WIOA Section 3(59)**. This policy will establish guidelines for uniformity, where feasible, in the process and the amounts of supportive services provided to individuals. Such guidelines are consistent with **WIOA Sections 134(d)(2)** and **129(c)(2)** and were developed during the regional planning process by the ETLWDB in consultation with One-Stop Partners and area providers within the WIOA East Tennessee Planning Region (**WIOA Section 106(c)(1)(F)**).

POLICY: Supportive services are available to clients enrolled in ETLWDB career and training grant-funded initiatives who are unable to obtain supportive services through community programs providing such services. In accordance with WIOA, the ETLWDB has developed this written policy to ensure high quality comprehensive service provision, non-duplication of resources and reasonable limits on the amount and duration of these services.

Supportive services must be provided in a manner that maximizes informed client choice in selecting supportive service providers (where applicable) and be in accordance with the goals/activities outlined in the client's Individual Employment Plan or Individual Service Strategy. The cost of supportive services must be reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. The career specialist will assist the client with such choices but the ultimate decision rests with the client. However, when making decisions regarding these costs, all ETLWDB staff should consider if the purchase is "reasonable" and "prudent" as well as a good use of taxpayer dollars. WIOA is not an entitlement program. Supportive services are limited, must be based upon documented financial need (entered into VOS by case managers) and leveraged with other local and state resources. ETLWDB supportive services payments should be limited to items/needs that are directly related to assisting clients in obtaining gainful employment.

Who May Receive Supportive Services: Funds allocated to the ETLWDB may be used to provide supportive services to the following participants:

Adults and Dislocated Workers who:

- Are participating in programs with activities authorized in **WIOA Section 134(c)(1)(A)(ii)** or **WIOA Section 134(c)(1)(A)(iii)**;
- Have exited and need post-program support services as follow-up for up to twelve (12) months;
- Are unable to obtain supportive services through other programs providing such services.

Youth Participants: Supportive services for youth, as defined in WIOA Section 3(59), are services that enable an individual to participate in WIOA activities.

Supportive Service to Adult/Dislocated Workers, and Youth may include, but are not limited to **(20 CFR 680.900) (20 CFR 681.570)**:

- Linkages to community service
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing

- Needs-related payments
- Assistance with educational testing
- Reasonable accommodation for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Needs-Related Payments: One-Stop centers provide financial assistance as a supportive service for the purpose of enabling participants to engage in training **WIOA Section 134(d)(3)**. Unlike other supportive services, to qualify for needs-related payments the participant must be enrolled in training. To receive need-related payments:

- A. **Adults and Out of School Youth (OSY) aged 18-24-** Must be unemployed, not qualify for (or have ceased qualifying for) unemployment compensation and be enrolled in a program of training services under **WIOA Section 134(d)(4)**.
- B. **Dislocated Workers-** Must be unemployed and
 1. Ceased to qualify for unemployment benefits or trade readjustment allowance under TAA, and be enrolled in a program of training services under **WIOA Section 134(d)(4)** by the end of the 13th week of 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; or
 2. Unable to qualify for unemployment benefits or trade readjustment assistance under TAA and be enrolled in a program of training services under **WIOA Section 134(c)(3)**.

Payments to Dislocated Workers shall not exceed the greater of **(20 CFR 680.970)**:

- A. Eighty percent (80%) of the maximum prevailing weekly unemployment benefit rate for participants who were eligible for unemployment as a result of a qualifying dislocation; or
- B. The poverty level (LLSIL for non-distressed counties or poverty level for distressed counties) 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 incomes, as determined by ETLWDB.

The following guidelines will apply to individuals receiving supportive services through the American Job Centers within the East Tennessee Local Workforce Development Area:

A. **Transportation Assistance:**

Transportation assistance will be provided, on an as needed basis, to individuals who are engaged in the following:

- Job search (up to 90 days with work search logs submitted containing a minimum of 6, in person, job search efforts per 2-week period). Career Specialist will evaluate progress towards employment monthly.
- Employment (up to 60 days with employment verification). Transportation assistance may also be provided to individuals participating in work experience.
- Training. Transportation assistance is contingent upon monthly attendance verification from the training institution.

Eligible participants should receive a one-time payment, at the onset of enrolment, in the amount of \$150.00. Subsequent payments should be made within two weeks (a week begins on Sunday and ends on Saturday) and continue on a twice-monthly schedule in the amount of 150.00. If the participant's travel is shown to be more than 30 miles one way, the amount will increase from 150.00 to 200.00 per 2-week payment. Transportation assistance includes but is not limited to twice monthly support service transportation assistance, arranged rides, and bus passes. Although transportation assistance is paid for individuals in Job Search, Employment, and Training, participating in multiple services concurrently will not warrant duplicate transportation assistance payments. Transportation assistance may be limited based on available funding within the ETLWDB supportive services budget.

B. **Childcare Assistance:**

If childcare support is not available through other resources, such as Families First or DHS Smart Steps, then support will be provided as needed to WIOA-enrolled participants on a short-term basis to allow the participant to reach an