
Chautauqua County

Workforce Investment Board

Policy Name: Supportive Services – Adult and Dislocated Workers
Effective Date: 3/1/08
Revised: 6/16/09
Revised: 12/1/09

Explanation:

Registered WIA customers may receive supportive services paid for with WIA funds if the customer needs the services in order to participate in the Title I pre-vocational or training activity. 20 CFR Part 600.300 defines a customer (“participant”) as someone “receiving services (except follow up services) under a program authorized by WIA Title I”. Since follow up is excluded in this definition, Adults and Dislocated Workers may not continue to receive supportive services once they are no longer participating in a WIA activity. 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, 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 Title I activities. The One-Stop staff person will refer individuals seeking supportive services to community agencies providing the type of assistance being sought. In circumstances where the client 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 who meets the following policy.

Policy:

In order to potentially receive the following services clients must meet the following guidelines and criteria:

- Customer must be registered with WIA and participating in an activity necessary to reach employment goals.
- Customer must be enrolled at the Intensive level.
- Must verify the need (Case Manager would need to determine if request is required to obtain or maintain employment or training, and that the employer or training provider does not provide it.)
- Customer must be maintaining appointments.
- Customer must be meeting performance and compliance measures (e.g. contacting employers, doing work searches, attending scheduled workshops, etc.)
- Customer must have a family income less than 200% of the federally defined poverty guideline.

If all of the above has been met, then a client may potentially receive the following supportive services if the completed supportive services application indicates that the customer is below the 200% of the federal poverty level:

1. **Books-** Approved training-related text books and academic tools
2. **Licenses & Work Related Fees** –Examples: nursing boards, license fees (basic drivers), or testing fees. License fees are reimbursement only. The client has to pay the fees and then can bring in their receipts to be reimbursed directly.

The total supportive services received per client cannot exceed **\$250.00** per person for each fiscal year as defined as July 1- June 30