



Tulsa Area Workforce Development Board, Inc.
Proudly serving Creek, Osage, Pawnee, and Tulsa Counties in Oklahoma

Supportive Service Policy

Board Approved: December 13, 2018

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Supportive Service Policy TU2018-122018

Supportive Service Policy Changes Overview

Most Recent Policy Changes:

Implementation Date: 12 27 2018
Board Approval: 12 13 2018
Executive Committee Approval: 12 06 2018

Reason: To include legal aid services as a supportive service as described by 20 CFR § 680.900 and § 681.570. Additional information was added to clarify the funding caps presented in this policy which are for the lifetime of the individual, not per enrollment.

Rescission:

M03-2017 Supportive Service Gas Cards TU2017-08162017
Supportive Service Policy TU2015-08202015-01

Board Approval: 08 20 2015
Executive Committee Approval: 08 13 2015
Oversight Committee Approval: 07 27 2015

Reason: The revision of this policy is necessary due to the change of legislation. The major change from Workforce Investment Act (WIA) to the Workforce Innovation and Opportunity Act (WIOA) is that the participant may receive supportive services during any portion of their enrollment into WIOA, whereas in WIA, a participant could only receive supportive services if they followed the sequencing of services through core services into intensive services.

Board Approval: 10 27 2014
Executive Committee Approval: 10 14 2014
Oversight Committee Approval: 09 29 2014

Reason: Guidance from Commerce was received encouraging the use of a Vendor List for service/products used for all participants, therefore eliminating the cumbersome three quotes per service/product for each participant. A section was added to this policy that allows the Service Provider to create and maintain such list. Other items specified within the letter have been addressed within the policy as well.

Board Approval: 12 19 2013
Executive Committee Approval: 12 18 2013
Oversight Committee Approval: 11 18 2013

Reason: In transitioning Service Providers, it was discovered that further guidance from the Board was needed in order for the Service Provider to move forward with providing supportive services to clients. Within the policy, respective parameters and expectations were defined by Board Staff, therefore allowing room for the Service Provider to strategically move forward on the expenditures of supportive services.

Tulsa Area Workforce Development Board

Supportive Service Policy

Board Approval: 12/13/2018

I. Purpose:

To establish a local policy on the coordination and delivery of supportive services to youth, adults, and dislocated workers.

II. Authority:

- Workforce Innovation and Opportunity Act (WIOA) Sections 134(d)(2)
- 20 CFR § 680.900 and § 681.570
- Training and Employment Guidance Letter # 19-16

III. Background:

In accordance with federal and state guidance, local workforce development boards, in conjunction with One-Stop providers, must issue policy regarding supportive services that ensures resource and service coordination in the local area.

IV. Definitions:

- A. No Other Service Available** - When considering whether supportive services are available through other agencies, the One-Stop operator shall decide whether such services are readily and immediately obtainable from another agency or program.
- B. Supportive Services** – The term “supportive services” means services such as, but not limited to, transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act.

V. Local Policy:

- A.** To receive supportive services, the customer must be receiving staff assisted career services and actively seeking employment, employed, or participating in training services. There must be a direct connection between the supportive service offered and the activity the customer is participating in.
1. A needs assessment must be completed before supportive services may be granted.
 2. A program note is required to explain why the supportive service(s) is necessary to assist the customer in gaining a credential or obtaining or retaining employment.
 3. It shall be the responsibility of the TAWDB’s One-Stop Operator(s) to ensure that supportive services provided under this policy are properly coordinated with services, resources, and activities that are available from other sources.
- B. Delivery of Supportive Services.**
1. Supportive services may only be provided when necessary to enable an individual to participate in activities authorized under WIOA Title I. When considering whether a participant needs supportive services, the One-Stop Operator must ensure that an appropriate assessment of the individual’s needs has been conducted. Supportive Services may be provided to any registered participant, after an assessment has been completed.
 2. Documentation in the form of a “No Other Service Available (NOSA)” form is required prior to service delivery to substantiate that supportive service(s) is not available from another program.
 3. The supportive service must be documented in the customers individual employment plan (IEP) or individual service strategy (ISS).

C. Documentation: Supportive service needs may be addressed at the time the need is identified or at any time during participation in the WIOA program. The IEP/ISS, Program Notes and the S&T Plan shall be updated as new needs are identified, prior to the delivery of services, if applicable.

1. The Supportive Services screen found within the Service and Training should be filled out completely, where applicable, with a correlating Program Note.
2. The Program Note will specify all components of the Supportive Service including payment voucher number for the supportive service.

D. Supportive Service Summary: Adult, Dislocated Worker & Youth

There is an overall limitation of funding for Adults and Dislocated Workers which caps at \$5,000.00 and for Youth which caps at \$6,500.00 for supportive services. This cap is for the lifetime of the individual, not per enrollment. The caps may be lifted with written authorization from the Executive Director of Workforce Tulsa. Supportive services outside of the listed categories may also be provided with the written approval of the Workforce Tulsa Executive Director.

1. **VEHICLE REPAIR:** Staff may request a vehicle repair for the customer. Under this category the customer may receive vehicle repairs and/or parts or vehicle maintenance. The customer must provide a valid title or vehicle registration, a valid OK Driver's License, and proof of current insurance. All documentation must be in the customer's name and identifies the same vehicle.
2. **VEHICLE INSURANCE:** Staff may request that an insurance premium for up to 6 months be paid for the customer. This is a one-time only service and only includes appropriate insurance. The customer must provide a valid title or vehicle registration and a valid OK Driver's License. All documentation must have the customer's name and identify the same vehicle.
3. **VEHICLE TAG:** Staff may request a one-time payment to tag a vehicle that enables the customer to travel to work or training. The Service Provider must obtain a current copy of the tag agency's fee schedule from the local tag agency or Tax Commission website and distribute copies to all workforce offices with an effective date stamp. The customer must provide a valid title, a valid OK Driver's License, and proof of current insurance. If WIOA is purchasing insurance for the customer, proof that insurance is being vouchered for the customer must be provided. All documentation must have the name of the customer and identify the same vehicle.
4. **VEHICLE TITLE:** Staff may request a one-time payment to change a car title that enables the customer to travel to work or training. Staff may only authorize the amount required by the title transfer fee. Excise tax or penalties are not allowable expenditures. The customer must provide a quote from the Tag Agent, the valid title, a valid OK Driver's License, and proof of current insurance. If WIOA is purchasing insurance for the customer, proof that insurance is being vouchered for the customer must be provided. All documentation must have the name of the customer and identify the vehicle listed.
5. **BIRTH CERTIFICATES:** WIOA authorizes payment for a replacement birth certificate. This is a one-time only service during the WIOA enrollment. Required documentation includes, but is not limited to, a copy of the state application for a replacement birth certificate and a quote from the state agency.
6. **BOOKS & E-BOOKS:** Staff may request for a student's required books be paid for them to successfully complete a course or a credential that is not funded through an individual training account (ITA). Required documentation includes but is not limited to the customer's course schedule or a letter from an advisor or instructor or course syllabus that lists the books required for the course and/or optional recommended texts.

7. **CHILDCARE:** Staff may request a childcare payment for up to one month (4 weeks) for those customers who are not eligible to receive assistance from or are unable to pay their portion of the childcare after DHS or tribal entities have provided a subsidy. The facility must be DHS licensed. [You can find licensed DHS on the DHS Childcare Locator by clicking here.](http://childcarefind.okdhs.org/childcarefind/) (<http://childcarefind.okdhs.org/childcarefind/>)

A Childcare Agreement must be completed between the Service Provider and the childcare provider. Payment will be made directly to the Childcare provider. The Childcare provider must provide a copy of the facility's charges prior to approval of the Childcare Agreement form. Childcare will only be paid for the children listed on the Childcare Agreement. A Childcare Attendance Record must be submitted by the facility with signatures of the customer and the Childcare provider. Required documentation includes the following but is not limited to: DHS or tribal Child Care denial, a copy of the facility's regular charges, proof of DHS licensure, the Childcare Agreement Form, and a completed Childcare Attendance Form for each child.

8. **CLOTHING:** Staff may request a clothing budget to enable the customer to gain a credential or obtain or retain employment.
 - a. **Clothing for Training:** Clothing for training must be required by the training institution to successfully complete the training program. Required documentation includes but is not limited to: course syllabus or a letter from the instructor that states the clothing is required for all members of the course. The limitations for this item are dictated by the training program and must have the same requirements for all students in the program.
 - b. **Clothing for Job Search:** Staff may request a clothing budget for the customer. Clothing for job search must be interview appropriate clothing.
 - c. **Clothing for Employment:** Staff may request a clothing budget for the customer. Clothing for employment requests must be accompanied by documentation from the employer with the company's dress code requirements.
9. **DEPOSITS:** Staff should be cautioned that deposits must show a direct relationship to gaining and retaining employment or a credential. The TAWDB will not authorize payments for late fees or damages. Deposits will be made directly to the property owner.
 - a. **Housing:** Staff may request a housing deposit be paid with WIOA funds. This is a one-time service. Documentation includes original rental or purchase agreement and a bill of total deposit due. Handwritten documentation from the property owner or lien holder is acceptable documentation for the total deposit due.
 - b. **Utilities:** Staff may request utility deposits be paid with WIOA funds. Staff must be aware that payments of this type will be authorized one-time per company during the customer's enrollment in WIOA. Utility companies eligible for this service are local electric, gas, sanitation, sewer, and water companies. TAWDB will not authorize beeper, satellite, cable, cell phone, or telephone deposits. Documentation includes the original statement from the utility company with the amount of deposit due.
10. **FOOD ALLOWANCES:** Meals may be provided to customers attending all day workshops. Required documentation includes a signed time and attendance sheet and actual cost of each meal. The meal allowance per day – per customer shall not exceed \$12.50. The reimbursement of tips is unallowable. The cost of each meal must be included in the total supportive services provided to each participant and cannot exceed the TAWDB supportive service limits for such costs.

Note: *Use of Grant Funds to pay for the cost of meals, food, coffee, or other refreshments (hereafter referred to as "meals") consumed by employees is prohibited while engaging in day-to-day business. The Oklahoma Office of*

Workforce Development has interpreted this to include the supervision of youth participants. Staff must pay for their own meals.

11. **HOUSING:** Staff may request one rent or mortgage payment using WIOA funds when the customer is unable to pay the current month's rent or mortgage payment. This type of payment request is limited to one-time only. Payments will be authorized with the property owner. TAWDB will not authorize payments for customers to be put on waiting lists for housing, pet deposits, waiting list deposits, or other charges that would enable customers to be eligible for housing. Documentation includes original rental or purchase agreement and a bill of total amount due. Handwritten documentation from the property owner or lien holder is acceptable documentation for the total amount due in rent or mortgage payments.
12. **LEGAL AID SERVICESⁱ** There are many ways legal aid can help jobseekers. Legal aid can help support WIOA's goals by:
 - a. Expunging or sealing old criminal records;
 - b. Obtaining, reinstating revoked or suspended driver's licenses;
 - c. Assisting with securing occupational licenses when a criminal record is a discretionary obstacle;
 - d. Untangling outstanding court debt issues;
 - e. Negotiating wage garnishments, such as for child support orders;
 - f. Securing certificates of rehabilitation for the formerly incarcerated;
 - g. Stabilizing lives by preventing illegal evictions, resolving credit report problems, or filing for domestic violence restraining orders;
 - h. Assisting veterans with accessing healthcare, education grants, and housing services.

Staff may request funds to assist the customer with legal aid. This is a one-time expense per criteria. TAWDB cannot authorize payment for associated fines. Staff may choose to work with multiple partnering agencies to help expedite this process. Documentation includes the progress tracking in customer's individual employment plan or individual service strategy, receipts for all costs paid and relevant legal documents.

13. **LICENSING, TESTING AND CERTIFICATION FEES:** Staff may request that testing, licensing and certification fees be paid out of WIOA funds. The customer must demonstrate that credentialing may result from the successful completion of the test. These fees may be paid as reimbursements to the customer if the fees cannot be paid through the vouchering system. Requests for reimbursements for fees paid by customer must be submitted for payment within 45 days of the testing date. Documentation includes a paid receipt signed and dated by the customer, a copy of the method of payment, and a copy of the testing application. Documentation must also include a detailed explanation why the vouchering system could not be used to pay for the service being reimbursed.
14. **MEDICAL SERVICES:** Staff may request certain medical services necessary to successfully complete training or gain and/or retain employment be paid with WIOA funds. Allowable services include, but are not limited to, shots (including the charge to give the shot and the serum) related to medical training and physical exams required for employment. The medical service must be directly related to gaining a credential or gaining and retaining employment. This could also include a drug screening for employment or training purposes. Staff is cautioned to investigate the wide variety of services available to the customers before requesting a medical service payment.
15. **MILEAGE ASSISTANCE:** Mileage assistance for travel from a customer's home to a training facility is a way of assisting customers with travel costs associated with training. Staff are cautioned to consider the need and the length of time a customer receives transportation assistance. Staff must review on a bi-weekly basis if the customer still needs to receive mileage assistance and make a note in customer's program notes. Mileage will not be paid if the customer is receiving a similar reimbursement or transportation allowance from another agency. Mileage will be a local fixed rate. For 15 miles round trip a day the customer will receive one \$10.00 gas card a week. For 15.01 miles and beyond round trip a day the customer will receive one \$20.00 gas card a week.

Required documentation includes, but is not limited to, program notes documenting the need of the customer, the training or class schedule for the time period of mileage assistance, and a Supportive Service request. A

signed time and attendance form from the training institute is required for payment along with completed customer mileage forms signed by the customer and Staff with documentation of the mileage. No gas card will be provided if documentation is not submitted within 30 days after the weeks end. A print out from Google Maps or a similar online mileage calculation program can serve as support documentation. Mileage will be calculated to the nearest tenth of a mile.

16. **REIMBURSEMENTS:** Staff will not make reimbursement payments to clients for supportive services without prior written approval from the One-Stop Operator.

17. **TOOLS AND EQUIPMENT:** Staff may request a budget not to exceed \$1,000 including sales tax to help the customer with this expense. All tools and equipment must be required for training or required by an employer for employment. Generally, consumable items such as medical supplies may not be purchased.
 - a. **Tools and Equipment for Training:** TAWDB will authorize payments directly to the vendor for tools and equipment. Tools may be purchased, as necessary, for the training program if the total amount of tools does not exceed the total budgeted amount. WIOA can make payments directly to the school or school-designated vendor. Required documentation includes, but is not limited to, course syllabus that includes documentation that the tools and/or equipment is required for all students in the course and a letter from the instructor that verifies the tools and/or equipment is required for all students. If the tools are purchased from the training institution this would count as an ITA expense, not a supportive service.

 - b. **Tools and Equipment for Employment:** TAWDB will authorize payments directly to the vendor for the tools and equipment. Tools may be purchased as necessary for employment if the total amount of tools does not exceed the total budget amount of \$1,000. Required documentation should include, but is not limited to, a letter from the employer that verifies the tools and/or equipment is required to obtain or retain employment.

18. **TRANSPORTATION ASSISTANCE:** Staff may request public transportation for the customer to get to and from training or work. Staff should assist the customer in planning for public transportation (taxi services, buses, etc.) to accept the Service Provider's voucher. Staff is cautioned to consider the need and the length of time a customer receives transportation. Staff will review monthly if the customer still needs transportation assistance. Required documentation for this includes, but is not limited to, program notes that justify the request and a fee schedule from the public transportation agency.

19. **UTILITY ASSISTANCE:** Utility assistance includes gas, water, trash, sewer, and electricity payments. TAWDB will not authorize payments for beepers, cable, satellite, telephone, cell phone, internet or other "non-essential" services. Staff must be aware that payments of this type will be authorized onetime per company during the customer's enrollment in WIOA. Staff should be cautioned that payments should only be made to avoid a cut off from services which could impact the customer in attending training or work. This supportive service is intended to allow WIOA funds to pay off the outstanding cost of services for the utility. The outstanding costs may be an accumulation of costs over several months and could also include the current month. Documentation includes the original cut off notice statement from the utility company with the amount due.

E. Needs Related Payments

Adult and Dislocated Workers who fall within the criteria outlined below and are actively participating in a WIOA training service¹ may receive needs related payments.

1. Eligible Participants

¹ § 134(c)(3) of WIOA

- a. Adult Program Participants who are unemployed and do not qualify for or have ceased to qualify for unemployment compensation.
 - b. Dislocated Worker Participants who are unemployed and do not qualify for or have ceased to qualify for unemployment compensation and such worker is enrolled in the training services:
 - 1) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for employment and training activities, or
 - 2) by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.
2. Level of Payment²
- The level of a needs-related payment made to an Adult or Dislocated Worker shall not exceed the greater of:
- a. the applicable level of unemployment compensation; or
 - b. if such worker did not qualify for unemployment compensation, an amount equal to the poverty line, for an equivalent period, which amount shall be adjusted to reflect changes in total family income.

F. Events/Activities

The cost of goods and services related to participation in scheduled events and/or activities is allowed and includes, but is not limited to, entry fees, transportation, meals, and other travel expenses associated with field trips, group meetings, mentorship meetings, post-secondary preparation, and other activities which enhance the customers' basic academic, team building, entrepreneurial skill, financial literacy, leadership, citizenship, other work readiness, and/or occupational skills. Transportation and other related fees shall be handled as described in this policy. .

G. Reporting

The One-Stop Operator shall implement reporting and record-keeping systems designed to properly record the supportive service expenses incurred for each participant. A record of expenditures will be kept in the individual's electronic case record in the Oklahoma Service Link (OSL) system and the case file.

VI. Compliance

- A.** This policy shall be used in accordance with all other applicable local policies.
- B.** The TAWDB is responsible for conducting oversight of local Adult/DLW/Youth programs to ensure both fiscal and programmatic accountability. Local program oversight is conducted in consultation with the chief local elected official.

¹ 20 CFR §680.900; § 681.570; and TEGL 19-16

² § 134(d)(3)(C) of WIOA