



Cumberland Salem Cape May Workforce Development Board Supportive Service Policy

Purpose

The purpose of this policy is to provide guidelines to our local in the provision of supportive service payments to (or on behalf of) participants enrolled in the Workforce Innovation and Opportunity Act (WIOA) program. The following provides information on the minimum requirements for the provision of supportive service payments.

BACKGROUND AND DEFINITIONS

Supportive Services are defined as services such as transportation, childcare, dependent care, and housing, that are necessary to enable an individual to participate in activities authorized under Sections 134(c)(2) and (3) of WIOA. (WIOA, Section 3(59); Regulations, Section 680.900)

Supportive Services may only be provided to individuals who are enrolled in the WIOA program and are receiving youth service, career services and/or training services, and are unable to obtain supportive services through other programs providing such services. (WIOA, Section 134(d)(2) and (3))

Supportive Services may include, but are not limited to:

- Linkages to community services
- Assistance with transportation and car repair
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Assistance with uniforms or other appropriate work attire and work-related tools, including items such as eyeglasses and protective eye gear
- 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
- Translation services
- Non-commercial driver's license training and assistance with fees

Note: Incentive payments to youth are permitted under WIOA, but they are not subject to the same rules as supportive service payments. See the Cumberland Salem Cape May Workforce Development Board's Youth Incentive Policy Statement for details on the provision of such services to youth.

GENERAL REQUIREMENTS

Each service provider must develop a policy on supportive services that ensures resource and service coordination in their service area. The policy must address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. (Regulations, Section 680.910)

Supportive services may only be provided to individuals who are enrolled and active in the WIOA program and participating in a career or training service as defined in Sections 134 (c)(2) and (3) of WIOA. (Regulations, Section 680.910)

Supportive Service payments must be based upon an Individual Employment Plan (IEP) or Individual Service Strategy (ISS), may only be provided when they are necessary to enable individuals to participate in career services or training activities, and documented in the participant file.

Supportive Service payments made with WIOA funds shall not duplicate services available from other sources. (WIOA, Section 134(d)(2) and (3))

LOCAL SYSTEMS

It is the responsibility of the service provider to ensure local policies and procedures are in place for the review and approval of supportive service payments pursuant to the requirements of the WIOA, DOL Regulations, NJ Workforce Innovation Notices, and Cumberland Salem Cape May Workforce Development Board Policy. At a minimum, these procedures shall ensure the provision of Supportive Services are:

- Provided to enrolled participants in a limited capacity (allowed only if the individual would be unable to participate in WIOA activities without such assistance)
- Based upon the financial need of the participant as determined during the assessment, EDP/ISS development and case management processes
- Included in the participant's EDP/ISS
- Total budget line for supportive services are not to exceed \$5,000 per customer

If monetary limits are imposed for any or all supportive service categories at the Service Provider level, these established limits must be in writing (policy statement) and applied consistently for all participants.

LIMITATIONS/PROHIBITIONS

Supportive Services may not be provided to Adults and Dislocated Workers after exit from the WIOA program.

Supportive Services may be provided to individuals enrolled in the Youth program for up to one year after the date of exit from the WIOA program, provided the service is necessary to retain employment or continue in a post-exit training program, and there is a financial need documented in the participant file.

Payments towards goods or services received prior to a participant's enrollment in the WIOA program are prohibited.

The following may not be paid for with WIOA funds:

- Fines or penalties
- Bad debts
- Legal fees
- Union initiation fees or dues
- Contributions or donations
- Payments for participant memberships, dues, or subscriptions unless it is a specific requirement of a training program or necessary and reasonable as a condition of employment
- Cigarettes or alcoholic beverages
- Entertainment costs, including tips
- Rental deposits
- Purchase of goods or services illegal under any federal state, local, or municipal law or statute
- Payments for real or personal property that bears title (automobiles, homes, etc.)

POLICY EXCEPTIONS

Service Providers may make exceptions to this policy only with prior written authorization from the Cumberland Salem Cape May Workforce Development Board's Director.

Approved	
8/8/24	