



**WORKFORCE INVESTMENT ACT
POLICY MANUAL**

CHAPTER 2 - SECTION 700

SUBJECT: Supportive Services

700 SUPPORTIVE SERVICES

Supportive services, such as transportation, dependent care, and housing, are necessary to enable an individual, who cannot afford to pay for such services, to participate in Workforce Investment Act (WIA)-authorized activities. WIA requires the Local Workforce Investment Area (LWIA), to work with One-Stop partners and other community partners to establish a policy on supportive services that ensures resource and service coordination in the local area. LWIA and tribal policies and procedures must include, at a minimum:

- Eligibility criteria;
- Procedures for referral to supportive services, including how such services will be funded when they are not available from other sources;
- Procedures for authorizing supportive service requests; and
- Establish limits, including a maximum amount funding and maximum length of time for supportive services to be available, as well as procedures to grant exceptions to these limits.

The provisions of supportive services must be **necessary and reasonable**, per general cost principles, both in cost and in the item being purchased. Supportive services must only be provided when the individual is unable to obtain supportive services through another program that provides such services. Supportive services may only be provided to:

- Adults and dislocated workers who are participating in career or training services; and
- Youth who have been determined in need of such services.

Supportive services must be necessary for participation in career or training services or the success of the training plan, and for Youth to be able to participate in WIA activities, as determined through comprehensive assessments. These assessments, and all supportive services, must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS) or Career College Blueprint (CCB) and entered appropriately in the Arizona Job Connection (AJC).

Payments for supportive services can be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services, such as receipts, invoices, and billing statement must be maintained in the participant's file.

701 SPECIAL GUIDELINES

Some Supportive Services must follow existing guidelines established by the State in the Arizona Administrative Code or in Arizona Revised Statutes. This section identifies the guidelines that apply to these Supportive Services.

.01 Child Care

Child care payments using WIA funds must be aligned with current State Childcare Allowances.

Payment and eligibility for Child Care services will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Services program. Income eligibility and Maximum Reimbursement Rates can be found at www.azdes.gov/az_child_care/. The childcare provider must be an approved DES contractor. A list of child care providers that contract with DES can be found in the [Child Care Resources & Referral Service](http://azchildcare.org/countylist.html), located at <http://azchildcare.org/countylist.html>.

.02 Transportation

Eligible transportation assistance includes:

- Bus passes;
- Light rail passes;
- Fuel costs; and
- Disability van fees.

LWIA and tribal policy must specify payment details on how transportation assistance will be provided.

702 WORK AND TRAINING RELATED EXPENSES

A participant may receive work and training related assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items in order to complete the course. Licenses and certification and testing fees may be paid when the license,

certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential. Types of work and training related expenses include, but are not limited to:

- Clothing/uniforms;
- Boots
- Helmets;
- Gloves;
- Tools;
- Licensing fees;
- Certification fees; and
- Testing fees.

This does not include expenses already covered in an Individual Training Account (ITA) or other training contracts.

703 EMERGENCY SERVICES

Emergency services are allowable on a case-by-case basis and may include, but are not limited to, payments for:

- Overdue electric;
- Home heating;
- Water bills;
- Food;
- Temporary shelter in the event of an emergency;
- Rent payments when the participant is at risk of eviction or is unable to make the rental payment;
- Automobile repairs/maintenance for vehicles used as the primary source of transportation to training or work. If the participant is not the registered owner, a signed statement from the registered owner is required, documenting that the vehicle is the participant's sole medium for transportation to and from training or work; and/ or
- Assistance for medical, vision or dental services if the service is not covered by non-WIA resources, other insurance policies, or by state insurance and it may be provided if the medical need is a clear emergency and the assistance will positively impact the participant's ability to complete training or maintain employment.

704 NEEDS-RELATED PAYMENTS

LWIAs and tribal entities may approve the use of needs-related payments. Needs related payments provide financial assistance to adults, dislocated workers, and youth for the purpose of enabling individuals to participate in training activities.

Needs-related payments may be provided to eligible participants waiting to begin training classes if the participant has been accepted in a training program that will begin within 30 calendar days. The LWIA may establish procedures to determine under what circumstances the 30-day period may be extended.

To receive needs related payments:

A. **Adult** Program Participants must:

1. Be unemployed
2. Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
3. Be enrolled in training services.

B. **Dislocated Workers** must:

1. Be unemployed and
 - a. Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
 - b. Be enrolled in a training service by the end of the 13th week after 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 six months; or
2. Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.

C. **Youth** must be enrolled in the Youth Program. Youth concurrently enrolled in the Adult Program and the Youth Program must be eligible under Adult or Youth eligibility criteria applicable to the services received.

LWIA and tribal policies must establish the levels of need-related payments for eligible adults and dislocated workers. For eligible dislocated workers, established levels of needs-related payments must not exceed the greater of either the following levels:

1. For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment insurance compensation benefit; or
2. For participants who did not qualify for unemployment insurance compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income as determined by the LWIA.

705 FOLLOW-UP SERVICES

Follow-up services may include supportive services (with the exception to cash payment/incentives) to ensure job retention, wage gains and career progress for those that obtain unsubsidized employment. For information on follow-up services, see the Adult Program Policy Section 108 and Youth Program Policy Section 300.

707 SUPPORTIVE SERVICE PROHIBITIONS

Expenditures that are not considered allowable and do not meet the conditions of supportive services include, but are not limited to:

- Payment toward good or services incurred or received prior to the participant's enrollment;
- Fines and penalties, such as parking or moving violations, but excluding fines such as for late utility payments, if specified by LWIA or tribal policy;
- Taxes;
- Child support;
- Legal fees, such as bail and restitution but excluding fees for legal aid as specified in LWIA and tribal policy;
- Debts that have been turned over to a collection agency;

- The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- The purchase of cigarettes, alcoholic beverages or firearms; and
- Union dues.