

ARIZONA DEPARTMENT OF ECONOMIC SECURITY



**WORKFORCE INNOVATION AND
OPPORTUNITY ACT POLICY
MANUAL**

CHAPTER 2 - SECTION 300

SUBJECT: Supportive Services

Note: The federal regulations governing these services are still in draft form. These policies will be revised as needed, pending final federal regulations and state board approval.

300 BACKGROUND AND PURPOSE

Supportive services, such as transportation, child care, dependent care, housing, and needs-related payments are necessary to enable an individual, who cannot afford to pay for such services, to participate in Workforce Innovation and Opportunity Act (WIOA)-authorized activities. WIOA requires the Local Workforce Development Area (LWDA) to provide accurate information about the availability of supportive services in the local area, as well as provide referrals to such activities as one of the career services for the WIOA Adult and Dislocated Worker programs. Likewise, the WIOA Youth Program includes Supportive Services as one of the 14 program elements. LWDA may fund supportive services for participants of the WIOA Adult, Dislocated Worker, and Youth programs when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA-authorized activities and they are not available from other sources.

References: Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128), Notice of Proposed Rulemaking 20 CFR 680.900, Arizona Revised Statute, and Arizona Administrative Code and Training and Employment Guidance Letter (TEGL) 3-15.

301 SUPPORTIVE SERVICES PROVISION

.01 Supportive Service Policy Requirements

To maximize flexibility, LWDA has the discretion to provide the supportive services that they deem appropriate, subject to the limited conditions prescribed by WIOA and detailed in this policy. LWDA must work with One-Stop partners and other community partners to establish a policy on supportive services that ensures the highest quality, most comprehensive service provision possible and that prevents duplication of resources and services in the local area. LWDA and tribal policies and procedures must include, at a minimum:

- A. Eligibility criteria;
- B. Types of supportive services that will be offered;
- C. Procedures for referral to supportive services, including how such services will be funded when they are not available from other sources;
- D. Procedures for authorizing supportive service requests; and
- E. 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.

.02 Supportive Service Requirements

Supportive services must be necessary for participation in career services, training services or the success of the training plan, and for the youth to be able to participate in WIOA activities, as determined through comprehensive assessments. These assessments, and all supportive services provided, must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS) or Career College Blueprint (CCB) and appropriately in Arizona Job Connection (AJC). Supportive services must only be provided when the individual is unable to obtain supportive services through other programs that provide such services.

- A. Supportive services may only be provided to:
 - 1. Adults and dislocated workers who are participating in career or training services and determined to be in need; and
 - 2. Youth who have been determined in need of such services.
- B. The provision of supportive services must be **necessary and reasonable**, per general cost principles, both in cost and in the item being purchased.
- C. 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 uploaded onto AJC.

302 TYPES OF SUPPORTIVE SERVICES

Supportive services include, but are not limited to, the following:

- A. Linkages to community services;
- B. Transportation assistance;
- C. Child care and dependent care;
- D. Work and training related expenses, including uniforms, tools, licensing fees, certification fees and educational testing fees;
- E. Emergency assistance, including assistance with utility bills and housing;
- F. Needs-related payments;
- G. Reasonable accommodations for individuals with disabilities; and
- H. Referrals to healthcare.

303 CHILD CARE

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

- A. 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/.
- B. The childcare provider must be an approved DES contractor. A list of child care providers that contract with DES is available from the [Child Care Resources & Referral Service](http://azchildcare.org/countylist.html), located at <http://azchildcare.org/countylist.html>.

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

NEEDS-RELATED PAYMENTS

LWDAs 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.

The participant must be accepted in a training program that will begin within 30 calendar days. The LWDA 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.
- D. LWDA and tribal policies must establish the levels of needs-related payments for eligible adults, dislocated workers and youth. 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 Federal poverty level for an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income as determined by the LWDA.

306 SUPPORTIVE SERVICE PROHIBITIONS

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

- A. Payment toward goods or services incurred or received prior to the participant's enrollment;
- B. Fines and penalties, such as for parking, moving violations and late utility payments;

- C. Taxes;
- D. Child support;
- E. Legal fees, such as bail and restitution but excluding fees for legal aid as specified in LWDA and tribal policy;
- F. Debts that have been turned over to a collection agency;
- H. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- I. The purchase of cigarettes, alcoholic beverages or firearms; and
- J. Union dues.

307 **FOLLOW-UP SERVICES**

Follow-up services may include supportive services (with the exception of needs-related payments/ 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 and Dislocated Worker Program Policy Section 108 and Youth Program Policy Section 200.