



TITLE: WIOA Adults & Dislocated Worker Supportive Services Policy # 5200

Type: Program Policy

Date Established: 07/01/2016

Date Last Revised: 04/21/2017

Date Posted to Website: 07/07/2016

Status: Final

Supersedes: WIA Policy # 530R4

Purpose

The purpose of this policy is to establish the guidelines for providing supportive services for Adults and Dislocated Workers. WIOA requires coordination with other resources in a community to ensure that support services are provided only when they are not otherwise available.

Policy

Supportive service awards are intended to enable an individual to participate in WIOA funded programs and activities to secure and retain employment. Supportive services may be provided to participants who:

- All WIOA enrolled Adult and Dislocated Workers and;
- All WIOA enrolled Out-of-School and In-School Youth (See Youth Support Service Policy # 730 for specific provisions); or,
- Are unable to obtain the supportive service through any other resource or program providing such services. In cases where the need is urgent or may constitute a potentially unsafe situation for the participant, other resources may not need to be considered.
- Ensure participant have applicable Community Resource information on the low cost and/or free services available locally. These services should be utilized prior to program support whenever possible.

Policy Guidelines

Supportive services for participants must be viewed in a manner that underscores collaboration. WIOA resources are limited and must be administered with the knowledge that some supportive service needs may be met through linkages with other WorkSource and community partners.

Every effort must be made on the part of program staff to ensure participants have been provided Community Resource information on low cost and/or free services available locally. These services should be utilized prior to program support whenever possible.

Service providers must establish internal controls that result in equitable treatment, maximize the allocations, and ensure coordination with, and referral of participants and applicants to other community resources.

Supportive services are not allowed for adults and dislocated workers during follow-up and after exit.

- Supportive services may be provided only to participants to enable them to engage in career or training services.
- As follow-up services, though a type of career service are not a qualifying service for receiving supportive services, individuals who receive only follow-up services cannot receive supportive services.

Supportive Services neither trigger participation nor extend the date of participation (i.e., extend exit).

Every instance of granting supportive service must be adequately documented in the participant file.

The Support Service Request Form (included with the Support Services Procedures # 5200P), is necessary to ensure that all documentation requirements are addressed.

For any instance where the total support services to be provided exceed the locally established limit, a Waiver Request form must be completed and signed by approved Program and PacMtn Representatives.

Any discrepancies arising between PacMtn policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. PacMtn policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will PacMtn policy and or procedures not meet minimum federal and state policy.

References

Workforce Innovation and Opportunity Act of 2014
PacMtn Procedures Document # 5200P - Support Services
PacMtn Policy # 7200 - Youth Support Service

WIOA Sections 3(59)
WIOA Section 134(d)(2) and (3) and 134(c)(2)(A)(ix)(I) and (II)
WIOA 129(c)(2)(G)

WorkSource Information Notice
WIN 0078 Change 1

Training and Employment Guidance Letters
TEGL 19-16
TEGL 10-16

20 CFR 680.300
20 CFR 680.900
20 CFR 680.910
20 CFR 680.920
20 CFR 681.570

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