

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

Type: Program Policy

Date Established: 07/01/2016

Date Last Revised: 3/03/2022

Date Posted to Website: 4/18/2022

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 # 7200 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.
- Have been provided 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 may be provided to participants to enable them to engage in career or training services or in effort to obtain employment or self-sufficiency upon completion of a career or training program.
- When providing support services to a program participant, practitioners must case note the participant's progression in obtaining the outcome desired.
- Supportive services are also allowed for adults and dislocated workers during follow-up who are placed in unsubsidized employment and have a program completion.

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.

Please refer to Support Services Procedure # 5200P for specific details on allowable and non-allowable services payable through Supportive Service dollars:

1. For eligible program participants to include those individuals who are in follow up and have been placed in unsubsidized employment, with a program completion recorded in MIS
2. For allowable training expenses affiliated with training paid by programs other than WIOA Title I

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

WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2016

WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2016

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)

Training and Employment Guidance Letters (TEGL) 19-16, 10-16 Change 1 -Section 7

U.S. Department of Labor response to California's request for a waiver to allow supportive services during follow-up.

WorkSource System Policy # 5620 Revision 3 -WIOA Title I Follow-Up Services for Adult and Dislocated Workers

PacMtn Procedures Document # 5200P - Support Services
PacMtn Policy # 7200 - Youth Support Services

DATE APPROVED: 6/4/2016, 4/21/17, 6/30/19, 2/21/2020, 7/7/2021, 3/03/2022

**Direct Inquiries to:
Pacific Mountain Workforce Development Council
1570 Irving Street SW Tumwater, WA 98512
Telephone: (360) 704-3568
Email: Info@pacmtn.org**

PacMtn is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. WA Relay 711