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**Type:** Program Procedure

**Date Established:** 07/01/2016

**Date Last Revised:** 07/07/2021

**Date Posted to Website:** 02/24/2020

**Status:** Final

**Supersedes:** WIA Procedures in Policy # 530

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## **Procedures**

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### **Determination to Provide Service**

WIOA program staff must keep the completed participant's budget worksheet in the participant file to document that the participant does not have the financial resources to obtain the service without support services being provided. The participant must complete a budget worksheet at the beginning of program participation in a WIOA funded program. As participants reasonably progress through the program and additional support services requests are made, program staff must ask the participants if their financial situation has changed and if so, require that the participant update his or her budget worksheet to confirm and document that there is a continued need for assistance.

### **Procedural Guidelines and Limitations**

The following guidelines are provided to assist WIOA program operators and their program staff in the administration of supportive services:

#### **Supportive services neither trigger nor extend participation.**

A Title I-funded career or training service must therefore be taken to trigger a participation episode, which is necessary because a Title I-funded supportive service can only be provided to participants prior to exit.

Program staff must also provide an accompanying Title I-funded career or training service to trigger or extend participation to make the Title I-funded supportive service allowable when taken in conjunction with Training Paid by Others.

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.

Supportive services are also allowed for adults and dislocated workers during follow-up who are placed in unsubsidized employment and have a program completion.

□ WIOA program staff may provide supportive services up to a maximum \$2,000 per participant per program year, without a supervisor's approval. However, a program operator may choose to authorize a lower amount.

➤ Upon a participant's request for Support Services, staff is to ensure the participant is provided the Community Resource Sheet, which identifies low cost and/or free services available locally. These services should be utilized prior to program support whenever possible.

➤ To provide support services in excess of \$2,000, approval must be documented in the participant file using the waiver form and signed by an authorized signatory.

- PacMtn has established that no individual support service may be issued more than 12 consecutive times in a 12 month period (excluding fuel support)

- Total Support Service to be issued in any individual or consecutive program years may not exceed a (\$5,000) maximum funding limit.

➤ When providing support services to a program participant upon their completion of a career or training program, or while the participant is working to establish employment or self-employment, practitioners must case note the participants progression in obtaining the outcome desired and as identified in the Individual Employment Plan (IEP)

➤ Supportive services are also allowed for adults and dislocated workers during follow-up who are placed in unsubsidized employment and have a program completion.

➤ Participant files must adequately document that all supportive services are allowable, reasonable, justified, and not otherwise available to the participant and show evidence of collaboration, when feasible.

➤ Program staff must use the Support Service request form to document properly these requirements.

- The Support Service request form is optional for the provision of fuel; however, there must be documentation in the file to justify the amount of fuel provided. The participant must understand the fuel is for program activities.

- Forms created for this purpose should include a statement for the participant to read that explains s/he must only use the fuel for program activities.

- The participant should read and sign the form to indicate that they understand and agree to use fuel only for program activities.
- To the extent possible, payment should be made directly to a vendor or provider. In cases where program staff chooses to reimburse the participant for purchased goods or services, adequate documentation must be in the file.

**Supportive services include, but are not limited to the following:  
(Itemized receipts are required to verify all allowable purchases)**

- Assistance with local transportation costs, including fuel, expenses.
  - Transportation provided by others must be verified
  - Also allows for limited private auto repairs associated with work or training (limited to one vehicle per participant);
- Assistance with licensed child and dependent care costs;
- Assistance with housing including, but not limited to rent and mortgage payments, including applicable principal, interest, and escrow.
- Assistance with Hygiene and Household Supplies;
- Referrals to, and in some cases assistance with, medical and prescription services, prosthetic devices, and mental health counseling.
- Assistance with self-employment operations, service location setup and start-up including, but not limited to rent and mortgage payments, including applicable principal, interest, and escrow.
- Assistance with uniforms or other appropriate work, employment interview attire, and work or training related materials or supply costs.
- Assistance with work and training related licenses, permits, and fees, including for Self-Employment;
- Assistance with out-of-state job search and relocation to a new job;  
*(During follow up, relocation assistance would only be allowable if the relocation is necessary to retain the current employment relationship established upon program completion).*

- Assistance with financial counseling.

**Support services do not allow the following:**

- Food products “groceries”
- Fines and penalties, such as traffic violations,
- Finance, interest charges, late fees and/or penalties applied
- Entertainment, including tips;
- Contributions or donations;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet food;
- Out-of-state job search and relocation expenses that are paid for by the prospective employer or by the employer who has laid off the individual.

**Allowable Training Expenses as Supportive Services**

Allowable training expenses affiliated with training paid by programs other than WIOA Title I (such as Vocational Rehabilitation (VR), Trade Adjustment Assistance (TAA) or community and technical colleges through Worker Retraining (WRT)) can be funded by WIOA Title I as supportive services if:

- The participant is also eligible for and enrolled in a WIOA Title I program.
- A non-WIOA Title I program selected and is paying the tuition for the training.
- Costs for allowable training expenses are not covered by Pell, other financial aid programs or private scholarships.
- The WIOA Title I program, and case manager had no direct involvement in the process of selecting the training, which precludes the establishment of a WIOA-funded ITA.

However, since supportive services do not trigger or extend participation for adults and dislocated workers there must be an accompanying Title I-funded career service to trigger a participation episode.

Documentation of training-related expenses as supportive services through case notes will prevent the appearance of duplicate spending between WIOA and other federally funded programs (see WIN 0088, WIOA Title I Case Note Guidance).

## Changing Circumstances

Changing circumstances (e.g., ending scholarships or financial aid) may necessitate reassessment of funding sources and training providers by the case manager and the participant, which may result in consideration of an ITA. Per 20 CFR 680.300 and Section 7 of TEGL 19-16, an ITA is triggered through an intentional process between a WIOA Title I participant and the participant's WIOA Title I case manager. That process, which leads to the selection of a training provider eligible to receive WIOA Title I funds via an ITA, is a condition of establishing a WIOA-funded ITA. (See WIOA Title I Policy 5601, Revision 2, Individual Training Accounts).

Follow-up services can only be provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have a Program Completion recorded in the Management Information System (MIS).

**WIT System Data Entry Requirements** (*WorkSource Integrated Technology System*) For all applicable and required WIOA and or Wagner-Peyser applicant or participant Career, Training or Follow-Up Service data entry requirements, to include but not be limited to the following:

- Applicant or Participant Registrations,
- Program Enrollments,
- Eligibility Determinations (as detailed in policy #5000),
- IEPs,
- ITA's and Training Program Enrollments/Service Delivery,
- Training paid by others,
- Training/Program Completions
- Support Services,
- Exits,
- Follow-Up Services, and
- Case Note Entries

Additionally, all other data requirements as necessary per Policy 1020 (Rev2) - Data Integrity and Performance Reporting Requirements and Handbook, are still applicable for entry within the WIT System

Please follow all current and future Workforce Integrated Technology (WIT), System guidance, training, instructional materials and direct departmental or program supervisor instruction and policies developed.

If applicant or participant information is already entered in the WIT System, staff must verify that the information is current and/or make updates. If required by program, print out the applicable or necessary document, obtain signatures and place in the hard copy file. Please note all system data updates or changes in case note.

Applicants who identify them self as a veteran must have a copy of their DD214 in their participant file. The dislocation date must have a month, day and year.

*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.*

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## References

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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, 2019

WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2019

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) 10-16 Change 1, 19-16

WorkSource Information Notice (WIN) 0078 Change 1

PacMtn Policy # 2.4.1-v1 - Support Services

PacMtn Policy # 3.3.4-v1 – Youth Support Services

**DATE APPROVED: 06/04/2016, 02/13/2018, 06/13/2019, 2/21/2020, 03/10/2021, 07/07/2021**

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