



<b>Policy Title:</b>	<b>WIOA Supportive Services and Needs Related Payments</b>		
<b>Policy #:</b>	<b>WIOA 002</b>	<b>Effective Date:</b>	<b>09/27/2022</b>
		<b>Reviewed Date:</b>	<b>N/A</b>
		<b>Expiration Date:</b>	<b>Until Rescinded or Superseded</b>
<b>Purpose:</b>	<p><b>This policy identifies the requirements for ensuring supportive services (including needs-related payments) are provided to eligible CareerSource Flagler Volusia (CSFV) customers who are participating in Workforce Innovation and Opportunity Act (WIOA) career or training services.</b></p>		
<b>Forms:</b>			
<b>Guidance:</b>	<p><b><u><a href="#">CareerSource Florida Administrative Policy 109;</a></u>  <u><a href="#">Workforce Innovation and Opportunity Act, Public Law (WIOA) Sections 3(59); 106(c)(1)(F); 133(b)(2)(B); 133(b)(3); 134(c)(3); 134(d)(3); 134(d)(4); 134(c)(1)(A)(ii); 134(c)(1)(A)(iii);</a></u>  <u><a href="#">Training and Employment Guidance Letter (TEGL) No. 19-16;</a></u> and <u><a href="#">TEGL No. 21-16;</a></u>  <u><a href="#">20 Code of Federal Regulations (CFR) Subpart G 680.970; 681.570;</a></u>  <u><a href="#">681.640;</a></u></b></p>		

This policy identifies the requirements for ensuring supportive services and needs-related payments are provided to eligible CareerSource Flagler Volusia (CSFV) customers who are eligible adults, dislocated workers or youth, participating in career or training services, authorized under the Workforce Innovation and Opportunity Act (WIOA). Supportive services may only be provided to customers after staff have first determined a participant to be in financial need of services and when they are unable to obtain them through other programs providing such services.

WIOA regulations provide CSFV the flexibility and discretion to provide the supportive services deemed appropriate, subject to the conditions prescribed by WIOA. It is the responsibility of CSFV staff to ensure coordination with other entities to prevent duplication of resources and services, and to establish limits on the amount and duration of such services. CSFV staff must ensure adults, dislocated workers and youth are provided accurate information about the availability of supportive services in the local area, as well as referrals to such activities.

**Determination of Need** for supportive services shall be identified through the objective assessment process (which addresses the participant’s barriers) and in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) (which addresses the plan for overcoming said barriers). Supportive services are not intended to assist in paying for expenses refundable to the participant but for services

deemed reasonable and necessary to enable the participant to take part in career and training activities. WIOA funds will only pay for expenses incurred while a participant is enrolled in the program and actively participating in career and training services authorized under WIOA.

**Supportive Services for Adults, Dislocated Workers and Youth** are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA. Services may include, but are not limited to:

1. Linkages to community services;
2. Assistance with transportation;
3. Assistance with childcare and/or dependent care;
4. Assistance with housing;
5. Assistance with educational testing;
6. Referrals to healthcare;
7. Assistance with uniforms or other appropriate work attire;
8. Assistance with work-related tools, including such items as protective eye gear;
9. Assistance with books, fees, school supplies and other necessary items for students enrolled in postsecondary training;
10. Payments and fees for employment and training-related applications, tests, and certifications;
11. Needs-related payments, as described in this policy;

Supportive services may **not** be used as incentive payments. (Incentive payments are allowable for youth participants only and, unlike supportive services, are permitted for recognition of achievements directly tied to training activities and work experiences.)

**Need-Related Payments** are a supportive service that provides financial assistance to participants to enable their participation in training. Unlike other supportive services, needs-related payments may **only** be provided to eligible WIOA participants who are enrolled in training or accepted in a training program that will begin within 7 calendar days.

1. To receive needs-related payments **adults** and **out-of-school youth** (ages 18-24) must:
  - a) Be unemployed;
  - b) Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; and
  - c) Be enrolled in training services authorized under WIOA.
2. To receive needs-related payments, **dislocated workers** must be unemployed, and:
  - a) Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
  - b) Be enrolled in training services authorized under WIOA 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 eighth week after the worker is informed that a short-term layoff will exceed six months; or

- c) Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA.

**Payment levels for dislocated workers**, will **not** exceed the greater of:

- a) The applicable weekly level of Reemployment Assistance (RA) benefits for participants who were eligible for RA benefits, or
- b) The poverty level for an equivalent period, for participants who did not qualify for RA because of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by CSFV's policy.

**Documentation** supporting the payment of supportive services directly to or on behalf of eligible participants must be maintained within the customer's file. Documentation must be sufficient to satisfy the requirements of this policy and ensure that funds are allowable and used for the intended purpose. Examples of documentation may include, but are not limited to:

1. Determination of the participant's need for supportive services included in the participant's IEP or ISS.
2. Case notes with an explanation regarding the participant's need for supportive services must be included in Employ Florida. These case notes must confirm that the needed supportive services were not available through other programs or that the urgency of the needed service was such that referrals to other resources would delay the provision of the supportive service and create a hardship for the participant.
3. For participants enrolled in training, verification of enrollment of training classes including a class schedule, and verification of attendance in the training program.
4. Records of payments to vendors, including date of receipt, the amount of payment, check/ voucher number, etc.
5. For supportive services in the form of reimbursements, documentation showing the specific need that was reimbursed and proof of payment by the participant.
6. For participants receiving needs-related payments, documents used to determine the eligibility for such payments and payment level.

**Limits to the amount or duration** of supportive services shall be based on the availability of WIOA funding. The utilization of supportive services is determined on an individual basis. Eligibility or enrollment in WIOA does not constitute entitlement to supportive services. CSFV has the authority to establish the limits on the provision of supportive services, including the maximum amount of funding and length of time that supportive services are to be made available to participants.

**Payment levels for Needs Related Payments** (regardless of eligibility or funding stream) will not exceed \$195 per week of enrollment in training, or a month prior to the start of a training program in which the participant has been accepted. The maximum annual amount per participant is \$7,800 and is contingent on available funds. All levels of payment shall be documented in the customer's file with the additional

eligibility for needs-related payments. Any continued payments will follow the process and frequency outlined in CSFV's procedure.

If there are any questions regarding this policy, please call the Managing Director of Operations at 386-323-7013.