



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

SUPPORTIVE SERVICES
POLICY

Date: October 29, 2018

Number: 19-10

PURPOSE: The Riverside County Workforce Development Board (WDB) establishes this policy for the approval of Supportive Services for Adult and Dislocated Workers.

EFFECTIVE DATE: Upon Release

REFERENCES: H.R. 803 "Workforce Innovation and Opportunity Act" Title I, Chapter 3 Adult and Dislocated Worker Employment and Training Activities, Section 134 (d) (2) and (3)
Title 20 Code of Federal Regulations (CFR) [663.800](#), [663.805](#), [663.810](#), [663.815](#), [663.820](#), [663.825](#), [663.830](#), and [663.840](#)
Training and Employment Guidance Letter (TEGL) WIOA NO. 19-16
Operating Guidance for the Workforce Innovation and Opportunity Act (03-01-17)

LOCALLY IMPOSED REQUIREMENTS: Bold, Italicized

BACKGROUND: N/A

POLICY:

Supportive services are not an entitlement and are designed to provide any adult or dislocated worker with the resources necessary to enable their participation in Workforce Innovation and Opportunity Act (WIOA) career services or training activities. Supportive Services will be considered for participants based on need, lack of alternative resources, and availability of funds in the Local Workforce Development Area. In order to approve support services for a participant, the need and lack of alternate resources must be justified in the participant's case file.

Note: Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving "follow-up" services **may not** receive supportive services. Individuals identified as needing on-going supportive services must still be participating in career services

(other than follow-up), training activities, or both to continue to receive supportive services. Support Services also may not be used to extend the date of exit for performance accountability purposes. Supportive Services, like follow-up services, do not make an individual a participant or extend participation.

I. RESOURCE AND SERVICE COORDINATION

Staff must make reasonable efforts to verify that supportive services to be provided are not available to participants from non-WIOA sources. As a general reference, information and referral to services may be identified through <http://connectriverside.org> a program of the Volunteer Center of Riverside County.

II. TYPES OF SUPPORTIVE SERVICES

Supportive Services must be necessary and reasonable to enable an individual to participate in authorized WIOA activities and are not meant to meet all the financial needs of the eligible individual. Examples of Supportive Services include but are not limited to the following:

Type	Description and/or Examples
Transportation Assistance	Expenses for commuting to and from WIOA activities. <ul style="list-style-type: none"> • Monthly bus passes issued for participation in WIOA approved activities • Mileage reimbursement for use of personal vehicles • Mileage reimbursement based on the current federal standard mileage rate
Clothing Assistance	Special clothing or safety equipment needed by the participant for employment and/or training activities but not provided by the employer or training institution.
Live Scan/Background Screening	When required for participation in WIOA training activities and/or job placement.
Test, Certifications and License Fees	Fees for: <ul style="list-style-type: none"> • GED • State Exams • First-Aid/CPR Certification • Other employment or training-related licensing/certification
Work Tools	Tools and equipment needed by the participant for employment and/or training activities but not provided by the employer or training institution.
Other (<i>does not include vocational classroom training</i>)	Other services necessary to enable an individual who is unable to obtain the services from other programs to participate in authorized WIOA activities.

III. NEEDS-RELATED PAYMENTS (NRPs) GUIDELINES

Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in approved WIOA funded training services. Needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully. To be eligible for NRPs, individuals must be unemployed and not receiving unemployment benefits or Trade Adjustment Act allowances. NRPs may be paid to individuals who have been accepted in a training program that will commence within 30 calendar days while waiting for class to begin.

Levels for needs-related payments must comply with the following requirements:

- (a) For adults, the weekly payment may not exceed the poverty level for an equivalent period.
- (b) For dislocated workers, payments must not exceed the greater of either of 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 compensation benefit; or
 - (2) For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period.

NRPs will not be awarded to customers engaged in non-training activities or for post-employment/post-exit follow-up services. In addition, needs-related payments will not be made when other known resources identified by staff are immediately available to meet the need. Staff must adjust weekly payment levels to reflect changes in total family income.

The Maximum aggregate Support Service award may not exceed \$3,000 per participant per program year. It is the responsibility of the service provider to track this amount for each participant.

IV. APPROVAL AUTHORITY

Any requests for approval must be initially reviewed and approved for submission by the Assistant Regional Manager. The Assistant Regional Manager may either approve the request or forward the request to the appropriate person for approval based on the table below:

Staff Title	Approval Authority
Assistant Regional Manager	Up to \$2,500.00
Regional Manager or above	\$2,500.01 to \$5,000.00
Deputy Director or above	\$5,000.01 and Above

All purchases made must follow the local area's Procurement Standards Policy No. 18-01. During periods of funding limitations, supportive services payments may be restricted.

PROCEDURES:

Refer to Knowledge Management site at

<https://rivcounty.sharepoint.com/sites/wodcXnt/Knowledge%20Management/Forms/AllItems.aspx>

for procedures related to this policy.

REVISION HISTORY:

Revision Dates: 10/29/2018, 03/16/2018, 10/29/2015, 04/29/2010, 11/02/2009,
07/10/2008

Original Policy Date: 09/29/2003



Loren Sims, Administration Manager