

SOP 21- 02
Supportive Services Revision 3
Standard Operating Procedures
Grow Southwest Indiana Region 11
WDB Approval Date: 05/21/21
Revision Approval Date: 8/27/21
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Revision Approval Date: 7/31/2026

Purpose

To provide guidance regarding supportive services for WIOA Title I participants including individuals participating through Dislocated Worker Grants (DWGs).

Recission: SOP 21-02 Revision 2

Content

Background

Title I of the Workforce Innovation and Opportunity Act provides for the use of supportive service services for participating Adult, Dislocated Worker, and Youth services. Participants will be provided accurate information about the availability of supportive services in the local area, as well as referral to such programs. Adult and Dislocated participants must be unable to obtain a particular service through another source, and this should be documented in the case notes.

NOTE: this requirement pertains only to WIOA Adults and Dislocated Workers. WIOA Youth are not required to attempt to obtain supportive services from other sources.

Definition

To ensure successful participation in WIOA activities, supportive services **may** include, but are not limited to, the following:

- Transportation (the gas mileage rate would be 50% of the federal rate),
- books,
- assistance with electronic devices for students enrolled in postsecondary education classes,

- needs-related payments
- dependent care (child or elder),
- health care,
- food,
- interview and/or work clothing,
- tools required for employment as documented by the employer,
- reasonable accommodations for individuals with disabilities,
- cost of HSE testing,
- educational fees,
- one-time utility assistance (\$250),
- one time auto repairs (\$250),
- one-time housing payments (\$250) and one-time temporary emergency shelter, and
- other reasonable expense needs as defined by the customers Individual Employment Plan (IEP) and unavailable to obtain from other community sources.

If supportive services require a referral, please refer to SOP 20-03 *User Experience*.

Provision of Supportive Services

Duration

Supportive services are not intended to meet every need of the participant; they provide temporary assistance. A participant who is receiving follow-up services cannot obtain supportive services. Participants can only receive ongoing supportive services if they maintain participation in career services and/or training activities. Supportive services cannot be used to extend the date of completion for career services or training activities.

Determination and Documentation of Need

Staff will first establish a participant has a financial need for supportive services before they are provided. The need for supportive service will be determined through an assessment process which includes a personal budget. The need will be documented in the Individual Employment Plan (IEP) and the case notes. This should be an on-going process. WorkOne staff may use additional forms of documentation as required.

For electronic devices:

The device must be determined to be necessary to successfully complete the program.

Justification of necessity must be documented in client file.

Cost must be consistent with market prices for comparable goods and documented in client files.

Electronic devices such as a computer or tablet will be the property of the participant upon completion of the program.

Phones, wi-fi, and internet connectivity will be the responsibility of the participant.

Electronic device requests must be approved by program manager and regional operation manager.

Maximum Dollar Payment

A WIOA participant is eligible for a maximum amount of \$1500 per program year in supportive services; in the event of partial program year participation, this amount may be prorated. Exceptions can be made with the approval of the regional operations manager. Expenditure of supportive service funds is to be discussed with participants with this maximum amount per year in mind.

Exceptions to this supportive services policy are allowable but must follow a process (completion of additional funding request) and be approved by the director and the regional operations manager.

Payment Methods for Supportive Services

Payments through WIOA programs are usually made by vendor payments only. An exception is the issue of gas cards for transportation needs to eligible participants. Service provider is responsible for gas card process. Other exceptions to vendor payments will need approval of the program director and the regional operations manager.

Items which cost less than \$250 can be purchased at the discretion of the WorkOne staff. Items should have a minimum of three bids. The lowest bidder should be used unless there is a valid reason for using another bidder (i.e., the training institution may insist that certain items be purchased through designated vendors). Bids should be secured in writing; WorkOne staff will have a written process for the bid process.

Needs-Related Payments

In Region 11, needs-related payments are not generally available for adults and dislocated workers unless specified by another funding source. If necessary, Region 11 only provides needs-related payments to eligible WIOA participants who are enrolled in training.

Documentation for Supportive Services

Documentation for supportive services must be maintained in the state's electronic case management system in the IEP, case notes, and client document file. This documentation will demonstrate the need for the services and used for the intended purpose. Documentation will confirm that the needed services are not available through other programs or that the urgency of the needed service is such that referrals would delay the provision of the supportive service and create a hardship for the participant.

Incentives

Supportive services must not be used as incentive payment for Adult and Dislocated Worker participants. Incentive payments are allowable for youth participants only in recognition of achievement directed tied to training activities and work experience. Related SOPs include SOP 18-04 Change 1 Youth Work Experience and SOP 21-09 Change 2 Youth Program Elements.

Stipends and Incentives – Youth

Depending upon level of funding, Youth service providers may utilize incentives for the following activities:

- Upon their successful completion and attainment of their HSE, youth may receive a flat incentive.
- Youth may receive a flat incentive for completion of Work Experience (no days missed).
- Youth who obtain a credential may receive a one-time incentive payment.
- Youth may receive a one-time incentive payment for entry into employment.
- Youth may receive an incentive for a referral that results in an enrollment (maximum three incentive payments).
- Additional stipend activities may be determined by the service provider with approval of the regional operations manager.
- Stipend amounts will be determined by the service provider with approval of the regional operations manager.

Effective Date

Immediately

Ending Date

Upon rescission