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## Western Arkansas Workforce Development Area Policies and Procedures

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<b>TITLE</b>	Supportive Services
<b>NUMBER</b>	P0002-23
<b>TYPE</b>	Policy – Programmatic
<b>APPROVING AUTHORITY</b>	Western Arkansas Workforce Development Board
<b>EFFECTIVE DATE</b>	3/14/23
<b>NEW/REPLACED</b>	Replaces P0001-22

1. The Workforce Innovation and Opportunity Act (WIOA) requires Western Arkansas Workforce Development Board to develop a policy regarding supportive services for Title I-B participants.
2. Based on individual assessment and availability of funds, supportive services may be awarded to eligible WIOA Title I participants.
3. Supportive service awards are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment.
4. In Western Arkansas, supportive services are provided based on need as determined by the service provider.
5. To ensure referral of clients to support services recommended or necessary including those funded by sources other than Title I-B provider refer to WAWDA Referral policy P0005-21 rev 1 and WIOA Partner Referral Ticket.
6. Basic guidelines for awarding supportive services:
  - a. Individual is enrolled in a Workforce Innovation and Opportunity Act Title I Program and participating in a basic career service, individualized career service, or training activity; and,
  - b. Individual is unable to obtain supportive services through other sources, or the need is urgent and time constraints do not allow for seeking other sources; and,
  - c. Supportive service is necessary to enable the individual to participate in the Title I activity; and,
  - d. Awarded on a case-by-case basis and provided when determined necessary and reasonable; and,
  - e. Funding is available to provide supportive services.
  - f. The Title I participant must meet attendance and case contact requirements.
  - g. Adult and dislocated worker participants may not receive supportive services during follow-up and after exit.
7. Allowable supportive services:
  - a. Transportation

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## Western Arkansas Workforce Development Area Policies and Procedures

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- b. Work-related clothing and supplies
  - c. Physical exams, immunizations, and vaccinations required for employment
  - d. Drug screening
  - e. Background check
  - f. Fees for employment and training-related applications, tests and certifications
  - g. Books, school fees and supplies related to post-secondary or technical training
  - h. License fees (examples: CDL, GED/high school equivalency fees, stackable credential fees as required for work)
  - i. Day care, child, adult and elder care
  - j. Housing support
  - k. Security clearance charges aligned to Federal regulations
8. Transportation Supportive Services are to assist participants to and from training and employment activities including job search.
- a. Round trip travel over five miles per day will be paid as determined using Transportation Assistance form and will not exceed the Federal allowable rate.
  - b. Participants must provide completed travel forms with attendance verified by instructor or supervisor for proof of Title I activity.
  - c. Bus passes are available to Title I participants whose schedule and childcare arrangements can be accommodated by public transportation.
  - d. Where other forms of transportation are not readily available for Title I participants to successfully complete eligible training or work-related program prearrangements may be made with participating cab companies.
  - e. Transportation may be paid up to the second paycheck of a Title I participant who starts unsubsidized employment. In the event this supportive service is approved, the Title I participant will not be exited until after the final supportive service payment.
9. Day care Supportive Services
- a. Day care may be paid only if the individual is not eligible to receive care assistance through TANF or another funding source.
  - b. An individual may receive assistance not to exceed a weekly rate set by WAPDD.
  - c. Rates will be assessed and set quarterly based on a reasonable number of local day care provider weekly rates.
  - d. Rates will be established for the cost of one (1) individual and a rate per additional individual.
  - e. Payments will be made directly to the care provider.
  - f. Day care payments will not be made unless there is an actual cost to the Title I participant.

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## Western Arkansas Workforce Development Area Policies and Procedures

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- g. Service providers will make agreements and utilize vouchers with licensed ~~child~~ care providers.

### 10. Work-Related Clothing and Supplies

- a. Uniforms, tools, shoes, and other occupational specific equipment may be provided when such items are required for training or is a condition of training related employment.
- b. A limit of three sets of uniforms, one set of tools, one pair of work shoes, or other occupational specific items will be paid on an invoice basis.
- c. Costs of \$500 or more requires three written quotes.
- d. The lowest bid meeting work requirements will be accepted.
- e. Receipts are required on all purchases.
- f. Participants will sign an acknowledgement requiring these items be returned if they drop from a program prior to completion of training or leave before their employment term.

### 11. Housing Support

- a. Rent and utility assistance may be paid as determined necessary and appropriate for up to \$500 on a one-time basis.

### 12. Supportive services documentation:

- a. Participant Status Change (PSC) form.
- b. The Individual Employment Plan (IEP) or Individual Service Strategy (ISS) shall document the need and award of supportive services.
- c. Case notes shall document detail related to the need and award of supportive services including attempts to find other sources of funding.
- d. Documentation of denial from other available community resources referred to by service provider.
- e. Travel assistance form for verification of daily transportation to and from Title I activity, if applicable.
- f. Verification of need and necessity for work-related clothing and/or supplies.
- g. Receipts of purchases

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Approval Signature: *Rachel Mize*

Rachel Mize, Board Chair






# P0002-23 Support Svcs

Final Audit Report

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