

NORTH CENTRAL ARKANSAS WORKFORCE DEVELOPMENT BOARD

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SUBJECT Policy and Procedures for Supportive Services for Adults/DLW and Youth

PURPOSE

The purpose of this policy is to describe and to detail the regulations concerning supportive services to Adults and Dislocated Workers and Youth, in accordance with the rules and regulations of Workforce Innovation and Opportunity Act of 2014 (WIOA), the WIOA Final Rule, Training and Employment Guidance Letters (TEGLs) published by the Employment and Training Administration of the U.S. Department of Labor (ETA), Issuances from the Arkansas Division of Workforce Services (ADWS), WIOA Title I-B Policy Manual, and local workforce board policy.

REFERENCES

WIOA § 3(59); 134(c)(2)(A)(iv); 134(d)(2) 20
CFR 679.430, 680 & 681
TEGL 19-16
WIOA Title I-B Policy Manual

BACKGROUND

For any individual to receive supportive services, he or she must meet all eligibility requirements for a WIOA Title I-B program. In order to meet the needs of WIOA participants, supportive services may be provided on an “as needed” basis to cover expenses necessary to enable an individual to participate in an activity authorized as a WIOA Title I-B career or training service. Such services must not be otherwise available from other programs. Each Career Specialist should have accurate information on supportive services available from other programs/partners and a referral system for timely access to these resources.

SUPPORTIVE SERVICES

The need for supportive services may be determined through an interview, an evaluation or assessment, or the development of an individual employment plan (IEP) or individual service strategy (ISS).

Supportive services may be made available to any participant who is participating in title I career services or training activities that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive services must be necessary to enable the individual to participate in career services or training activities. Note that 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, unless this individual falls into the “Youth” category. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up, unless he/she is a youth participant), training activities, or both to continue to receive supportive services. Supportive 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.

Supportive services are only available as funds allow. The WIOA Program Manager or Records Manager will sign all agreements with service providers if applicable when WIOA funds are used. If a participant has stopped attending or dropped classes without sufficient cause (approved in advance), supportive services may be withheld. Sufficient Cause for dropping classes is defined by the North Central Local Workforce Development Board as:

- Long or short term medical issues
 - Family or mental health issues
 - Loss of adequate housing
 - Loss of transportation (if not attending fully online)
 - Keeping the course would negatively impact the participant's GPA
- *MUST BE APPROVED IN ADVANCE BY THE RESPECTIVE CAREER SPECIALIST***

The individual participant-spending limit will be set by the North Central Local Workforce Development Board based on availability of funds and the funding projections. As of June of 2023, the participant-spending limit is \$8,000 per program year.

**LIMITS ON TYPES OF SUPPORTIVE SERVICES:
(Participants must seek other options first and have proof that they cannot receive the service elsewhere.)**

Type of Supportive Service	Monetary Limit	Time Limit	Procedure
Housing	Up to \$1,000 per month	None, however the participant must be in a WIOA approved activity.	See Attachment A
Emergency/Temporary Housing	None	None, however the participant must be in a WIOA approved activity and must apply for HUD within the first week of receiving Emergency Housing. Once HUD is received, the participant who is receiving Emergency Housing then has two weeks to find an approved home. Temporary Housing is for individuals who are in CDL training or a training similar, and the training site is over 75 miles from the participants place of residence OR the participant does not have access to transportation to reach the training site.	See Attachment B
Transportation	Reimbursement of mileage will be .42 cents per mile traveled. Up to \$600 for vehicle registration Up to \$600 for vehicle insurance	None on mileage reimbursement and vehicle insurance, however the participant must be in a WIOA approved activity. Onetime payment for vehicle registration.	See Attachment C
Child Care	None	None, however the participant must be in a WIOA approved activity and the childcare provider must be licensed.	See Attachment D

Dependent Care	None	None, however the participant must be in a WIOA approved activity and the provider must be licensed.	See Attachment E
Work Tools	Up to \$1,000	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment F
Work Attire	Up to \$300	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment G
School Supplies/Testing Fees	Up to \$1,000	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment H
Laptops	Up to \$1,000	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment I
Court Fines	25% of the fine not to exceed \$500	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment J
Bug Removal	Up to \$1,300	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment K
Auto Repair	Up to \$1,000	Cannot exceed the monetary amount for the duration of participation in the WIOA program unless otherwise approved by the Executive Director (the limit does not include follow-up for youth).	See Attachment L
Internet	None	None, however the participant must be in a WIOA approved activity.	See Attachment M

Utilities	Up to \$500	None, however the participant must be in a WIOA approved activity.	See Attachment N
Glasses	Up to \$200	None, however the participant must be in a WIOA approved activity.	See Attachment O
Tutoring (Youth Only)	None	None, however the participant must be in a WIOA approved activity.	See Attachment P

Those in work experience or OJT will be allowed supportive services for three months during the training period. Those in Occupational Skills Training will continue to receive supportive services as they have need during the training period.

If additional support is needed, the Executive Director on a case-by-case basis can grant approval.

Referral to other partner agencies:

WIOA Title I-B program providers are encouraged to partner with American Job Center partners and other entities that can provide supportive services to participants [WIOA § 134(d)(2); 20 CFR 680.910; 20 CFR 681.460(c); 20 CFR 681.470; TEGLs 19-16 & 21-16]. The North Central WIOA case manager must work with the other entities to ensure that participants receive coordinated service to create an appropriate total package [20 CFR 681.470; TEGLs 19-16 & 21-16].

The choice of referral process depends on the customer's needs, what arrangements, if any, have been agreed to with the service to which the customer is to be referred. In addition, the capacity of both the referring organization and the service to which the customer is being referred must be considered at any particular point in time. Referral processes can take many forms. Referral processes can occur in a telephone environment, in face-to-face settings or in the form of written communication (including e-mail) or a combination of these channels. A referral process selected may combine aspects of each of these processes. The Career Specialists may choose one or more of the above forms of referral and they must case note the referral.

Supportive services for Adults and Dislocated Workers are NOT ALLOWED during follow-up but are allowed for Youth during follow-up.

- Attachment A: Housing Procedure
- Attachment B: Emergency/Temporary Housing Procedure
- Attachment C: Transportation Procedure
- Attachment D: Child Care Procedure
- Attachment E: Dependent Care Procedure
- Attachment F: Work Supplies Procedure
- Attachment G: Work Attire Procedure
- Attachment H: School Supplies Procedure
- Attachment I: Laptops Procedure
- Attachment J: Court Fines Procedure
- Attachment K: Bug Removal Procedure
- Attachment L: Auto Repair Procedure
- Attachment M: Internet Procedure
- Attachment N: Utilities Procedure
- Attachment O: Glasses Procedure
- Attachment P: Tutoring (Youth Only) Procedure

Approved by the NCAWDB on:

3/13/2024

Gayle Cooper, NCAWDB Chairperson:

Gayle Cooper

ATTACHMENT A HOUSING PROCEDURE

All forms are located in the Supportive Services folder on SharePoint under "Housing".

Housing will be awarded on an as-needed basis with adequate justification of need. All documentation needs to be submitted each time a housing request is made. If approved for a semester, Career Specialists may make copies of original documents and submit each month with a new housing voucher after verification that the participant is still in training/work experience.

Maximum amount is \$1,000 per month. The allowable payment amount will be the percentage relevant to the participant. (Ex: If a participant is listed along with 3 others as a tenant, the maximum allowable percentage paid will be 25% - likewise, if a participant is listed with 3 others on a payment statement, the maximum allowable percentage paid will be 25%.)

Career Specialists will need to submit:

For Rent	For Mortgage
Request for Services	Request for Services
Self-Attestation (why the assistance is needed and how the assistance will help them achieve their WIOA goals)	Self-Attestation (why the assistance is needed and how the assistance will help them achieve their WIOA goals)
Voucher	Voucher
Rental Agreement which states the participants name and the amount of rent (must submit <u>current</u> lease or a month to month agreement with the landlord)	Mortgage statement which states the participants name and the amount of the mortgage (must obtain each month that the supportive service will be provided)
W-9 Form	Proof the participant is attending training (example: copy of current grades or timesheet)
Proof the participant is attending training (example: copy of current grades or timesheet)	Proof the participant tried to obtain assistance elsewhere (a case note stating that there are no options in our area for Mortgage help is sufficient)
Proof that the participant has tried to obtain the assistance from another agency within the last month or is currently on a waiting list (new document each month). (HUD, Section 8, etc.) <u>An application is not proof.</u> Need documentation from agency that participant has applied. If receiving partial housing assistance, a new statement from the organization in which they are receiving the assistance is required each month.	
If the landlord does not accept HUD and the individual may experience undue stress by requiring them to move into a HUD approved home, a letter from the landlord stating they do not accept HUD is required along with a self-attestation explaining the undue stress that would be imposed if they were required to move in order to accept the HUD assistance.	

Mobile home parking is a form of housing, due to the fact the participant's RV must be parked in a safe location with utilities available in order for them to complete WIOA activities. The cost of the rent minus any utilities will be allowable as a housing support.

Other Rental Assistance:

Housing assistance such as HUD may offer rental payment relief for the HUD voucher holder. However, the other tenant(s) is still responsible for the remaining portion of their half of the rent.

HUD pays \$500	Rent	HUD assistance	Allowable WIOA Assistance
Totals	\$700	\$500	\$200
Tenant 1 is voucher holder	\$350	\$350	\$0
Tenant 2 is responsible for their share	\$350	\$150	\$200

After all documentation is received, Program Manager or Records Manager will check the Support spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the dollar amount will be added to the spreadsheet and the Career Specialists will be notified of a decision.

Career Specialist will add service to the S&T in AJL and in file. Career Specialists are responsible for entering a case note justifying the need for service.

Copies of all documentation will be presented to the Assistant Fiscal Officer or the Fiscal Clerk for payment. After payment is made, Program Manager or Records Manager will add date paid to the Support spreadsheet and stamp the date paid on the voucher. Records Manager will place a copy in the participant's file.

**ATTACHMENT B
EMERGENCY/TEMPORARY HOUSING**

Hotels and other temporary housing may be utilized for short-term training such as CDL when training site is over 75 miles from participant’s place of residence **OR** the participant does not have access to transportation. WIOA will only pay while participant is in training.

Hotels may also be used for short-term living accommodations for those who are considered homeless **OR** have experienced a circumstance where their living arrangement has ceased. The participant must apply for HUD within the first week of using Emergency Housing. Once the participant is approved for HUD, they will have two weeks to find adequate housing before the Emergency Housing ends. Exceptions can be made by the Executive Director on a case-by-case basis.

A Service Provider Agreement and W-9 must be in place for each hotel, motel, etc. Approved hotels are listed on the “Service Providers” page in the “Supportive Services” folder on SharePoint.

Career Specialists will need to submit:

For Emergency Housing	For Temporary Housing
Request for Services	Request for Services
Proof the participant is attending training (example: copy of current grades or timesheet)	Proof the participant is attending training (example: copy of current grades or timesheet)
Proof that the participant tried elsewhere to obtain assistance a case note from the Career Specialist will do stating that there is no other assistance in the North Central area for this support	MapQuest or Google Maps printout showing that the participant lives 75 miles or more from the training site
Hotel Voucher	Proof that the participant tried elsewhere to obtain assistance a case note OR written statement from the Career Specialist will do stating that there is no other assistance in the North Central area for this support
Proof that the participant tried elsewhere to obtain assistance a case note OR written statement from the Career Specialist will do stating that there is no other assistance in the North Central area for this support	Hotel Voucher

After all documentation is received, Program Manager or Records Manager will check the Support spreadsheet to ensure participant is not going over the \$8,000 limit per program year. If approved, the dollar amount will be added to the Support spreadsheet and the Career Specialists will be notified of a decision.

The Career Specialist will add a service to the S&T in AJL and in file. The Career Specialists are responsible for entering a case note justifying need for service.

The Program Manager or Records Manager will email the voucher to the hotel.

A copy of the documentation will be placed in the “Waiting for Invoices” box. Originals will be placed in the participant’s file. The hotel will submit an invoice for payment. The Program Manager or Records Manager will submit copies of all documentation to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or Records Manager will add "date paid" to the Support spreadsheet, stamp the "date paid" on the voucher and place a copy in participant’s file.

**ATTACHMENT C
TRANSPORTATION**

All forms can be found in the Supportive Service folder under Transportation on SharePoint. The Transportation Supportive Service is up to \$600 for vehicle registration, which is a onetime payment, and up to \$600 for insurance payments, which can be ongoing while the participant is in a WIOA approved activity. Mileage reimbursement will be at what the State mileage rate is at the time of travel. The Executive Director can make exceptions on a case-by-case basis.

Career Specialists will need to submit:

For Vehicle Registration (Onetime Payment)	For Insurance Payments	For Mileage Reimbursements
Request for Services	Request for Services	Request for Services
Voucher	Voucher	Voucher
Proof Participant is Enrolled in Training (Example: copy of class schedule, worksite agreement, case note indicating participant is in school or timesheet)	Proof Participant is Enrolled in Training (Example: copy of class schedule, worksite agreement, case note indicating participant is in school or timesheet)	Proof Participant is Enrolled in Training (Example: copy of class schedule, worksite agreement, case note indicating participant is in school or timesheet)
Invoice from DMV for vehicle (owner of the vehicle must be the participant)	Invoice from insurance company (owner of the vehicle being insured must be the participant)	Google Maps or MapQuest printout
Documentation of attempt to receive assistance from another agency (if such services do not exist in our area then a case note OR written statement from the Career Specialist stating this will do)	Documentation of attempt to receive assistance from another agency (if such services do not exist in our area then a case note OR written statement from the Career Specialist stating this will do)	Documentation of attempt to receive assistance from another agency (if such services do not exist in our area then a case note OR written statement from the Career Specialist stating this will do)
Self-Attestation stating why the assistance is needed and how the assistance will help them achieve their WIOA goals	Self-Attestation stating why the assistance is needed and how the assistance will help them achieve their WIOA goals	Self-Attestation stating why the assistance is needed and how the assistance will help them achieve their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or the Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

**ATTACHMENT D
CHILD CARE**

Childcare will be awarded on an as-needed basis. All documentation will be submitted each month. The daycare may charge by the day or by the week. For the daycares that do not have the option to charge by the day, WIOA will pay whether the child attends each day or not. We require the daycare to note the days of attendance on the billing form to make sure the child is attending on a regular basis. Career Specialists may make copies of the original documentation (agreement, etc.) and submit a new childcare voucher and proof of attendance each month.

All forms are located in the “Supportive Service Forms”, “Childcare” folder in SharePoint

A **Service Provider Agreement and W-9** must be in place for each childcare provider. Approved childcare providers will be listed on the “Service Providers” page in the “Supportive Services” folder on SharePoint. Agreements shall remain in place indefinitely unless there is a change such as daycare rates increase, childcare center loses license or one or both parties wish to abandon the agreement. A formal letter from either entity is required to break the agreement.

The Childcare Agreement needs to be signed by the daycare representative and then by the Program Manager or Records Manager. The Records Manager will mail the provider a copy with all required signatures. The signed agreement will then be placed in the Service Provider Agreements file and a copy will be placed in the participant’s file. Remember to leave a WIOA folder for the child care agency to keep WIOA records in and let them know that the records should be kept for at least five years as monitors may need to view these.

Please make sure the childcare center and participant are aware that if the participant drops out, we will only pay through the last day the participant was involved with the training.

For **Child Care Support** the Career Specialist will need to submit all of the below each month, that assistance is requested:

<ul style="list-style-type: none"> • <u>Childcare Billing Agreement</u>
<ul style="list-style-type: none"> • <u>Copy of license</u> the childcare center must be licensed by the state and we need a copy of license. We can do at-home daycare if they are state licensed.
<ul style="list-style-type: none"> • <u>W-9</u>
<ul style="list-style-type: none"> • <u>Documentation</u> participant has sought help from other agency (DHS, Career Pathways, etc.) - must be updated no less than each semester. Proof that older than six months will not be accepted.
<ul style="list-style-type: none"> • <u>Documentation</u> that the individual is attending a WIOA approved activity.
<ul style="list-style-type: none"> • <u>Child Care Voucher</u>
<ul style="list-style-type: none"> • <u>Request for Services</u>
<ul style="list-style-type: none"> • <u>WIOA Child Care Billing</u> form completed by childcare provider.

After all the documentation is received, the Program Manager or Records Manager will check the Support spreadsheet to ensure participant is not going over the \$8,000 limit per program year. If approved, the dollar amount will be added to the spreadsheet and Career Specialists will be notified of the decision.

The Career Specialist will add the service to the S&T in AJL and in file. The Career Specialist is responsible for entering a case note justifying the need for service.

A copy of the documentation will be made and placed in the "Vouchers" box. The original documentation will be placed in the Career Specialist box for them to file.

The Childcare providers will submit a billing form at the end of each month for payment. Upon receipt of the billing form, all documentation will be presented to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or Records Manager will add, "date paid" to the Support spreadsheet, stamp the "date paid" on billing form and place copy in the Career Specialist box to be filed.

**ATTACHMENT E
DEPENDENT CARE**

All forms can be found in the Supportive Service folder under Dependent Care on SharePoint. Dependent Care will be awarded on an as-needed basis. Dependent Care is for those who cannot attend a WIOA approved activity due to their time being spent taking care of an immediate family member. (Immediate family is defined as a person's parents, siblings, spouse, child by blood, adoption, or marriage, grandparents and grandchildren.)

Career Specialists will need to submit, each month that service is requested:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof participant is enrolled and attending training, work experience, or OJT and what days they are attending.
<ul style="list-style-type: none">• License of the facility or the CNA
<ul style="list-style-type: none">• W-9 (if a facility)
<ul style="list-style-type: none">• W-4 (if an individual such as a CNA doing in home health)
<ul style="list-style-type: none">• Service Agreement
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (if such services do not exist in our area then a case note OR written statement from the Career Specialist stating this will do)
<ul style="list-style-type: none">• Self-Attestation from the participant stating why services are needed and how this service will help them reach their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or the Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

**ATTACHMENT F
WORK TOOLS**

All forms can be found in the Supportive Service folder under Work Tools on SharePoint. Work Tools will be awarded on an as-needed basis. The Work Tools Supportive Service is limited to a maximum of \$1,000 for the duration of participation in the WIOA program. Exceptions to this amount can be made by the Executive Director.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof the participant is enrolled and attending work experience or OJT
<ul style="list-style-type: none">• List of required tools from the employer/worksite
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (if such services do not exist in our area then a case note OR written statement from the Career Specialist stating this will do)
<ul style="list-style-type: none">• Self-Attestation from the participant stating why services are needed and how this service will help them reach their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support Spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or the Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

**ATTACHMENT G
WORK ATTIRE**

Required work attire will be awarded on an as-needed basis.

A **Service Provider Agreement** and **W-9** must be in place for each store that is used that is not a corporation (including LLC). Approved retailers will be listed on the “Service Providers” page in the “Supportive Services” folder on SharePoint. Agreements shall remain in place indefinitely unless one or both parties wish to abandon the agreement.

Work attire is defined as footwear (closed-toed shoes, steel-toed shoes, etc.), outerwear (coats, coveralls, gloves, etc.), uniforms, scrubs, office wear and other appropriate items. The maximum amount for work attire is \$300. The Executive Director can make exceptions as needed.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Proof that the items are needed/required
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof that the participant cannot find items elsewhere (A case note OR statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Self-attestation from the participant stating how this service will help them reach their WIOA goals

After all the documentation is received, the Program Manager or Records Manager will check the support spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the dollar amount will be added to the spreadsheet and the Career Specialist will be notified of the decision.

Copies of all the documentation will be presented to the WIOA Fiscal Clerk for payment. After payment is made, the Records Manager will add “date paid” to the Support spreadsheet and stamp the “date paid” on the voucher. A copy of the documentation will be placed in the Career Specialist box to be filed.

The Career Specialist will add the service to the S&T in AJL and in the file. The Career Specialists are responsible for entering a case note justifying the need for service.

**ATTACHMENT H
SCHOOL SUPPLIES/TESTING FEES**

School supplies is defined as items the participant may need in order to participate in Occupational Skills Training. These items could include; books, paper, printer, etc. Testing fees are any fees related to testing for an exam or licensure that the participant may need in order to further their WIOA goals relating to their schooling.

The Career Specialist will need to submit the following items:

For Books	For Supplies	For Testing Fees
Request for Services	Request for Services	Request for Services
Proof from the School what books are required (the Career Specialist can go to the bookstore website and do a printout including taxes in the amount)	Self-attestation from the participant stating how this service will help them reach their WIOA goals	Cost of Fees
Class Schedule	Class Schedule	Class Schedule
Voucher	Voucher	Voucher
Proof that the participant cannot find items elsewhere (A case note OR written statement from the career specialist will do if this service is not available in our area)	Proof that the participant cannot find items elsewhere (A case note OR written statement from the career specialist will do if this service is not available in our area)	Proof that the participant cannot find items elsewhere (A case note OR written statement from the career specialist will do if this service is not available in our area)
Self-attestation from the participant stating how this service will help them reach their WIOA goals		Self-attestation from the participant stating how this service will help them reach their WIOA goals
		Proof that the tests are required

After all the documentation is received, the Program Manager or Records Manager will check the support spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the dollar amount will be added to the spreadsheet and the Career Specialist will be notified of the decision.

Copies of all the documentation will be presented to the WIOA Fiscal Clerk for payment. After payment is made, the Records Manager will add "date paid" to the Support spreadsheet and stamp the "date paid" on the voucher. A copy of the documentation will be placed in the Career Specialist box to be filed.

The Career Specialist will add the service to the S&T in AJL and in the file. The Career Specialists are responsible for entering a case note justifying the need for service.

**ATTACHMENT I
LAPTOPS**

All forms can be found in the Supportive Service folder under Laptops on SharePoint. Laptops will be awarded on an as-needed basis. The Laptop Supportive Service is limited to a maximum of \$1,000 for the duration of participation in the WIOA program. Exceptions to this amount can be made by the Executive Director.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof participant is enrolled in training
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (a case note OR written statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Self-Attestation from the participant stating why services are needed and how this service will help them reach their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support Spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or the Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

**ATTACHMENT J
COURT FINES**

Court Fines- fines that are incurred by Justice Involved Individuals can be paid but not in full. The participant will maintain a level of responsibility in paying his or her own fines. Therefore, WIOA Career Specialist can choose to pay up to 25% of a participant's court fines not to exceed \$500.00. (Example: a participant has fines of \$1,000.00 you could pay \$250.00)

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Proof participant is attending training, work experience, OJT or other training as expected and what days a week they are attending. (Example: copy of class schedule, case note indicating participant is in school or timesheet)
<ul style="list-style-type: none">• Document attempt to receive from another agency (a case note OR written statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Official Court documents that show the current fees owed (must include the address where the payment is to be mailed)
<ul style="list-style-type: none">• Valid Driver's License
<ul style="list-style-type: none">• Social Security Card
<ul style="list-style-type: none">• Self-attestation from participant on how this payment will help them achieve their WIOA goals

After request for services is received, the Program Manager or Records Manager will check the Support Spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of a decision. After approval, the Career Specialist will input a service on the S&T and in the participant file.

The Career Specialist will make a case note justifying why services were provided.

The Program Manager or Records Manager will submit copies of all documentation to WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or Records Manager will add "date paid" and actual dollar amount to the *Support* spreadsheet and stamp the "date paid" on the voucher. Career Specialist will place a copy in the participant's file.

**ATTACHMENT K
BUG REMOVAL**

All forms can be found in the Supportive Service folder under Bug Removal on SharePoint. Bug Removal will be awarded on an as-needed basis. The Bug Removal Supportive Service is limited to a maximum of \$1,300 for the duration of participation in the WIOA program. Exceptions to this amount can be made by the Executive Director.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof participant is enrolled and attending training, work experience, OJT or other training as expected and what days they are attending. (Example: copy of class schedule, worksite agreement, case note indicating participant is in school or timesheet)
<ul style="list-style-type: none">• Estimate from Pest Control Establishment
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (a case note OR written statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Self-attestation as to why the assistance is needed and how the assistance will help them achieve their WIOA goals

After the Request for Services is received, the Program Manager or the Records Manager will check the Support spreadsheet to ensure participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. After approval, the Program Manager or the Records Manager will input service on the S&T and in the participant file. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all of the documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in participant's file.

**ATTACHMENT L
AUTO REPAIR**

All forms can be found in the Supportive Service folder under Auto Repairs on SharePoint. Auto Repairs will be awarded on an as-needed basis. The Auto Repair Supportive Service is limited to a maximum of \$1,000 for the duration of participation in the WIOA program. Exceptions to this amount can be made by the Executive Director. Auto repairs include but are not limited to; tire replacement, battery replacements and engine related issues. Issues that are cosmetic related such as auto body damage, windshields, scratches, etc., would not be paid by WIOA.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof participant is enrolled and attending training, work experience, OJT or other training as expected and what days they are attending. (Example: copy of class schedule, worksite agreement, case note indicating participant is in school or timesheet)
<ul style="list-style-type: none">• Estimate from Auto Shop
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (a case note OR written statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Self-attestation as to why the assistance is needed and how the assistance will help them achieve their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or the Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

**ATTACHMENT M
INTERNET**

All forms can be found in the Supportive Service folder under Internet/Hot Spot on SharePoint. Internet/Hot Spot will be awarded on an as-needed basis.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof participant is enrolled and attending training
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (a case note OR written statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Self-attestation as to why the assistance is needed and how the assistance will help them achieve their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support Spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or the Records Manager will submit copies of all documents to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or the Records Manager will add "paid date" and actual dollar amount to the Support spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

**ATTACHMENT N
UTILITIES**

All forms can be found in the Supportive Service folder under Utility Assistance on SharePoint. Utility Assistance will be awarded on an as-needed basis. The Utility Assistance Supportive Service is limited to \$500 per bill. Exceptions to this amount can be made by the Executive Director.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Official bill/invoice showing the amount owed (must include the address where the payment is to be mailed)
<ul style="list-style-type: none">• Documentation of attempt to receive assistance from another agency (a case note OR written statement from the career specialist will do if this service is not available in our area)
<ul style="list-style-type: none">• Self-attestation as to why the assistance is needed and how the assistance will help them achieve their WIOA goals

After the Request for Services is received, the Program Manager or Records Manager will check the Support Spreadsheet to ensure the participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. After approval, the Career Specialist will input the service on the S&T and in the participant file. The Career Specialist will make a case note justifying why services were provided.

The Program Manager or Records Manager will submit copies of all documents to WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or Records will add "date paid" and the actual dollar amount to the Support Spreadsheet and stamp the "date paid" on the voucher. The Career Specialist will place a copy in the participant's file.

ATTACHMENT O GLASSES

All forms can be found in the Supportive Service folder under Eyeglasses on SharePoint. Prescription Eyeglasses Assistance will be awarded on an as-needed basis. The participant must not be covered under any type of medical insurance to receive the assistance. The Prescription Eyeglasses Supportive Service is limited to \$200. The Executive Director can make exceptions to this amount.

Once the eye exam is complete, participants must provide a copy of the prescription, including measurements to his or her Career Specialist. Zenni Optical needs to be used to purchase eyeglasses.

Career Specialists will need to submit:

<ul style="list-style-type: none">• Request for Services
<ul style="list-style-type: none">• Voucher
<ul style="list-style-type: none">• Proof participant is enrolled and attending training, work experience, OJT or other training as expected and what days a week they are attending. (Example: copy of class schedule, worksite agreement, and a case note indicating the participant is in school or timesheet)
<ul style="list-style-type: none">• Self-Attestation from participant stating why the assistance is needed, why they do not have insurance, and how this assistance will help them achieve their WIOA goals.

After the Request for Services is received, Program Manager or Records Manager will check the Support spreadsheet to ensure participant is not going over the \$8,000 limit per program year. If approved, the Career Specialist will be notified of the decision. After approval, Program Manager or Records Manager will input service on S&T and in the participant file. The Career Specialist will then make a case note justifying why services were provided.

The Program Manager or Records Manager will submit copies of all documents to the Assistant Fiscal Officer for payment. After payment is made, Program Manager or Records Manager will add date paid and actual dollar amount to the Support spreadsheet and stamp the date paid on the voucher. The Career Specialist will place a copy in participants file.

**ATTACHMENT P
TUTORING FOR YOUTH ONLY**

Tutoring Services are available to youth who have demonstrated a need for assistance to complete secondary or postsecondary education.

The need for tutoring must be documented on the participant's Individual Service Strategy and in the case notes. A request for services, with demonstrated need for tutoring, must be submitted for approval before tutoring can begin.

The tutor must submit a resume, a copy of their driver's license or state identification, and a copy of their social security card or W-9, as appropriate. The tutor may be recommended by an educational institution or other acceptable means. The tutor must provide letters of recommendation when requested.

Any agreement over \$1,000 must be approved by the Executive Director.

Tutoring, when paid for with WIOA funds, must take place in a public place such as school campus, public library, etc.

The Career Specialist will complete the request for services along with voucher and submit the documentation for approval by the Program Manager or Records Manager.

The Career Specialist will add the service to the S&T in AJL and in the file. The Career Specialist are responsible for entering a case note justifying the need for service. Contracted Tutoring falls under Youth Element 1, and is not the same as supportive services.

The approved tutor will not be paid for any hours that were performed prior to approval. The tutor will submit completed Tutoring Billing Form for payment.

Copies of all documentation will be presented to the WIOA Fiscal Clerk for payment. After payment is made, the Program Manager or Records Manager will add "date paid" to the Support spreadsheet and stamp the "date paid" on the voucher.