

PP #210 –Supportive Service and Needs Based Policy

Approved by Executive Committee: February 4, 2020

Approved by Board: February 20, 2020

Purpose:

It is the policy of the Lancaster County Workforce Development Board through the PA CareerLink® Lancaster County, to assist adult and dislocated worker participants with appropriate and necessary Supportive Services and Needs-Related Payments. A key principle in Workforce Innovation and Opportunity Act (WIOA) is to provide local areas with the authority to make policy and administrative decisions, and the flexibility to tailor the workforce system to the needs of the local community. To ensure maximum flexibility, this guidance provides local areas the discretion to provide the supportive services they deem appropriate, subject to WIOA's limitations. Services are designed to provide a participant with the resources necessary to enable their participation in career and training services. This Service Policy is intended to be in full compliance with Section 20 CFR 680.900 of the Workforce Innovation and Opportunity Act.

Supportive Service payments Requirements and Procedures

Workforce Innovation and Opportunity Act. (WIOA) Title I Contractor is responsible for coordinating services and providing referrals to other state and local agencies offering supportive services such as transportation, child care, dependent care, housing, and clothing. The Title Contractor must ensure that all other resources have been exhausted prior to expending WIOA funds for supportive services and needs based payments. Documentation of the lack of alternate means to secure the needed services will become part of the customer's file.

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA adults and dislocated workers and youth programs. Services may include, but are not limited, to the following:

- ☐ Linkages to community services;
- ☐ Assistance with transportation;
- ☐ Assistance with child care and dependent care;
- ☐ Assistance with housing;
- ☐ Needs-related payments, as described below;
- ☐ Assistance with educational testing;
- ☐ Reasonable accommodations for individuals with disabilities;
- ☐ Legal aid services;
- ☐ Referrals to health care;

- ☐ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses, protective eye gear and other essential safety equipment;
- ☐ Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- ☐ Payments and fees for employment and training-related applications, tests, and certifications

The PA CareerLink® Lancaster County Title I Staff will meet with each customer to assess the need for supportive services. These payments can also help individuals meet their non-training expenses and help them to complete training successfully.

Needs Based payments Requirements and Procedures

Needs-related payments provide financial assistance to participants enabling them to participate in training. Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training. Participants may receive needs-related payments 30 days prior to training; however, States may grant local areas the authority to extend eligibility for exceptional circumstances.

In order to be eligible, **adults** must:

- ☐ Be unemployed;
- ☐ Not qualify for, or have ceased qualifying for, unemployment compensation; and
- ☐ Be enrolled in a program of training services under WIOA sec. 134(c)(3).

In order to be eligible, **dislocated workers** must:

- ☐ Be unemployed; and
- ☐ Have ceased to qualify for unemployment compensation or trade readjustment under TAA; and
- ☐ Be enrolled in a program of training services under WIOA sec. 134(c)(3) 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 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- ☐ Be unemployed and do not qualify for unemployment compensation or readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3).

If payment is over \$100 dollars Lancaster Board staff approval in writing is required. Needs based issuances should only be allowable within the first 12 months of enrollment.

Required Documentation

Title I staff and a supervisor must ensure that all other avenues and resources have been exhausted prior to expending Lancaster WDB administered funds for supportive services. Documentation of need and the service being unavailable in the area will become part of the participant's file.

When issuing any of the above-mentioned services under this policy the following documentation will be required:

- The issue of bus passes for transportation assistance must be documented with a receipt including:
 - The name of the participant,
 - The bus pass identification number if available,
 - The signature of the staff requesting the bus pass and date requested,
 - The signature of the staff disbursing the bus pass and date disbursed,
 - The signature of the participant receiving the bus pass and the date received.
 - This receipt will become part of the participant file.
- Other transportation related supportive services must utilize a process approved by the WDB that includes, at a minimum, participant application, determination of need, and multiple program staff approval levels.
- All other supportive services must be purchased/paid with a service provider issued business credit card. Program staff authorized to use the credit card must accompany the participant when making the purchase/payment. A receipt for the purchase/payment must be provided during the transaction. This receipt, along with the credit card statement showing the purchase/payment, will become part of the participant file.
- A case note will be created for each issuance of program funded supportive services and for each referral to community provided supportive services. The case note will provide information documenting need and the outcome or expected outcome that the provision of the supportive service will provide.