

NORTHWEST ARKANSAS LOCAL WORKFORCE DEVELOPMENT BOARD

**Tuesday, May 12, 2020, 10:00 a.m.
Via Conference Call**

Agenda

Call to OrderJohn Dyess

Agenda Item 1 – Action
Supportive Services Policy 2

Agenda Item 2
Supportive Services Procedure 6

Agenda Item 3
One Stop Operator Re-Procurement Attached

Announcements

Adjourn

Mark your Calendar:
Northwest Workforce Development Full Board meeting – Wednesday, June 3, 2020, 11:00 a.m.



Northwest Arkansas Workforce Development Board Policy

Policy Name	Supportive Services
Effective Date	June 7, 2017
Date Approved by the Board	June 7, 2017
Date Revised	June 3, 2020

The term “supportive services” means services such as transportation, child care, dependent care, housing and needs related payments, that are necessary to enable an individual to participate and be successful in activities authorized under WIOA.

Supportive Services may be the key to assisting the hard-to-serve participants enrolled in WIOA programs. There are numerous agencies and programs providing health care, temporary shelter, financial counseling, transportation, childcare and other support, which are well suited to customer needs. WIOA staff will make referrals to other programs prior to providing supportive services with WIOA funds. When no other services are available, they will make a request to a supervisor to provide services. Staff must document that the participant has exhausted all other means of providing the supportive services requested by having the participant complete a “Lack of Supportive Services Resources” statement.

Continued eligibility – at a minimum, each semester staff will revisit a participant’s need for continued supportive services and will document that the review has occurred and the results of that review.

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services, are governed by the DOL-only Final Rule at 20 CFR 680.900 through .970.

Supportive services may be available to any youth, adult or dislocated worker participating in Title I career services or training activities who is unable to obtain supportive services through other programs providing such services. Supportive services may NOT be provided to an adult or dislocated worker participant once they exit WIOA program or during follow-up. This does not apply to youth participants. They may still receive supportive services during follow-up if it is deemed necessary and appropriate.

Supportive services may include, but are not limited to:

- Assistance with transportation;
- Assistance with child care and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960 and 680.970);
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;

- Health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and
- Legal aid services;

Needs Related Payments -

To receive needs-related payments, individuals must be unemployed and must not qualify for (or have ceased to qualify for) unemployment compensation.

A request for needs related payments must be presented to a supervisor for approval. Once the request is received a determination will be made by the supervisor whether the participant is eligible to receive in accordance with federal regulations and guidance.

The law is very specific to Dislocated Workers eligibility and how payments are calculated and those guidelines will be followed.

The amount of weekly payment a participant may receive will be calculated using the following formula: HHS poverty level based on the number in the household divided by 52 weeks will determine the eligible weekly payment amount.

Example: Family size of 2 poverty level is \$16,020 divided by 52 = weekly amount of \$308.08.

Definitions and approved services including initial limits. (Limits can be exceeded with management approval based on a participant's needs).

Combined funding for training and supportive services is limited to \$10,000 per eligible WIOA participant. However, this limit may be increased with approval from the Executive Director of the Northwest Arkansas Economic Development District.

A) Clothing

The costs of items such as clothes and shoes which are necessary for participation in WIOA training activities are allowable.

B) Counseling

The costs of personal counseling services that will enhance a participant's employability are allowable. This may include employment, financial, individual, family, and drug and alcohol abuse counseling. Generally, major personal or emotional problems are outside the scope of WIOA services, therefore referrals to counseling services are critical.

C) Childcare

Agreements can be made with licensed childcare facilities for participants who do not qualify for childcare assistance through other sources. The maximum amount to be paid by WIOA fund will be in accordance with comparable rates in the area which the participant lives. Total amounts per participant will be approved by the supervisor.

D) Residential

The cost of rent, house payments and utility assistance may be provided in extreme cases where participants are in danger of losing their housing or having utilities disconnected. A secure nighttime residence is essential to the success of our participants. In cases where supportive services are paid instead of paying ITA cost this limit may be increased with Operations Managers approval.

Training programs require some participants to be away from their nighttime residence in order to complete training. An example of this is traveling to another city to complete a rotation required for clinical training for an RN student. This is an allowable supportive service and staff is required to find the most economical means of hotel charges for the participant. It is based on need and the requirement for overnight stay because of distance to training.

E) Health

The health category includes such items as vaccinations or physicals required for a participant to enroll in a particular training program. It may also include things such as one time dental work or eye glasses if not otherwise available from another source.

Insurance – Health related insurance may be purchased for a participant if it is a requirement for participation in training activities.

F) Transportation

The cost of transportation to assist participants to get to and from training activities including job search activities is allowable. Participants will be given a limit based on a locally developed formula. The formula is distance to training x 2 x number of days per week divided by miles per gallon x a set price per gallon of gasoline. We will use gas cards or agreements with service stations as a method of providing assistance. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval. Signed gas receipts will be used to verify what participant received the service. Other methods that are reasonable will be worked out with Operations Managers if needed. The dollar limit for this service will vary based on participant need.

Tires and car repairs may be made with management approval if the participant cannot participate in training without this service. Participants will contribute a portion of such cost when possible. This service requires management approval and the amounts will vary based on participant need.

The process for paying supportive service varies based on the availability of vendors. Wal-Mart cards and purchase cards may be used when needed. OneDrive will be used to track all purchases and signed receipts will be on file.

G) Emergency Food – Under extreme circumstances staff may purchase food for a youth participant at a restaurant or grocery store; for example a youth participant who has no funds to purchase lunch during their work or training day. These limits will be approved case by case basis with management approval.

H) Needs related payments will be awarded only when the provision of the other supportive services does not provide the assistance a participant needs. WIOA regulations will be followed when providing this service.

I) Other services may be provided if allowable within WIOA and regulations with management approval as situations arise.

- a. In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:
 - i. The training provider must provide a written explanation for the necessity of the

equipment.

- ii. The participant must provide written acknowledgement that he/she must return the equipment if he/she does not complete the course, for whatever reason.
- iii. Career Advisors will submit documentation to the Operations Manager for approval.

Assistance with educational testing – for example testing fees required for an LPN license

Reasonable accommodations for individuals with disabilities; - for example an amplified stethoscope may be needed for a participant who is hearing impaired and enrolled in LPN training

Health care – insurance premiums may be paid after all other health care options have been exhausted and the coverage is a requirement to attend a training program. Examples include preventative and corrective care necessary to enter training; participate in training, to be employed or to retain employment. Drug and alcohol treatment are not included in this body of health care. Glasses, dental corrections, etc., may be required to be employable or to complete training. Treatment not covered by medical insurance or program elements may be provided to a trainee or employee in some cases.

Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear; - must be a requirement for the job or the training program and not just a nice to have item.

Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; - must be a requirement for the training and not just a nice to have item.

Payments and fees for employment and training-related applications, tests, and certifications; - for example a background check required for entrance into a training program or a CDL text packet required for entrance into a truck driving program.

Legal aid services – for example, payment of a minor offense so a participant may retain or obtain a driver's license.

John Dyess, NWAADB Chair

Date



Northwest Arkansas Workforce Development Board

Supportive Services Procedure

Purpose

The purpose of this procedure memo is to describe and to detail the procedures to be used by NWA WDB staff as it relates to the regulations and requirements concerning supportive services, 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), and policies of the Arkansas Workforce Development Board (AWDB) and the Northwest Arkansas Workforce Development Board (NWA WDB).

Procedures:

1. Supportive services may only be provided to participants when it is necessary to enable individuals to participate in services and is tied to a specific service.
2. In addition, supportive services should be provided after the participant and the WIOA Career Advisor has sought out all other resources from other partner sources. This will be verified by an interview with the participant, cross-references with partners, and the completion of a financial assessment with the Career Advisor.
3. Participants must sign a Supportive Services Statement, attesting that all terms are understood. Additionally, participants must complete and submit all necessary supporting documentation and forms, in a timely manner in order to receive supportive services.
4. Supportive services will be provided to assist with unmet needs.
5. Participant agrees to notify the Career Advisor in the event of a change in training and complies with all other conditions and terms listed in the Scholarship Enrollment Agreement.
6. Tracking must be done on funding Supportive Services on transitional Jobs and Occupations Training.
7. A Projection list and approval should be done prior to all Funding Requests
8. The NWA WDB reserves the right to set limits on the provision of supportive services. This includes a maximum amount of funding and a maximum length of time for supportive services to be available to participants. WIOA 680.920
9. Combined funding for training and supportive services is limited to \$10,000 per eligible WIOA participant. However, this limit may be increased with approval from the Executive Director of the Northwest Arkansas Economic Development District.

Travel Supportive Services Procedures:

1. A Lack of Supportive Services Resources Statement completed by the participant will be executed by NWAEDD for the Participant identified on the agreement. The agreement must be signed by the Participant.
2. Participants will be given a limit based on a locally developed formula. The formula for NWA WDB is distance to training x 2 x number of days per week divided by miles per gallon x a set price per gallon of gasoline.
3. We will use gas cards or agreements with service stations as a method of providing assistance.
4. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval.
5. Signed gas receipts will be used to verify what participant received the service.
6. Other methods that are reasonable will be worked out with Operations Managers if needed.
7. OneDrive will be used to track all purchases and signed receipts will be on file.
8. Copy of all documentation verifying round trip map miles from participant's home address to training site must be presented for approval and documents in participant's file.
9. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Tires and Car Repairs

1. Tires and car repairs may be made with Operations Manager approval if the participant cannot participate in training without this service.
2. Participants will contribute a portion of such cost when possible.
3. This service requires Operations Managers approval and the amounts will vary based on participant need.
4. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval.
5. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

All Other Supportive Services:

1. A Lack of Supportive Services Resources Statement completed by the participant statement will be executed by NWAEDD for the Participant identified on the statement. The agreement must be signed by the Participant.
2. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to
 - c. Date of purchase
 - d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
3. The Purchase Authorization form will be submitted to the Operations Managers for review
4. Once reviewed the forms will be submitted to the Finance Department for processing for payment.
5. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval.

6. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Utility Supportive Services Procedures:

1. Utility assistance is a service used to prevent disconnection/shut off of service when participant is unable to pay. Unable to pay is defined as "a status causing a participant who is facing documentable financial challenges, to not meet the minimal amount of payment on a necessary living expense." A statement from the participant explaining "unable to pay" status is required. (Utility assistance for current (most recent) including, but not limited to electric, gas, water, phone, internet or sewer bills)
2. A Lack of Supportive Services Resources Statement completed by the participant will be executed by NWAEDD for the Participant identified on the statement. The agreement must be signed by the Participant.
3. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to.
 - c. Date of purchase
 - d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
4. The Purchase Authorization form will be submitted to the Operations Managers for review
5. Once reviewed the forms will be submitted to the Finance Department for processing for payment.
6. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval.
7. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.

Work Related Items Supportive Services Procedures:

1. Work-related items must be identified by the training provider or employer and documented in the participant's file
2. Work-related items may include but are not limited to, uniforms, work boots, small tools, gloves, etc.
3. Participant will provide itemized documentation for work-related items from training provider or employer.
4. A Lack of Supportive Services Resources Statement completed by the participant will be executed by NWAEDD for the Participant identified on the statement. The agreement must be signed by the Participant.
5. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to.
 - c. Date of purchase

- d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
6. The Purchase Authorization form will be submitted to the Operations Managers for review.
 7. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval.

Other Supportive Services

1. A Lack of Supportive Services Resources Statement completed by the participant will be executed by NWAEDD for the Participant identified on the statement. The agreement must be signed by the Participant.
2. A Purchase Authorization will be completed for each separate Supportive Service being provided. Every request should include:
 - a. The Participant's name
 - b. The mailing address and the name of the person/company the check should be mailed to.
 - c. Date of purchase
 - d. Program
 - e. Amount of payment
 - f. Backup documentation will be attached to the Payment Authorization
3. The Supportive Service Purchase Authorization form will be submitted to the Operations Managers for review
4. Once reviewed the forms will be submitted to the Finance Department for processing for payment.
5. When necessary staff may use the purchase card to provide assistance to a participant with Operations Managers approval.
6. Career Advisors will document supportive services received on the participant's IEP/ISS and Case Notes in AJL.
7. In situations where a computer, or similar item, may be deemed a necessity for an individual to participate in an approved training program, the following elements must be met:
 - a. The training provider must provide a written explanation for the necessity of the equipment.
 - b. The participant must provide written acknowledgement that he/she must return the equipment if he/she does not complete the course, for whatever reason.
 - c. Career Advisors will submit documentation to the Operations Manager for approval.

John Dyess, NWAEDD Chair

Date

