



CENTRAL OKLAHOMA WORKFORCE INNOVATION BOARD

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Supportive Services-Adult-Dislocated Worker

Pursuant to WIOA 134 (d)(2)&(3) and 20 CFR Section 680.900 - 970

Approved and Published: Draft

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PURPOSE: This guidance establishes a local policy on the coordination and delivery of supportive services, subject to WIOA's limitations.

The Central Oklahoma Workforce Innovation Board (COWIB) is the policy and guidance board for the Workforce Development system in Central Oklahoma. We are business leaders with a goal to establish a highly skilled, productive workforce in our 9-county area.

COWIB is an Equal Opportunity Employer/ Program. Auxiliary aids and services are available upon request to individuals with disabilities. This was financed in whole or in part by fund from the US Dept. of Labor as administered by the Oklahoma Office of Workforce Development.

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Purpose

As indicated in 20 CFR 680.900 through .970, Local Workforce Areas have been given the authority to make policy and administrative decisions, and the flexibility to tailor the workforce system to the needs of the local community. This guidance establishes a local policy on the coordination and delivery of supportive services, subject to WIOA's limitations.

Authority

The authority for this policy is derived from the following:

- WIOA 134 (d)(2) & (3)
- 20 CFR 680.900 through .970
- Federal Register/Vol. 81, NO 161 pg. 56336
- Training and Employment Guidance Letter (TEGL) WIOA No. 19-16 Operation and Guidance for the Workforce Innovation and Opportunity Act (March 1, 2017)
- OWDI-19-2017 Change 1 Adult Dislocated Worker Programs (June 11, 2018)

Background

The definition of the term, "Supportive Services" appears in Section 3(59) of WIOA Law:

(59)SUPPORTIVE SERVICES. – 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 in activities authorized under this Act.

Federal & State Requirements: Supportive Services are designed to provide a participant with the resources necessary to participate in career services and/or training services and are governed by 20 CFR 680.900 through .970. The U.S. Department of Labor provides clarification for Supportive Services and their administration in TEGL 19-16, and the Oklahoma Office of Workforce Development offers further guidance through OWDI 19-2017 Change 1. Accordingly, the Central Oklahoma Workforce Innovation Board, in consultation with its One-Stop Operator, and its service providers must develop a policy on supportive services that ensures resource and service coordination in the local area. The policy should address procedures for referral to services, including how such services will be funded when they are not otherwise available from other sources, and may establish limits on supportive services.

Federal Policy: As noted above, supportive services are described in 20 CFR 680.900 through .970 and describe the requirements of federal law that must be met by local workforce development areas. These requirements state:

What are supportive services for adults and dislocated workers?

Supportive Services may include but are not limited to:

- Assistance with child care and dependent care;
- Linkages to community services;

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- Assistance with educational testing;
- Referrals to 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.

When may supportive services be provided to participants?

Supportive services may be made available to any adult or dislocated worker participating in Title I career services or training activities provided that:

- Supportive services are NOT AVAILABLE through other programs providing such services.
- The supportive service is NECESSARY to enable the individual to participate in career services or training activities.

Follow-up career services are not a qualifying service for the receipt of supportive services. Also, supportive services may not be used to extend the date of exit for performance accountability purposes.

Are there limits on the amounts or duration of funds for supportive services?

- Local Boards may establish limits on the provision of supportive services or provide the One-Stop Operator, (in COWIB's case, the One Stop Operator in conjunction with the service provider), with the authority to establish such limits, including a maximum amount of funding and maximum length of time for supportive services to be available to participants.

Local Policy

A. Coordination of Supportive Services

It is the policy of the Central Oklahoma Workforce Innovation Board that supportive services should be provided to individuals when necessary to enable participation in activities authorized under Title I of WIOA, consistent with the guidelines and limitations set forth herein.

A.1 Coordinating with Non-WIOA-funded Services

It shall be the responsibility of the COWIB to assure that supportive services provided under this policy shall be properly coordinated with services, resources, and activities that are available from other sources.

COWIB has established procedures addressing coordination with other entities to ensure non-duplication of resources and services.

The One-Stop Operator, in conjunction with the service provider are authorized to establish appropriate linkages with programs such as child support, the Earned Income Tax Credit program (EITC), SNAP,

Medicaid, and the Children’s Health Insurance Program (Sooner Care), which serve as key supports for customers making the transition to self-sufficiency.

When establishing linkages with other programs and agencies in the Central Oklahoma area, the One-Stop Operator, in conjunction with the service provider, should consider entering into letters of agreement or memoranda of understanding which may describe service delivery and procedures for referrals.

A.2 Determining the Availability of Supportive Services in the Local Area

To ensure resource and service coordination in the Central Oklahoma area, the One-Stop Operator, in conjunction with the service provider, shall develop and/or maintain a database containing an up-to-date listing of available services, including: transportation, child care, dependent care, and housing. Other supportive service categories may be identified by the One-Stop Operator/service provider in consultation with the COWIB’s Staff and One-Stop Partner agencies.

A.3 Providing Accurate Information to Adults and Dislocated Workers

The One-Stop Operator and service provider shall utilize the database in order to provide accurate information about the availability of supportive services in the local area. The One-Stop Operator, in conjunction with the service provider, shall develop a local One-Stop procedure describing how referrals to such activities / services will be made.

Information about appropriate services may be made available:

- Through a participant orientation process; or
- By providing access to electronic or printed community resource directories and information

WIOA sec. 134(c)(2) and (3) states:

“The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the career services that must be available to adults and dislocated workers through the one-stop delivery system.”

B. Delivery of Supportive Services

B.1 Determining the Need for Supportive Services on an Individual Basis

Supportive services may be provided when they are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c)(2) and (3). When considering whether an Adult or Dislocated Worker is in need of supportive services, the service provider staff must ensure the initial assessment of the individual’s needs has been conducted.

Section 680.910 provides that supportive services may only be provided to individuals who are participating in career and training services:

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According to TEGL 19-16, the three categories of career services are as follows, and are further defined in TEGL 16-16:

Basic Career Services

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive American Job Center per local area. Generally, these services involve less staff time and involvement and include services such as eligibility determination, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. These services may be provided by both the Adult and Dislocated Worker programs, as well as by the Employment Service.

Individualized Career Services

Individualized career services must be provided to participants after American Job Center staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

Local Workforce Development Boards (WDBs) must identify the assessments to be used to determine eligibility, and ensure eligibility determination procedures are consistent with state policies. American Job Center staff may use recent previous interviews, evaluations, or assessments by partner programs to determine if individualized career services would be appropriate. These services generally will be provided by the Adult and dislocated Worker programs, although it may be appropriate for the Employment Service to provide some of these services.

Follow-up Services

States and local areas must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employments, for up to 12 months after the first day of employment. States and local areas must establish policies that define what are considered to be appropriate follow-up services, as well as policies for identifying when to provide follow-up services to participants. One type of follow-up service highlighted in WIOA is to provide individuals counseling about the work place. Follow-up services do not extend the date of exit in performance reporting; for more information on performance reporting see TEGL 10-16.

This list is not all-inclusive. Further guidance is offered at WIOA 134 (c)(2) & (3).

- Unable to obtain supportive services through other programs providing such services.

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According to TEGL 19-16, Training Services:

Training Services

Can be critical to the employment success of many adults and dislocated workers. Training services are governed by sections 20 CFR 680.200 through .230 and 20 CFR 680.300 through .350 of the WIOA Final Rule. American Job Center staff may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first, and there is no sequence of service requirement.

Under WIOA, training services may be provided if the American Job Center staff, including partner programs' staff, determines after conducting an interview, an evaluation, or assessment, and career planning, that the individual:

- *Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;*
- *Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;*
- *Has the skills and qualifications to successfully participate in the selected program of training services;*
- *Is unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds or Federal Pell Grants established under title IV of the Higher Education Act of 1965, or requires WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants (20 CFR 680.230 and WIOA sec. 134(c)(3)(B) contain provisions relating to fund coordination.);*
- *Is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination. If the petition is certified, the worker may then transition to TAA approved training. If the petition is denied, the worker will continue training under WIOA;*
- *Is determined eligible in accordance with the State and local priority system in effect for adults under WIOA sec. 134(c)(3)(E) if training services are provided through the adult funding stream; and*
- *Selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate.*

Supportive services may only be provided when they are necessary to enable individuals to participate in title I activities.

1. Needs Determined During Initial Assessment

When an adult or dislocated worker is participating in career or training services, as defined in WIOA secs. 134(c)(2) and (3), supportive services may be provided only after an *initial assessment* has been

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conducted verifying the need for such services. “The initial assessment provides preliminary information about the individual’s skill levels, aptitudes, interests, and supportive service needs.”

The decision on which supportive services to be provided, and the timing of their delivery, shall be made at the local level on a case-by-case basis depending upon the needs of the individual. See part (2)(b) of this policy, below.

The COWIB, in conjunction with the One-Stop Operator and the service provider, shall implement local procedures for conducting initial assessments. The local procedures shall be developed in consultation with the One-Stop Partner agencies and shall ensure that initial assessment procedures conform to all State and federal guidance with regard to the assessment of individual needs.

2. Needs Determined During the Development of an IEP.

When an adult or dislocated worker is participating in career or training service as defined in WIOA, supportive services may be provided only as part of an Individual Employment Plan (IEP).

- A. **Supportive Service Needs Discovery.** Consistent with the COWIB’s established Policy on Assessment and IEP’s for Adults and Dislocated Workers, the One-Stop Operator, in conjunction with the service provider shall ensure that each identified barrier to participation in a WIOA activity is adequately documented and described in the IEP / Case Notes.
- B. **Determination of a “Barrier”.** After the IEP has been completed, each item will be reviewed to determine if it is a barrier to participation, and if it would be appropriate to provide a referral or supportive services.

B.2 Providing Supportive Services Using WIOA Funds

Following the completion of an initial assessment and completion of an IEP, as described above, a determination will be made as to whether an individual Adult or Dislocated Worker has a need for supportive services.

The local procedure must ensure that similarly situated customers are treated in a similar manner. As set forth in the regulations (29 CFR part 37) implementing Section 188 of WIOA, a WIOA Service Provider must not discriminate in a manner in which it delivers any aid, benefits, services, or training under a WIOA Title I-funded program or activity.

If a need has been documented, then supportive services may be provided using WIOA resources consistent with the following guidelines:

1. Necessity

Supportive services may be provided only after it has been determined that the services are necessary for participation in program activities.

When considering the necessity of providing a supportive service, a determination shall be made regarding which supportive services are reasonably required for each individual participant based on his/her unique needs as identified through an assessment process (as described in (2)(a) above).

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Supportive services may be provided to address identified needs that interfere with the participant's ability to successfully participate in a WIOA activity. These services may be addressed whenever the need is identified, whether at initial assessment or at any time during participation in the WIOA program. The participant's plan of service (IEP) and the Case Management Notes should always reflect a clear picture of circumstances and services provided.

2. Non-Duplication of Resources

As described in (1)(a) above, supportive services may be provided with WIOA funds only when the participant is unable to obtain supportive services through other resources.

Definition of "Not Available". When considering whether supportive services are available through other agencies, WIOA Service Provider staff should consider whether the services offered by another agency or program are:

- Accessible - - that is, capable of being reached by the participant; and
- Obtainable - - that is, capable of being attained by a planned action or effort.

The Central Oklahoma Workforce Innovation Board recognizes that many supportive services are offered through non-WIOA sources; however, not all of these services may be available to a WIOA participant at the time of his/her need. For example, some services are available only after a lengthy application process (which may include a waiting period). Other services are present, but not available during the hours required by the WIOA program participant. Additionally, some services may be offered by non-WIOA providers, but they are not present in a suitable or accessible geographic location. Therefore, it is understood that the "availability" of an identified supportive service must often be determined on an individual basis, taking into consideration the needs of those participants who are enrolled in a WIOA program of services.

The primary criteria for evaluating whether a service is "available" through another program or agency shall be whether the service is "present or ready for immediate use." (Source: Merriam-Webster Online Dictionary).

Documentation that "supportive services are not available from another program" is required. Such documentation must be in the form of:

- The use of a "No Other Service Available (**NOSA – Included as Attachment 1**)" form.

3. Limits on the Amount and Duration of Services

The COWIB staff is authorized to establish limits on the amounts and duration of funds provided for supportive services. Such limits may include a maximum amount of funding and maximum length of time for supportive services to be available to participants.

In establishing such limits, COWIB, in consultation with the One Stop Operator and the service provider are encouraged to offer necessary and reasonable supportive services (consistent with approved contract budgets and this local policy). Specific limitations on the types, amount and duration of

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supportive services should be reviewed frequently, taking into consideration the availability of program resources and the aggregate demand for supportive services in the area.

To the extent possible, parameters for the delivery of supportive services should be:

- Developed in collaboration with the COWIB’s Staff and One-Stop Partners; and
- Tailored to meet the evolving needs of the Central Oklahoma workforce investment area.

4. Documentation of Supportive Services Payments

As provided in OWDI #19-2017 Change 1,

All assistance provided to individuals for education or training purposes, including assistance from other workforce partners, educational entities, or other grant assistance, must be documented in the IEP. The Coordination of Training Funds (CoTF) form must also include all assistance provided, with the exception of loans and VA benefits for education and training. The completed CoTF (or comparable, institution approved or validated documentation of the training period covered, the cost of training attendance broken down by cost category, and coordination of training funds) must be uploaded to OKJobMatch.

If a supportive service is not a reimbursement, three (3) quotes must be obtained and uploaded in support of the purchase.

C. Equal Opportunity and Nondiscrimination Statement

All Recipients, and Sub-recipients / Sub-grantees must comply with WIOA’s Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title-I financially assisted program or activity.

D. Addenda / Revisions

The COWIB Chief Executive Officer is authorized to issue additional instructions, guidance, forms, etc., to further implement these procedures.

Questions about these procedures may be directed to the COWIB’s Policy Analyst at (405) 622-2026.

Central Workforce Board
NO OTHER SERVICES AVAILABLE

Participant:

Participant ID #

Identified Support Service Needed:

Services to address identified need are not available because:

Source of Information regarding no other service:

Name of Agency:

Date of Contact:

Agency Representative:

Career Navigator Signature

Date

Equal opportunity employer/program -- Auxilliary aids and services are available upon request to individuals with disabilities

(V07/16/18)