
Chautauqua County

Workforce Investment/Development Board

Policy Name: Supportive Services – Adult and Dislocated Workers
Original Effective Date: 3/1/08
Revised: 6/16/09, 12/1/09, 10/16/12, 4/27/16

Explanation:

Registered WIOA customers may receive supportive services paid for with WIOA funds if the customer needs the services in order to participate in the Title I pre-vocational or training activity. 20 CFR Part 600.300 defines a customer (“participant”) as someone “receiving services (except follow up services) under a program authorized by WIOA Title I”. Since follow up is excluded in this definition, Adults and Dislocated Workers may not continue to receive supportive services once they are no longer participating in a WIOA activity. Supportive Services may only be provided to individuals who are participating in intensive or training services through the WIOA Title I Adult and/or Dislocated Worker programs, and who are unable to obtain supportive services through other programs providing such services. In addition, supportive services may only be provided when they are necessary (absolutely essential, indispensable) to enable individuals to participate in Title I activities. The One-Stop staff person will refer individuals seeking supportive services to community agencies providing the type of assistance being sought. In circumstances where the client needs a service not available through referral, or when said resources are exhausted, or the timeframe for assistance distribution substantially hinders or precludes the participation in authorized WIOA Title I activities, the staff person may seek assistance on behalf of the individual and utilize WIOA Title I funds who meets the following policy.

Policy:

In order to potentially receive the following services clients must meet the following guidelines and criteria:

- Customer must be registered with WIOA and participating in an activity necessary to reach employment goals.
- Customer must be enrolled in career services and actively accessing career services at Chautauqua Works.
- Must verify the need (Case Manager would need to determine if request is required to obtain or maintain employment or training, and that the employer or training provider does not provide it.)
- Customer must be maintaining appointments.
- Customer must be meeting performance and compliance measures (e.g. contacting employers, doing work searches, attending scheduled workshops, etc.)
- Adult customers must have a current family income less than 200% of the federally defined poverty guideline. Dislocated Worker customers are automatically eligible.

If all of the above has been met, then a client may potentially receive the following supportive services:

1. **Books-** Approved training-related textbooks and academic tools **
2. ***Licenses & Work-related Fees** –Examples: nursing boards, license fees (basic drivers), testing fees (training related only), required physical exam fees (training related only). Fees are reimbursement only. The client has to pay the fees and then can bring in their receipts to be reimbursed directly.

The total supportive services received per client cannot exceed **\$1,000.00** per person for each fiscal year as defined as July 1- June 30. For exceptions to this policy, approval by the Executive Director will be made based on proposed skills to be trained, degree of shortage, targeted industry and available funds.

*Pre-hire screenings are excluded.

** Chromebooks are not allowable per Barb Deike (NYSDOL) email to Katie Geise dated 10/22/2020