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Title: Support Services Policy		
		
Owner: Diane Head, Executive Director		Status: Under Review
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To: WIOA Adult and Dislocated Worker Staff; WIOA Youth Staff; WTP Staff; SNAP Staff

Purpose: This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA), Welfare Transition (WT), and Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) funds for support services to eligible participants enrolled in WIOA Adult, Dislocated Worker, and Youth programs or in WT and SNAP E&T programs.

Reference:

- WIOA Section 3(59)
- WIOA Section 134(d)(2)- Adults and Dislocated Workers
- 20 CFR 680.330, 680.900, 680.910 and 680.920-Adults and Dislocated Workers
- WIOA Section 129(c)(2)(G)- Youth
- 20 CFR 681.570- Youth
- TANF Final Rule, 45 CFR Part 206 et al.
- Food and Nutrition Act of 2008, 7 CFR 273.100 (e)(1)(viii)
- Florida Statutes, 414 and 445
- GD-18-007 WIOA Support Services Guidance
- CareerSource Florida Policy Number 109 Supportive Services and Needs-Related Payment

Background

WIOA and its associated federal regulations provide supportive service guidelines for eligible Adult, Dislocated Worker, and Youth participants. WT supportive service guidelines are established by the Florida Workforce Innovation Act. SNAP E&T employment retention service guidelines are established based upon the Food and Nutrition Act of 2008 and associated federal regulations. The North Florida Workforce Development Board and CareerSource North Florida are charged with overseeing the implementation of these guidelines within the WIOA, WT, and SNAP E&T programs in the North Florida region.

Content

All support services are based on need and funding levels, and participants are not automatically entitled to support services. Participants enrolled in multiple programs below may be eligible for support services from multiple programs. Career Consultants must document this in case notes to ensure the most efficient use of these funds.

Limits for All Participants

The support service limit for each participant is set annually based on approved budget. The Program Manager may authorize a case-by-case increase of the limit by \$500 if the additional support services allocation would significantly benefit the participant’s ability to continue and/or complete the program or benefit the participant in job retention or wage progression. Additionally, the Executive Director may

authorize additional expenditure to exceed \$1,000 of stated limit in the event of times of emergency, disaster, or extreme hardship.

NOTE: Training related expenses for WIOA eligible Adults, Dislocated Worker, or Youth that may be covered by an Individual Training Accounts (ITA) does not count against the support services limit for each registered participant. ITA related training expenses may include but are not limited to assistance with the purchase of tools required for a specific course, fees required by the training provider, books and supplies, and testing and licensing fees such as NCLEX and DOH.

Support Services for WIOA Participants

All WIOA enrolled Adults, Dislocated Workers, and Youth are eligible for support services as defined in WIOA Section 3(59). Supportive services are provided to eligible WIOA Adults, Dislocated Workers, and Youth when the support service will assist the participant with reaching employment and training goals.

Support services may be provided to WIOA participants who:

1. Are enrolled in WIOA career or training services; or,
2. Youth participants who have exited and need post-program support services in the follow-up process (for up to 12 months after exit); and,
3. Are unable to obtain the support service through any other resource or program providing such services.

WIOA support services are limited and must be coordinated with other community resources. In every instance of providing support services, the Career Development Specialist must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant.

ALLOWABLE SUPPORT SERVICES FOR WIOA PARTICIPANTS

The following list provides examples of support services and is not intended to be an exhaustive or exclusive list of allowable services:

- Assistance with local transportation costs/gas mileage reimbursement;
- Assistance with uniforms or other appropriate work or training attire, and other work or training related costs;
- Assistance with work and training related licenses and permits;
- Assistance with accommodations for disabilities for employment purposes;
- Assistance with educational testing and accommodations;
- Assistance with job search; and
- Others, except those mentioned below, may be considered on a case-by-case basis.

DISALLOWED SUPPORT SERVICES FOR WIOA PARTICIPANTS

Supportive services may not be utilized to pay for expenses incurred prior to any participant's enrollment into or after Adult or Dislocated Worker's exit from the WIOA program. In addition, the following expenses will not be funded out of WIOA:

- Fines and penalties such as traffic violations, late finance charges, and interest payments;
- Costs associated with bringing an account, such as at a training provider, into good standing;
- Entertainment including tips;

- Contributions or donations;
- Vehicle or mortgage payment;
- Refundable deposits;
- Alcohol or tobacco products;
- Pet food;
- Items for family members or friends; or
- Out-of-state job search and relocation expenses.

Support Services for WT Participants

WT participants receiving support services must be in compliance with program standards and participating at the levels required for their case-type. Exceptions may be made on an individual basis if support services are needed in order to satisfactorily comply with program requirements. Support Services may also be provided, if needed, to sanctioned individuals to allow them to comply to have the sanction lifted. Support Services may be provided only during the compliance period and cannot be provided during the minimum three-month penalty period for a level three penalty. The final decision will reside with the Program Manager.

ALLOWABLE SUPPORT SERVICES FOR WT PARTICIPANTS

TRANSPORTATION—Participants may be eligible for transportation support in the form of a monthly reimbursement, bus/shuttle passes, as determined by the Career Development Specialist.

NOTE: Customers with approved ITAs may be granted transportation support up to the total of support services allowance, upon approval by the Program Manager.

VEHICLE REPAIRS—Minor repairs (less than \$250) to make a vehicle functional may be considered only on a vehicle owned by the enrolled customer and deemed absolutely necessary for meeting participation requirements in workforce programs. Regular maintenance of vehicles will not be considered. Support services payments for vehicle repairs must be approved in advance by the Executive Director.

TRANSITIONAL TRANSPORTATION – In order to assist former participants in maintaining and sustaining employment, transportation assistance may be provided, if funds are available, for up to one year after the participant is no longer receiving Temporary Cash Assistance due to earnings, or “opt not to receive” due to earnings. Transitional participants must be in compliance with program standards to be eligible. This does not constitute entitlement to transitional transportation. If funds are not sufficient to provide services under this section, transportation services may be limited or otherwise prioritized. The final decision in this matter will reside with the Program Manager. Proper documentation will be required for continued transitional transportation support. For education use in transition, attendance records are required. For maintaining employment, the customer must demonstrate extenuating hardship or be looking for a higher paying job.

NOTE: Transitional transportation assistance must be job-related.

OTHER SUPPORT SERVICES – Other support services available to WT participants may include any listed previously in the WIOA section, and additionally may include counseling for mental health issues only as approved by the Career Development Specialist and the Program Manager. Support services other than those listed in this policy will be considered on a case-by-case basis and must be approved by Executive Director.

Support Services for SNAP Participants

SNAP participants are provided support services through DEO. Career Counselors should comply with DEO's instructions for limits and requests.

Action

For immediate implementation. CareerSource North Florida staff should adhere to this policy when providing support services to eligible WIOA and WT participants, including following the associated guidance and procedures outlined for implementation, including any future updates.

Staff must review type of support services and associated limits annually after budget approval for reference and implementation.

Timeline

This policy is effective until further notice. It should be reviewed following three years of issuance or a change in referred guidance.

Document History

Original Issue Date: 4/17/2018

Revision Approval: 8/15/2019

Revision Approval: 8/19/2021

Signature

Daniel Collins, LWDB Chair

Date

Diane Head, Executive Director

Date

CareerSource North Florida is an Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.