



## Supportive Services

Department: Office of Economic & Workforce Development

Effective Date: July 2011

Directive # 32-12

Supersedes: 32-07

### **PURPOSE**

This directive provides guidance regarding parameters for granting supportive services to WIA customers.

### **REFERENCES**

- Workforce Investment Act, , Sections 101(46), 134(d)(2)(H), 134(e)(2)(3)
- Title 20 Code of Federal Regulations (CFR) 663.800 – 663.840

### **BACKGROUND**

In accordance with Title I of the Workforce Investment Act (WIA), the term “Supportive Services” means services that are allowable and necessary to enable an individual to participate in activities authorized under WIA, and consistent with the provisions of this title. Supportive Services may only be provided to WIA customers who are participating in WIA programs and who are unable to obtain supportive services through other programs.

### **Definitions and Limits of Support Services**

Supportive services are services such as transportation, child care, or dependent care, necessary to enable an individual to participate in activities authorized under Title I of the Workforce Investment Act. Support Services may only be provided to individuals who are:

- Participating in Intensive or Training Services; and
- Unable to obtain supportive services through other programs providing such services.

No service provider may provide supportive services funded by a WIA program until other local area programs (that generally provide the supportive service needed by the client) have been contacted. If a non-WIA program is capable of providing the supportive service needed by a client, a referral will be made by the WIA service provider. However, if an alternative resource cannot be found, then supportive services will be provided using WIA funds, if it is necessary to enable eligible individuals to participate in intensive services, training, or other program activities under WIA.

Supportive Services payments will be requested individually for specific needs. Because WIA programs are not entitlement, supportive services payments may be made on a case-by-case basis only when determined necessary and reasonable.

Due to funding limitations, WIA customers are allowed minimal support services. All support services will be based on the individual need of the customer. WIA support service funding is to

be used as the last resort. All other sources of funding must be sought first. All attempts to find other support service funding and the reasons for needed WIA funding must be documented in the customer's case file, as per the operational directive to WIA service providers. Appropriate documentation for reimbursement is also listed there.

### **General Supportive Service Provisions**

Workforce Investment Act (WIA) regulations allow Workforce Investment Boards to establish limits on the provision of supportive services, including a maximum amount of funding and maximum length of time for supportive services (including needs based payments) to be available to customers.

WIA Title I service providers shall develop policies and procedures for supportive services that embody the following elements:

- Service provider staff is knowledgeable of other support resource entities that are accessible within the local area.
- Support services provided are allowable, necessary and reasonable for the individual to participate in WIA Title I activities and that coordination and referral with other entities are in place to prevent duplication of services.
- Supportive services are not provided as a stand-alone service, and can only be provided to support other WIA activities.
- Supportive services must be documented using the OEWD Supportive Services Payments Determination/Certification Record form, maintained with the IEP/ISS in each participant's file.
- Participants may be eligible for supportive services only while enrolled in Title I programs and must be actively engaged in WIA core, intensive or training services.
- Maximum cost limitations for supportive services that delineate an associated cost analysis for each supportive service category.

### **General Supportive Service Categories**

- A. Transportation
- B. Child Care
- C. Health Care
- D. Books
- E. Meals
- F. Temporary Housing
- G. Financial Counseling
- H. Tools
- I. Clothing

There will not be any needs-related payments, as defined in the Act.

Other types of supportive services not included in the recognized categories addressed above may be provided to WIA customers as long as they meet the definition of a supportive service as stated in the Act. Accordingly, these supportive services must also be determined to be reasonable and necessary for an individual to complete training or obtain or retain permanent employment.

Neither eligibility for, nor participation in a WIA program, creates an entitlement to services, and nothing in the Act shall be construed to establish a private right of action for a customer to obtain services described in their objective assessment or IEP.

Supportive services may be provided either in-kind or through cash assistance. In order to obtain payment for any supportive service, the customer or the service-providing vendor must provide appropriate documentation. Such documentation will include at a minimum the following:

- Justification for the need of supportive service (which may include training attendance records, documentation of miles traveled, receipts, etc.);
- A description of the supportive service provided and why the supportive service could not be obtained through other programs and;
- An invoice or receipt for payment received (itemized and dated) for the supportive service.

### **INQUIRIES**

Inquiries should be addressed to the OEWD Director of Operations at 415-701-4848 or [workforce.development@sfgov.org](mailto:workforce.development@sfgov.org).

*The Office of Economic and Workforce Development (OEWD) and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.*