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I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Adult, Dislocated Worker, Youth and Arizona Quality Jobs, Equity, Strategy, and Training Disaster Recovery National Dislocated Worker Grant (QUEST DWG) programs and services.

II. PURPOSE

This policy describes the allowable uses of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible individuals enrolled in the WIOA Adult, Dislocated Worker, Youth and QUEST DWG programs.

III. BACKGROUND

Supportive services, such as transportation, child care, vision care, work-related clothing, and certifications can be provided to eligible individuals while participating in career or training services to assist in the removal of obstacles that are hindering their efforts to successfully secure and retain permanent employment. The provision of supportive services must be necessary for participation in career or training services; allowable and reasonable, per general cost principles, both in cost and in the item/service being purchased; not otherwise available to the participant; and tied to a specific service. Supportive services are based on financial need and not an entitlement.

IV. DEFINITIONS

None


V. POLICY

Following are the categories of allowable supportive services, individual descriptions and any additional criteria or eligibility required for that service. Vendors have been procured to provide many of the most commonly used services, such as professional clothing, interview clothing, vision care, professional and work-related footwear, and tools. The list of vendors may be updated on occasion, and staff will be notified via a formal Guidance Letter of any changes. All other requirements for the provision of Supportive Services can be found in [Policy #500.501, Eligibility for Supportive Services](#).

A. Work and Training Related Expenses

A participant may receive **training related** assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items to complete the course. Licenses and certification and testing fees, not already a part of training program costs*, may be paid when the license, certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential.

*Please note that the listed **training related** expenses do not include expenses already covered in an Occupational Training Authorization/Account.

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Work related expenses include items necessary for a participant to successfully interview and/or start a job.


Types of **work and training related** expenses include, but are not limited to:

1. Interview clothing, to include accessories and shoes appropriate to the interview;
2. Professional clothing, to include business attire, accessories and shoes once employment is obtained;
3. Professional uniforms, as required for training and/or suitable for the type of employment obtained;
4. Shoes, such as safety boots/shoes and others required for work;
5. Blood pressure cuffs, scrub watches, and other healthcare related items;
6. Occupational licensing fees;
7. Vision care services, to include vision exam, frames, and lenses;
8. Tools;
9. Childcare (refer to specific guidelines on page 3);
10. Certifications; occupational credential; background and fingerprinting; health screenings and immunizations; drug testing; and other **work and training related** testing fees; and
11. High-school equivalency application and testing fees
12. Reimbursements for cellular or internet service needed to create a wireless connection for distance learning, searching for employment, and job retention;
13. Software needed for career services, training related activities, or job placement.

B. Emergency Expenses

Emergency expenses are allowable on a case-by-case basis and may include, but are not limited to, payments for:

1. Utility assistance for overdue bills (electric, gas, water)
 - a. Check availability of service with the local community action program;
 - b. Obtain documentation to show pending shut-off or overdue bills;
 - c. Cannot pay late fees or refundable deposits.
 - d. If a utility bill is not in the participant's name, confirm the address for the utilities matches the participant's address in Arizona Job Connection.
2. Rental assistance
 - a. Check availability of service with the local community action program;
 - b. Obtain documentation to show pending eviction or proof of arrears in paying rent;
 - c. Cannot pay late fees or refundable deposits.
3. Dental (cosmetic or health related) services
4. Vehicle registration and licensing (registered under the participant's or family member's name and verified)
5. Automobile repairs
 - a. Is the primary source of transportation and is of immediate need; and
 - b. Must be in the ownership of the participant or family member listed on the Applicant Statement, family size section (must view registration and case note such).

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- c. Normal maintenance costs not authorized.
- d. Repair costs cannot exceed vehicle value.

C. Transportation Assistance

Transportation assistance ensures a participant's mobility between home and the location of career and training services. Assistance may include bus/light rail passes (denominations 1, 15 and 31-day), or gas vouchers or cards determined reasonable and necessary for a participant to participate in training and/or obtain and retain employment. The Youth program, through its contractors, may also provide taxi/rideshare assistance

The purpose of \$25 fuel cards, 1-day bus passes and 15-day bus passes is to enable a participant to participate in workshops; individual appointments related to training, training research or their work search; assessment meetings; and job interviews. The \$50 fuel cards and 31-day pass are intended for those who are participating in the SOAR employment work readiness series, training services and other longer-term career pathway services for an extended period of time. Participants who are conducting an active job search may be issued \$25 fuel cards or 31-day bus passes, however staff should evaluate their progress toward employment before continuing to issue subsequent passes.

The need to continue issuance of fuel cards or 31-day bus passes for longer-term career and training services should be re-evaluated periodically. Automatic issuance should not occur for the entire duration nor should the expectation of such be created.

D. Child Care

Child care assistance ensures proper care of children while the parent or guardian is participating in career and/or training services. The child care provider must be certified by the Arizona Department of Economic Security (DES), and documentation must be obtained and placed in the participant's file in that regard. Payment and eligibility will follow the guidelines set forth by DES.

For assistance in finding a certified provider, visit: <http://www.arizonachildcare.org/>


Income eligibility and Maximum Reimbursement Rates and can be found:

[Maximum Reimbursement Rates for Child Care \(10/21\)](#)

E. Other Allowable Services

Other supportive services that are not commonly used or not otherwise noted may be allowable in certain circumstances. They, too, require appropriate documentation to demonstrate the need, the proposed cost, and the completion of the service:

1. Haircuts, personal grooming and hygiene needs (for employment purposes)
2. Legal aid services (there are no-cost options available, so documentation would need to indicate why other resources do not meet the needs of the participant)

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3. Out-of-area job search
 - a. Must have documentation of job interview;
 - b. Mileage reimbursement based on the Internal Revenue Service prevailing rate;
 - c. Lodging;
 - d. Per diem for meals (per City of Phoenix rates); and/or
 - e. Cost of air travel.
4. Relocation to a new job
 - a. Must have employment verification;
 - b. Moving expenses;
 - c. Mileage reimbursement based on the Internal Revenue Service prevailing rate; and/or
 - d. Per diem for meals (per City of Phoenix rates).
5. Reasonable accommodations for individuals with disabilities
 - a. Are not otherwise the responsibility of the training provider or employer;
 - b. Translation services arranged through a City of Phoenix contractor. Contact the WIOA EEO/ADA Officer.
6. Membership fees, if required to obtain a credential

F. Cost Guidelines

Funds are not sufficient nor expected to assist a participant with all needed supportive services. Rather, they provide temporary assistance. Therefore, staff must determine which are most immediate and most critical to program success based on the initial and subsequent assessment of skill level and supportive service needs. Cost limits are established as reasonable guidelines but are not the standard for every situation. The amounts listed are not minimums or flat funded amounts, but rather the amount of the supportive services used are based on individual need.

In situations where the cost limit creates a hardship and prevents the service from being provided, a waiver may be submitted for consideration and approval by the career services program manager.

SUPPORTIVE SERVICE	COST LIMITS
Work and Training Related Services	
1. Interview clothing, accessories and shoes	\$150
2. Professional or work appropriate clothing, accessories and shoes	\$200
3. Professional uniforms	\$200
4. Shoes (single purchase)	\$ 75 for dress shoes; \$125 for occupational
5. Blood pressure cuffs, scrub watches, and other healthcare related items	Actual cost per contract
6. Occupational licensing fees	Actual cost
7. Vision care: exams and glasses	Actual cost per contract
8. Tools	Actual cost per contract; not to exceed \$600
9. Certifications, occupational credential, testing fees	Actual cost

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10. Background check, fingerprinting, drug screen	Actual cost
11. Health screenings and immunizations	Actual cost
12. High-school equivalency application and testing fees	Actual cost
13. Cellular or internet service	Actual cost, not to exceed the length of training services and/or documented job search activities
14. Computer software	Actual cost, must be necessary for training services and/or documented job search activities
Emergency Services Assistance	
1. Utility assistance	Actual cost or need
2. Rent	Actual cost or need up to \$1,000
3. Dental	Actual cost or need up to \$1,000
4. Vehicle registration and licensing	Actual cost or need
5. Vehicle repairs	\$1,000; cannot exceed the value of the vehicle thru sources such as Kelley Blue Book.
Transportation Assistance	
1. 1, 15, and 31-day bus passes	Not to exceed the length of training and/or documented job search activities
Child Care	
1. Must be an approved DES child care provider	Not to exceed \$1,500 per child
Other Allowable Services	
1. Haircuts, personal grooming and hygiene needs	Actual cost or need; not to exceed \$100
2. Legal aid	Actual cost or need; not to exceed \$300
3. Out-of-area job search	\$300
4. Relocation to a new job	\$800
5. Reasonable accommodations	Actual cost or need; not to exceed \$1,000
6. Membership fees	Actual cost; case-by-case discussion
SUPPORTIVE SERVICE	COST LIMITS

VI. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board's Executive Leadership Committee. All other substantive revisions will go to the PBWD Board's Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

None