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### **301 BACKGROUND**

Supportive services, such as transportation, child care, dependent care, housing, training-related assistance are necessary to enable an individual to participate in the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Program authorized career or training services. The WIOA Title I-B Youth Program also includes supportive services as one of the 14 program elements.

Supportive services for participants of the Adult, Dislocated Worker, and Youth programs may be provided by contracted service providers when it has been documented that such services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA Title I-B-career or training services *that are not available from other sources*. The Pinal County Workforce Development Board may establish funding caps for support services.

All supportive services are based on the availability of funds.

### **302 AUTHORITY**

- A. Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128);
- B. 20 CFR 680.900, 680.940, 680.950;
- C. 2 CFR Part 215 and 220
- D. Office of Management and Budget 20 CFR 200.470
- E. Training and Employment Guidance Letters (TEGLs) 19-16 and 21-16
- F. Arizona Revised Statutes 41-1967

### **303 SUPPORTIVE SERVICE REQUIREMENTS**

- A. Supportive services must be made available for participants who may need additional assistance, as determined through comprehensive assessments. These assessments, and all supportive services provided, must be documented in the participant's Individual Employment Plan (IEP), or Individual Service Strategy (ISS), as well as appropriately recorded and documented in the Arizona Job Connection (AJC) system.

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1. The IEP must list the start and end date for each approval period for the supportive service and the IEP must be revised if it is determined the approval should be extended after revisiting the need.
  2. Every time a Supportive Services is provided, the specific "Supportive Service" service must be added to the S & T plan with the same start and end date, and case notes must be updated in the AJC system.
- B. Supportive services must only be provided through the Adult, Dislocated Worker and Youth Programs *when the individual is unable to obtain supportive services through other programs that provide such services and who are participating in training or career services.*
- C. Supportive services may only be provided to:
1. Adults and dislocated workers *who are participating in career or training services and are determined to be in need;* and
  2. Youth who have been determined in need of such services.
- D. The provision of supportive services must be necessary and reasonable, both in cost and in the item being purchased, per 2 CFR Part 215 and 220.
1. To determine comparable market prices, there must be a comparison of the product or service from at least two or more vendors.
  2. Costs must be on par with comparable market prices for the service or commodity, both in cost and in the item being purchased, per 2 CFR Part 200.404. [Fiscal Policy 100, Allowable Costs](#), must still be followed, except for items with well-established prices (e.g. bus passes, gas cards, utility bills).
- E. Payments for supportive services may be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services, such as receipts, invoices, and billing statements must be uploaded to the participant's file in the AJC system.
- F. Support Services must not be approved for an "open-ended" timeframe. All support services must be time-based, so that the need can be revisited.

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1. Any support service must not be approved for more than 30 days unless there are extenuating circumstances. This includes providing supportive services to those who are enrolled in training. Even if the training is for a semester or longer - that does not necessarily mean the support service is required for that full length and must always be re-evaluated for need.
2. Case notes should include a note such as, "Gas card approved to address transportation barriers - April 1 - 30, 2021".

### **304 TYPES OF SUPPORTIVE SERVICES**

Supportive services, as described in 20 CFR 680.900, for adults and dislocated workers, and 20 CFR 681.570 for youth, include, but are not limited to:

- A. Linkages to community services. Community Resources in Pinal County may be found online on the [Pinal County Resources webpage](#);
- B. Transportation assistance;
- C. Child care and dependent care assistance;
- D. Housing and utility bills assistance;
- E. Educational testing assistance;
- F. Reasonable accommodations for individuals with disabilities;
- G. Legal Aid services;
- H. Referrals to healthcare such as drug and mental health services;
- I. Hygiene, grooming and personal hygiene, including haircuts (for employment purposes);
- J. Work-related expenses including uniforms, appropriate work attire, and work-related tools, including eyeglasses and protective eye gear;
- K. Training-related assistance with books, fees, school supplies, electronic devices such as a laptops computers, tablet, personal wireless internet devices, internet service, software and other necessary items for students

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enrolled in postsecondary education classes expenses not covered in the ITA or any other training contract; and

- L. Payments and fees for employment and training-related applications, tests, and certifications.

**305 WORK CLOTHING AND UNIFORMS**

- A. Interview clothing is based on the type of employment the customer is seeking and is limited to one outfit and one pair of shoes appropriate for interviews. Examples: For women interview attire may consist of a jacket, blouse/top, trousers/skirt and dress shoes (sandals are not considered appropriate). For men, interview attire may consist of a suit jacket, dress shirt/polo shirt, tie, belt, trousers and shoes.
- B. Uniforms may be purchased when required by the employer when a participant obtains employment or when required for training.
- C. Work clothes may be purchased when the participant obtains employment. Work clothes and shoes must be appropriate for the participant’s job site and consistent with the employer’s dress code.

**306 CHILD CARE AND DEPENDENT CARE**

Child care payments using WIOA Title I-B Adult, Dislocated Worker or Youth Program funds must be aligned with current State child care Allowances.

- A. Payment and eligibility for Child Care will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Assistance program. Income eligibility and maximum reimbursement rates can be found in the Document Center at <https://des.az.gov/documents-center>.
- B. The child care provider must be an approved DES contractor. A list of child care providers that contract with DES is available from the Child Care Resources and Referral Service.
- C. Child care may be provided by the WIOA Title I-B program if the participant is not eligible for DES Child Care Services Program.

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- D. Two quotes are required for child care and dependent care.
- E. The participant's Child Care Notice of Denial letter from DES and Child Care or Dependent Care Agreement must be uploaded into the AJC system.
- F. Child care will be discontinued if the participant has 3 unexcused absences reported from the training and or education program.

### **307 TRAINING RELATED EXPENSES**

Pinal County will provide participants with the resources to utilize computers at the ARIZONA@WORK Pinal County Job Centers and other partner locations to conduct job search, attend workshops, complete and submit applications and/or complete educational paperwork for homework. Electronic devices must not be provided to individuals not receiving education or training services.

The ARIZONA@WORK Pinal County Job Centers and other partner locations are available for job seekers to conduct job search, attend workshops, complete and submit applications, and/or complete educational paperwork, and or homework related to training/education program.

#### **.01 Electronic Devices**

- A. Electronic devices, such as laptops, computers, tablets, and Personal Wireless (Mi-Fi) devices may be purchased to successfully complete education and training services that require an electronic device to complete assignments or to participate in the education or training program virtually.
  - 1. When the education or training program offers loaner computers, the participant must see if this is an option first, as WIOA Title I-B funds must be used as the last resort. For example, Central Arizona College has a laptop loaner program.
  - 2. When the participant is issued an electronic device, the participant is able to retain the electronic device upon completion of an education or training program.

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3. The participant is responsible for all maintenance, and repair of the electronic device that is purchased with WIOA Title I-B funds.
  4. It is the participant's responsibility to replace any lost, stolen, or inoperative devices.
- B. Prior to providing electronic devices, the service provider must:
1. Consult with participant to assess and determine whether participant has internet connection, and owns or has access to the required device prior to the purchase.
    - a. If it is determined that the participant has access to the internet, and the required electronic device, WIOA Title I-B funds must not be used to provide internet access or another electronic device.
  2. Document in program notes and the IEP or ISS that electronic device is a requirement for the participant to complete training/education.
  3. If the device is required by a training provider for a training program listed on the Eligible Training Provider List, a copy of the training program description from the ETPL specifying requirement must be uploaded into the AJC System.
- C. Service providers must adhere to the following requirements when purchasing electronic devices:
1. Follow established procurement standards for the purchase of any electronic device;
  2. Maintain an inventory to track each device provided to a participant.
  3. Ensure the maximum cost of each device must not exceed the average fair market price for the device. 2 CFR 200.404(c); and
  4. Ensure Equal Opportunity auxiliary aids and services are available upon request to individuals with disabilities.

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- D. If loaner computers are available, service providers must have in place and follow their Information Technology (IT) procedures to maintain security standards and ensure sensitive or personal identifiable information is not retained on equipment upon return.

### **.02 Software**

- A. Software may be purchased as a supportive service when it is listed as a requirement of the ETPL.
- B. Microsoft 365 may be purchased on a month to month basis, to not exceed the month the participation in the education or training service ends, depending on the type of education or training program.

### **.03 Personal Wireless Device**

A personal wireless device may be provided when a participant is enrolled in distance online learning (Training or Education Service).

### **.04 Licenses, Certification and Testing Fees**

Licenses, certifications, and testing fees may be paid when the license, certification, or the successful completion of the test meets one or all of the following criteria:

- A. Is required to legally work in the occupation;
- B. Is required by a specific employer for the individual to obtain employment; or
- C. Will result in a recognized credential.

## **308 Internet and Phone Service**

The WIOA Title I-B program may provide internet and phone service for the purposes of participation in career, including job search and education/training services.

- A. Internet and cell phone service may be paid on a reimbursement basis or pre-paid basis.

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- B. Prior to providing internet or cell phone services, the participant must apply for any discount internet or phone service programs available through the cell phone or internet providers, or other community resources.
- C. If the participant chooses to enter a contract for internet or phone service, the service provider must explain to the participant that the WIOA Title I-B program may only pay for months that participant is participating in career and training/education activities, as is included in the IEP or ISS, and that the participant will be responsible all fees after that time period.
- D. If the participant is on a shared cell phone plan with other individuals, the WIOA Title I-B program may only pay for the participant's portion of the bill.
- E. Certain individuals, due to involvement in the criminal justice system, are not permitted to access the internet. It is the responsibility of these individuals to avoid accessing the internet. If there are questions as to whether a particular individual is permitted internet access, an inquiry may be made to the appropriate agency.
- F. WIOA Title I-B funds must not be used to pay for late fees.

### **309 Supportive Service Limits**

The dollar limits for supportive services may change due to funding availability. Participants are eligible for financial supportive services as outlined below. ARIZONA@WORK Pinal County reserves the right to limit the amount of supportive services funding that may be provided to a participant within a Program Year. Most in need and other factors may be taken into consideration at the discretion of the Career Planner and/or Program Supervisor.

All participants must remain in good standing based on the agreed programmatic employment plan (e.g., IEP or ISS) while enrolled in career service or training activity to receive supportive services.

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<b>Support Service</b>	<b>Limits Per Program Year</b>	
	<b>Adult/Dislocated Worker</b>	<b>Youth</b>
Child Care (if not eligible for or to supplement DES or other subsidized child care) <sup>1 **</sup>	Up to \$2,000	Up to \$2,000
Certification/licensing/testing	Based upon need – not to exceed \$1000.00	Based upon need – not to exceed \$1000.00
Tools	\$600.00 maximum	\$600.00 maximum
Uniforms	\$300.00 maximum	\$300.00 maximum
Shoes – Safety and others required for work	\$150.00 maximum	\$150.00 maximum
Interview Clothing	\$200.00 maximum	\$200.00 maximum
Work Clothing	\$500.00 maximum	\$500.00 maximum
Hygiene, personal grooming	\$100.00 maximum	\$100.00 maximum
Eye Care (eye exam & glasses)	\$300.00 maximum	\$300.00 maximum
Utilities/Rent (one-time assistance if not available through other sources)	\$1500.00 maximum	\$1500.00 maximum
Relocation Assistance (to include housing deposit/utilities)**	\$1,000.00 maximum	\$1,000.00 maximum
Auto Repair **	\$2,000.00 maximum	\$2000.00 maximum
Transportation – Bus passes, Gas Gift Cards, RideShare Gift Cards	\$500.00 maximum	\$500.00 maximum
Medical Care – i.e. TB testing, immunizations (for employment purposes)	\$300.00 maximum	\$300.00 maximum
Dental Assistance (One-time only for employment purposes) (cosmetic and emergency)**	\$1,000.00 maximum	\$1,000.00 maximum
Reasonable Accommodation for Individuals with Disabilities**	Based on need – not to exceed \$2,000.00	Based on need – not to exceed \$2,000.00
<b>Cell Phone (device)</b>	<b>\$200.00 maximum</b>	<b>\$200.00 maximum</b>

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Cell Phone Service	\$1200.00 maximum	\$1200.00 maximum
Internet Service	\$1200.00 maximum	\$1200.00 maximum
Personal Wireless Device Service	\$300.00 maximum	\$300.00 maximum
Electronic device	\$400.00 maximum	\$400.00 maximum
Other (explanation needed)	Based upon need and funding availability	Based upon need and funding availability

**These are guidelines and are subject to exceptions based on need and must be approved by the Supervisor.**

\*\* A minimum of three (3) quotes are required for these services.

### **310 NEEDS-RELATED PAYMENTS**

Effective October 1, 2017 the ARIZONA@WORK Pinal County will not offer Needs Related Payments.

### **311 SUPPORTIVE SERVICE PROHIBITIONS**

Unallowable costs that do not meet the conditions of supportive services include, but are not limited to:

- A. Payment toward goods or services incurred or received prior to the participant's enrollment in a WIOA Title I-B program;
- B. Fines and penalties, such as for parking tickets, moving violations and fines for late utility payments;
- C. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/ payroll taxes (for employers).
- D. Child support;
- E. Legal fees, except for legal aid, such as bail and restitution;
- F. Debts that have been turned over to a collection agency;

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- G. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- H. The purchase of cigarettes, alcoholic beverages or firearms; and
- I. Union dues.

### **311 ELIGIBILITY DOCUMENTATION**

Prior to providing supportive services, the participant's eligibility for the WIOA Title I-B program must be verified and eligibility verification documents must be uploaded into the AJC System.

### **312 FOLLOW-UP SERVICES**

- A. **Youth Program** allows the provision of supportive services as a follow-up service to ensure the youth is successful in employment and/ or post-secondary and training.
- B. **Adult and Dislocated Worker Programs** do not allow the provision of supportive services after the completion of participation as supportive services are provided to enable adults and dislocated workers to participate in career and training services. If an individual in follow-up services is determined to be in need of support services the individual must be re-enrolled into the program based on eligibility.