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| Phoenix Business and Workforce Development Board (approval authority) | Orig. Date Approved: | Subject # & Title: .509 Supportive Service Categories and Cost Guidelines | |

I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Youth 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 Youth 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

Subrecipients and sub-awardees will follow their internal procurement and reimbursement procedures for the purchase of the allowable supportive services. The following are the categories of allowable supportive services, individual descriptions and any additional criteria or eligibility required for that service. The most commonly used services are professional clothing, interview clothing, vision care, professional and work-related footwear, and tools. All other requirements for the provision of Supportive Services can be found in [Policy #300.308, 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 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 for 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 and electronic devices such as laptops needed for career services, training related activities, or job placement.
14. Food at a reasonable cost to assist or enable participants to participate in allowable program activities and to assist participants employment and training goals per established guidelines; and
15. Reimbursement for the purchase of documentation needed for participants to meet employment authorization requirements.

*Supportive services that enable a WIOA Youth to participate in work experience can count towards the 20 percent required WEX expenditure.

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. Cannot pay late fees or refundable deposits.
3. Dental (cosmetic or health related) services

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4. Vehicle registration and licensing (registered under the participant’s or family member’s name and verified)
5. Automobile
 - a. Repairs
 - i. Is the primary source of transportation and is of immediate need; and
 - ii. Must be in the ownership of the participant or family member listed on the Applicant Statement, family size section (must view current registration and case note such).
 - iii. Normal maintenance costs not authorized.
 - iv. Repair costs cannot exceed vehicle value.
 - b. Purchase
 - i. Is necessary to participate in training and obtain and/or retain employment.
 - ii. No other means of transportation services available between home and location of training and/or employment.
 - iii. Must be able to obtain and provide proof of valid Driver’s License and auto liability insurance.
 - iv. Purchase price must not exceed \$5,000.

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 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 fuel cards, and 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 fuel cards and bus passes are also intended for those who are participating in employment work readiness training, 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 bus passes, however staff should evaluate their progress toward employment before continuing to issue subsequent passes.

The need to continue issuance of fuel cards 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 case file in that regard. Payment and eligibility will follow the guidelines set forth by DES.

- a. For assistance in finding a certified provider, visit: <https://www.azccrr.com/>

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b. Income eligibility and Maximum Reimbursement Rates and can be found:

[Maximum Reimbursement Rates for Child Care \(08/24\)](#)

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)
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, subrecipients 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 by subrecipients as reasonable guidelines but are not the standard for every situation.

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