

 <p>MARICOPA COUNTY MARICOPA COUNTY Workforce Development Board</p>	<p>REFERENCE 20 CFR 680.900; 20 CFR 681.570 DES Policy Section 400</p>	<p>POLICY NUMBER 25-05</p>
	<p>ORIGINAL ISSUE DATE September 2025</p>	<p>REVISION DATE September 2025</p>
	<p>AUTHORIZED BY: Workforce Development Board</p>	
<p>SUBJECT: Supportive Services WIOA Title I-B</p>		<p>ADDENDA: Technology Use Agreement Form</p>

Purpose: Supportive Services are necessary to enable an individual to participate in the Workforce Innovation and Opportunity Act (WIOA) Title I-B Adult and Dislocated Worker, and 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 of the Adult, Dislocated Worker, and Youth programs may be provided 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 Maricopa County Workforce Development Board may establish funding caps for support services.

Responsibility of: Career Advisors (CA), Workforce Development Coordinators (WDC), Program Supervisors, Service Providers and HSD Finance

Eligibility:

Supportive services may be provided to:

- Adults and Dislocated Workers who are:
 - enrolled and have provided eligibility verification
 - participating in individualized career or training services
 - have been determined in need of such services during program participation
 - unable to secure services through other programs (document in case notes)
 - unable to afford such services
 - in compliance with program regulations and policies during WIOA participation
 - If an Adult or DW needs supportive services during follow-up, they may be re-enrolled in the Adult/DW program or be referred to community resources.
- Youth who are:
 - enrolled and have provided eligibility verification
 - have been determined in need of such services during program participation
 - unable to secure services through other programs (document in case notes)
 - unable to afford such services
 - in compliance with program regulations and policies during WIOA participation
 - in follow-up

Documentation Requirements:

- A. Supportive services must be identified in the Individual Employment Plan (IEP), or Individual Service Strategy (ISS) jointly developed between the participant and their Career Advisor (CA) or Workforce Development Coordinator (WDC).
- B. Each supportive service provided must be added to the Service and Training (S&T) plan with the same start and end date in the Arizona Job Connection (AJC) system.

Equal Opportunity Employer/Program Auxiliary aids and services are available upon request to individuals with disabilities

- C. Supportive services must be well documented via case notes in the AJC system and must demonstrate the participant's need for supportive services, the participants inability to afford such services, and secure services through other programs. Case notes should demonstrate the steps taken to receive approval of supportive services.
- D. Once a supportive service is provided a case note must be updated in the AJC system within 5 business days.
- E. All documentation that supports the issuance of supportive services, such as receipts, invoices, estimates, and billing statements, must be retained in the participant's case file and uploaded into the participant's AJC record.

Process Description:

Supportive services must receive approval from a Program Supervisor. The provision of supportive services must be necessary and reasonable. There must be documentation of the need for the support service to continue with WIOA career and training services. To ensure the product/service is consistent with comparable market prices a comparison from at least two vendors is required. Items with established prices such as bus passes, gas cards, utility bills are exempt.

Supportive services may only be paid to a vendor and not directly to a participant and should be coordinated and leveraged with other resources and/or partners/agencies as appropriate. Referrals to community partners for supportive services are to be documented in AJC case notes and on the IEP/ISS.

Supportive services are based on availability of funds and are not an entitlement. Appropriateness and need for supportive services are determined on an individual basis. ARIZONA@WORK Maricopa County may deny WIOA supportive services if they are deemed not feasible, will not enhance the participant's employability, the participant is not engaged in workforce programming, funding is limited, or other reasonable reason. Denial of supportive services will be documented in AJC case notes.

Allowable Supportive Services: Supportive services may include, but are not limited to:

- Transportation
- Basic automotive repairs*
- Childcare (eligibility/payments/providers must follow DES Child Care Administration guidelines)
- Utility assistance (one time assistance if not available through local CAP office)
- Educational, training, or employment-related testing**
- Occupational certifications/licensing required for employment**
- Training-related assistance for books, fees, school supplies, electronic devices***
- Training-related assistance for Youth including ABE and Alternative High School
- Work-related expenses such as uniforms, appropriate work attire, tools, electronic devices if they need to work from home and need a computer ***
- Immunizations, fingerprint, and health screenings (required for employment),
- Limited health support including eyeglasses, protective eye gear, dental
- Reasonable accommodation for individuals with disabilities.
- Software as needed to participate in on-line occupational skills training, Adult Basic Education classes, or to perform a job.

* Automotive repairs must not exceed the Kelly Blue Book value of the vehicle
 ** Certification/licensing/testing must be completed within 3 months of approval.

*** When not available through other resources, if needed, electronic devices such as computers, laptops, and tablets may be purchased for participants to successfully complete a training program, Adult Basic Education, or for a job. Electronic devices are a one-time purchase and will not be replaced if lost, damaged or stolen. Participants may keep the device upon successful or unsuccessful completion of training. Participants are required to sign the *Technology Use Agreement* form acknowledging receipt of electronic device. Prior to approval of the purchase of the electronic device, the CA/WDC must determine if

- The participant already owns or has access to the required electronic device
- The participant has access to the internet
- The training materials are compatible with the device

Needs-Related Payments

Needs-Related Payments are a form of financial assistance authorized under the Workforce Innovation and Opportunity Act (WIOA) to help participants meet basic living expenses while enrolled in training. These payments are distinct from other supportive services and have specific eligibility requirements outlined in 20 CFR §§ 680.930–970. ARIZONA@WORK Maricopa County does not offer Needs-Related Payments; however, other supportive services that may address similar needs are available in accordance with the AJC Service Dictionary.

Unallowable Supportive Services

Unallowable supportive services include:

- Payment towards goods/services incurred or received prior to WIOA enrollment,
- Automobile purchases, automobile insurance, vehicle registration and licensing, fines and late fees (including fines and late fees for utility payments)
- Child support
- Taxes, except for sales taxes and gasoline taxes
- Bail and restitution fees
- Debts, interest fees, union dues,
- Cost of setting an individual up in business
- Dues for any organization substantially engaged in lobbying, including unions, memberships, subscriptions, professional activity costs
- Purchase of illegal goods/services under federal/state/local laws, and the purchase of cigarettes, alcoholic beverages, and firearms

Exceptions: Membership fees may be allowable if required to obtain a credential, approved on a case-by-case basis by a Supervisor.

Factors that may Impact Eligibility for Supportive Services

- Customer is receiving TRA payments (Trade Readjustment Allowance)
- Customer is receiving stipends or assistance from other partner programs/community agencies; i.e., Community Action Program, transportation assistance through partner programs, etc.
- Customer has not been actively participating in scheduled program activities or career guidance

Career Advisors and Workforce Development Coordinators will use an approved vendor.

Recommended Amounts & Limits

The dollar limits for supportive services may change due to fund availability. Participants are eligible for financial supportive services as outlined below. ARIZONA@WORK Maricopa County reserves the right to limit the amount of supportive services funding that may be provided to a WIOA participant throughout

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program participation. Priority of service, most in need and other factors may be taken into consideration at the discretion of the CA, WDC and/or Program Supervisor.

Adult and DW Programs

Participants receiving occupational skills training may receive up to \$500.00 for supportive services while in training. Cost for occupational skills training combined with support services cannot exceed \$4,200.00 total while in training.

After documented successful completion of occupational skills training, participants may be eligible for an additional \$300.00 in supportive services for work related expenses related to employment.

Participants enrolled for employment services only (do not attend occupational skills training) may receive up to \$1,000.00 for supportive services relevant to employment.

Youth Programs

Participants enrolled in youth services may receive up to \$2,000.00 for supportive services throughout their WIOA participation including follow-up services.

Program Supervisors/Managers have the discretion to approve exceeding the overall supportive services limits based on need. Justification for any exceptions must be documented in AJC case notes.



Technology Use Agreement

Name of Workforce Development Program:

Name of Participant:

Maricopa County Human Services Department's Workforce Development Division is providing you with a Dell laptop for use with your virtual learning and activities.

As the receiver of the Dell laptop, I agree to the following:

- The Dell laptop will be used for virtual learning activities;
- Follow copyright laws and fair use guidelines and only download or import video or other content that are authorized or legally permitted to use;
- Keep the Dell laptop safe and secure; and
- If the Dell laptop is damaged, repairs will be my responsibility.

I also understand that the Workforce Development Division will not replace the Dell laptop if it is lost or damaged.

_____ (Initial) I have read and agree to the items listed above.

_____ (Initial) I have received the Dell laptop.

Participant Signature

Date

Staff Signature

Date

