

	<b>Subject</b> Adult & Dislocated Worker Supportive Services Policy ARIZONA@WORK-Yuma County	
	<b>Original Issue Date</b> May 23, 2002	<b>Revision Date</b> January 26, 2026
	<b>Authorized by:</b> Yuma County Workforce Development Board	

**Background/Purpose:** This policy for the Yuma County Local Workforce Development Area (LWDA) provides guidance on the Support Services for Workforce Innovation and Opportunity Act (WIOA) Title 1-B Adult and Dislocated Worker program. The policy is to ensure all program managers, staff, and service providers understand the requirements for providing supportive services. Supportive services are provided on the basis of need as determined by the LWDA. WIOA requires the LWDA to provide accurate information about the availability of supportive services, as well as referrals to such activities as one of the career services for the WIOA Title 1-B Adult and Dislocated Worker Programs. Supportive Services cannot be the first or the only service provided, nor can they be provided after the completion of participation as a follow-up service. LWDA's may fund supportive services for participants receiving career or training services, who cannot afford to pay for such services, and be able to participate in WIOA authorized activities.

**References:**

Workforce Innovation and Opportunity Act (WIOA) of 2014: (P.L. 113-128), 20 CFR: 680.900, 680.910, 680.920, 680.930, 680.940, 680.950, 680.960, 680.970; 2 CFR: 200; WIOA Policy Manual: Chapter 2-Section 400; Training and Employment Guidance Letter: TEGL 19-16

**Policy:**

The Local Workforce Development Board (LWDB) has established this policy to ensure the highest quality, most comprehensive service provision that prevents duplication of resources and services in the area. The LWDB has authorized a limit award amount to each supportive service category described in this policy and must not be exceeded when provided to a participant during program participation. This policy will be reviewed every program year or as deemed necessary, and the amounts for supportive services may change based on availability of funds.

Supportive services are only provided on the basis of need as determined by the LWDA; and when the participant is unable to obtain the support service through any other resource or community program agency providing such services. Service Providers must explore with the participant viable alternatives before providing supportive services. Service Providers are to utilize the “ARIZONA@WORK Yuma County Available Services Guide” as a resource for referring participants to other agencies within the community for supportive services. Supportive services are not entitlement services or automatic assistance; but rather based on the unique financial and employment/training needs of each participant provided as a temporary assistance.

## **Support Service Requisites:**

1. Supportive services must be made available for participants who may need additional assistance, as determined through comprehensive assessments.
2. Assessments and/or supportive services provided to the participant (including services provided by partner agency) must be documented in the participant's Individual Employment Plan (IEP) and case noted accordingly in the Arizona Job Connection system (AJC).
3. All attempts made such as using the "ARIZONA@WORK Yuma County Available Services Guide" to obtain other resources for supportive services before expending WIOA Funds must be documented in participant's ISS and case noted in AJC.
4. Supportive Services provided to the participant must be necessary and reasonable.
5. Documentation to justify the need of the supportive service is required.
6. The item or service provided as a supportive service must be consistent with comparable market prices. When providing supportive services two quotes are required from the vendor to compare the market price of the item or service with the exception for items with well-established prices (*i.e. bus pass, utility bills, clothing, occupational license fees, and certification*).
7. Costs must be on par with comparable market prices for the service or commodity, both in cost and in the item being purchased, per 2CFR Part 200.404.

## **Procedure and Documentation Requirements for Supportive Service Assistance:**

1. All participants must be actively engaged and enrolled in the program to receive supportive services.
2. Justification for providing the need of support service must be documented on the IEP, case noted, and appropriate service entered in AJC within 3 business days from the date service was provided.
3. When a participant is receiving **Supportive Services- Needs Based Payments and or Supportive Services- Transportation Related expense monies**, the service must be closed in AJC once payment is issued. A new service must be open and then closed again when the payment is once again issued. The S&T Plan will capture each time a supportive service is being provided. Staff must indicate in the "Note" Section of the service the pay period for the payment issued.
4. When using the "Supportive Service-Other", the type of support service must be identified in the note section of the AJC service record.

5. The Request for Support Services Form will be completed and submitted after the service has been provided to the Fiscal Department within 3 days. The Request for Support Services Form must be signed by staff and approved by the Service Provider management staff.
6. The Support Service Assessment Form (SSAF) and Support Services Transaction/Timesheet must be completed for participants in need of transportation and/or needs related assistance. Staff is required to update the SSAF every 90 days when transportation and or needs related assistance is being provided to the participant. SSAF should identify the type of service the participant is enrolled in. If the participant becomes ineligible for assistance, a SSAF is required to identify the reason for denial in the explanation area.
7. Any additional supporting documentation such as the supportive service voucher, sales receipts (*signed by participant*), etc. must be submitted with the Request for Support Services Form and case noted in AJC.
8. Two quotes from the vendor must be submitted along with the Request for Support Services Form on those items or services that do not have a well-established price.
9. Prior to approval and fiscal submission, Service Providers' management staff must review documents for completeness and ensure required back-up supporting documentation is being attached.
10. Service Providers are required to upload all supportive service documentation and timesheets into AJC system along with any additional back up documentation to comply with State programmatic audits. *Refer to the AJC Uploaded Supporting Documentation List.*
11. Service Providers are responsible for tracking the current total of supportive services spent to date on each participant to prevent exceeding the maximum award amounts and resulting in a disallowed cost.
12. Reimbursement of payment for supportive services must be made directly to the vendor and not the participant.
13. Contracted Service Providers must submit monthly invoice and back up documentation to ARIZONA@WORK-Yuma County Accounting Department for reimbursement on any supportive services provided to participants.

### **Allowable Types of Supportive Services:**

Supportive Services as described in 20 CFR 680.900 for adults and dislocated workers include the items listed below.

- Linkages to community services;
- Transportation assistance;
- Child care assistance;
- Housing and utility bill assistance;
- Lodging;
- Needs-related payments;

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- Educational testing assistance;
- Reasonable accommodations for individual with disabilities;
- Referrals to healthcare;
- Work related expenses;
- Training-related assistance including electronic devices;
- Payment and fees for employment and training-related application, test, and certifications;
- Reimbursement for cellular or internet service to maintain wireless connection for distance learning and job retention; and
- Software needed for training related activities or job placement.
- Food at a reasonable cost to assist or enable participants to participate in allowable program activities and reach participant's employment and training goals.
- Purchase of documentation needed for participants to meet work eligibility requirements (i.e. Birth Certificate, Driver's License, State Identification Card, Social Security Card, etc.).

## Supportive Services:

### I. Child care Assistance

Childcare assistance is an allowable supportive service under WIOA Title IB Adult and Dislocated Worker Program when necessary to support a participant's successful participation in and completion of education and training services. WIOA funds may be used for childcare assistance based on demonstrated need and are available on a one-time or limited basis only. Participants must first be referred to agencies that provide childcare assistance. Prior to the use of WIOA funds, participants must submit documentation verifying they are ineligible for childcare assistance through other available resources. All referrals and childcare eligibility determinations must be documented in the participant's IEP and program notes.

The provision of child care assistance should not exceed the LWDB allowable support service cap and **will only reimburse childcare up to \$150 per week, per child for a maximum of 4 weeks, and or until first paycheck is received by participant.** If a participant is eligible for childcare assistance through another agency but is unable to afford the remaining balance, WIOA funds may be used to supplement the uncovered portion of the cost, without exceeding the allowable supportive service cap amount.

The following items below apply when providing childcare assistance using WIOA funds.

1. Child care payments using WIOA funds must be aligned with current State Child care allowances.
2. Payment and eligibility for Child Care services will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Services program. Income eligibility and maximum reimbursement rates can be found at <https://des.az.gov/documents-center> form number CCA-

1227A. The LWDB must not exceed the DES childcare reimbursement rates listed on form CCA-1227A.

3. The child care provider must be an approved DES contractor. A list of child care providers contracted with DES can be found at Child care Resources & Referral Service, <https://azccrr.com>
4. Two childcare quotes are required for these services if participant is not eligible for childcare assistance through an agency that supports childcare assistance.
5. The Child Care Agreement, Child Care Monthly Invoice Timesheet, Supportive Service Voucher, and Request for Support Services Form must be utilized when providing child care assistance to a participant.
6. Participant must maintain appropriate attendance while enrolled in training and education services.
7. Child care will be discontinued if participant has 3 unexcused absences reported from the training and or education program.
8. Child care will be discontinued when child/children have 3 unexcused absences reported from the child care provider. Participants will be informed of such action taken by the child care provider.

## II. Lodging Expenses

Lodging may be provided on a one-time occurrence and **not exceed the limit amount of \$850** to a participant when traveling to attend a short-term training (one month or less); or scheduled to take a training-related examination where the training/testing site is more than 50 miles from the participant's place of residence. Training and examination must result in a Recognized Post-Secondary Credential and lead participant to successful employment opportunities.

1. Service Provider must consult with participant to assess and determine whether participant has any other alternatives that he/she can utilize for lodging such temporary residence with a friend or family member prior to providing lodging assistance as a supportive service.
2. Service Provider must go by the General Services Administration nightly lodging rates set for each City/State and not exceed the listed limitation amount. Refer to the following website for lodging rates; <https://www.gsa.gov/travel/plan-book/per-diem-rates>.
3. The Cost of nightly lodging rate and distance from the training/testing site must be reasonable and comparable to other nightly lodging rates.
4. Lodging that offer weekly rates or housing that is rented on a monthly basis may be considered depending on the length of training. Documentation will be required for submission to indicate length of training.

5. Two quotes must be attached to the Request for Support Service Form along with lodging sale receipt signed by participant and supporting documentation indicating participant is enrolled in a short-term training or taking training-related exam.
6. Any additional charges such as mini-bar and snack, parking, Wi-Fi fees, etc. that are not included to the cost of nightly lodging rate will be at the participant's own expense. This applies to any additional charges when lodging in a rental house.

### **III. Work And Training Related Expenses**

A participant may receive work and or training related assistance as a type of supportive service when an employer, instructor, or institution deems that all students participating in the training must have the items in order to complete the course.

Licenses, certifications, and testing fees may be paid when required to legally work in the occupation, is mandatory by the employer for participant to obtain employment, or when resulting with a Recognized Post-Secondary Credential.

#### **Types of Work and Training Related Support Service Expense, but not limited to:**

1. \*Eyeglasses. Cost Limit: **\$180**/Vision Exam: **\$80** This includes protective eye wear, and prescription glasses. Service Provider must verify participant is ineligible for medical/vision insurance prior to providing such service.
2. Clothing, uniforms, boots, helmet, and or gloves. Cost Limit: **\$250**;
  - (a) To aid in job search activities;
  - (b) Is required by employer; or
  - (c) Choice of occupation has changed and requires new work attire.
3. \*Tools required for training or employment. Cost Limit: **\$600**
4. Testing Fees/Renewal Fees: Occupational licensing/Certification/Educational. Cost Limit: **\$500**
5. Child care (refer to the Special Guidelines for child care assistance on page 4 of this policy).
6. Background check, fingerprinting/clearance card, driving record from Department of Arizona Motor Vehicle Division, drug testing, health screening, and other work related testing: **actual cost**.

*Note: A one-time occurrence may be provided to assist with a fingerprint clearance card. Additional fingerprint clearance cards (i.e. as a condition of employment, certification or license) may be approved on a case by case basis providing justification and approval from the Service Project Director/Manager. Staff must obtain copy of fingerprint clearance card for participant's electronic file.*

7. Employment Documentation Requirements: Actual Cost. Purchase of documentation needed for participants to meet work eligibility requirements (i.e. Birth Certificate, Driver's License, State Identification Card, Social Security Card, etc.).
8. Transportation Assistance:
  - (a) May be provided at the beginning of a Work Experience (WEX)/ Internship or On-the-Job Training (OJT) to ensure the mobility between home and the worksite location (until 1<sup>st</sup> incentive or paycheck is received by participant);
  - (b) May be provided with a total of 10 (10-Ride YCAT Pass, ea. \$19.50) bus cards to aid in job search services. This may also be provided for instances as indicated on part (a) of this section;
  - (c) May be provided with a one-time gasoline purchase or prepaid gas card. Cost Limit: **\$60**. A copy of the prepaid gas card is required to be signed by the participant and attached to the Request for Support Services Form. **Note:** Prepaid gas card must be copied from both sides (*front & back of card*).
  - (d) May be provided to attend classroom training with a daily transportation award of a single fixed rate in the amount of **\$5.50 or** bus card;
  - (e) \*May be provided with a one-time purchase of a bicycle **not to exceed the limit of \$250** as the source of transportation.
  - (f) May be provided with ride share assistance such as Uber Ride Services for participation in WIOA activities. Cost Limit: **\$60**.
9. Supportive Services- Other. Any other supportive service that is reasonable and necessary not limited to haircuts and hygiene needs may be provided as a one-time purchase to assist a participant's involvement in career and training services. Appropriate documentation substantiating the need is required. Prior to LWDA assistance, Service Providers must first attempt to connect the participant with external agencies or explore alternative solutions to meet the participant's needs. **Cost Limit: \$75**.
10. \*Text Books/E-Text Books required for training (not covered by ITA): **actual cost**. Supporting documentation should indicate text book/E-text book is a requirement to complete a training program as indicated on the training program description of the Eligible Training Provider List (ETPL).
11. \*Mobile Hot Spots. Cost Limit: **\$200** not to exceed six months of hot spot service and SIM (*Subscriber Identity Module*) Card activation may be provided when;
  - (a) Participant is enrolled in distance online learning (Training or Education Service);
  - (b) Participant is enrolled in a WEX/Internship, OJT employment opportunities; or
  - (c) Participant's employment requires internet access.

12. \*Software Products. Cost Limit: **\$200** such as Microsoft products- Office, Excel, Word, PowerPoint, Adobe Acrobat, etc. Service Provider must first consult with participant to assess and determine whether he/she has access to the required software prior to purchase. Supporting documentation should indicate software product is a requirement for the following:
- (a) To complete a training program as indicated on the training program description listed on the Eligible Training Provider List (ETPL);
  - (b) Necessary for the job placement; or
  - (c) Necessary for WEX/Internship/OJT employment opportunities. **Note:** Service Provider must first confer with employer if software product will be supplied by the employer prior to spending WIOA funds.
13. \*Electronic Devices. Not to exceed the cost limit of: **\$300** such as laptop or tablet may be provided for participants enrolled in training services to successfully complete a program, or participating in a WEX/Internship service. Electronic devices will be provided as a supportive service only when not available through other resources. The following is requested when providing this type of support service;
- (a) Service Provider must consult with participant to assess and determine whether participant has internet connection, and owns or has access to the required device prior of purchase. This must be documented on program notes and IEP.
  - (b) Program Notes and IEP must indicate the electronic device is a requirement for participant to complete training.
  - (c) If device is required by a training provider for a training program listed on the ETPL, a copy of the training program description from the ETPL specifying requirement will be submitted and scanned into ISDS as part of supportive service documentation.
  - (d) Participant will be required to sign the Electronic Device Borrowing Agreement form taking full responsibility of device and will return the electronic device upon completing training service.
  - (e) Service Provider must first confer with employer if electronic device will be supplied by the employer when participant is enrolled in a WEX/Internship/OJT service prior to spending WIOA funds.

\*Two vendor quotes must be attached with supportive service documentation upon submission to the Fiscal Department when providing this type of service.

Electronic rental devices such as a laptop or tablet from another agency (*i.e. community college*) can also be provided to participants. Service providers may pay the rental fee, yet the participant will be responsible for any damages/stolen device to the correspondent agency.

**Additional Requirements for the provision of Electronic Devices:**

The LWDA must adhere to the following requirements;

- (a) Must follow established procurement standards for the purchase of any electronic device.
- (b) Devices may be purchased in bulk, with written justification indicating how the purchase in bulk is more cost efficient.
- (c) Must maintain an inventory to track each device provided to a participant.
- (d) Maximum cost of each device must not exceed the average fair market price for the device. 2CFR 200.404(c).
- (e) Service Provider 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.

**Please Note:** The LWDA will continue to make available to participants the resources to utilize computers at the One Stop Center and other partner locations to conduct job search, attend workshops, complete and submit applications, and/or complete educational paperwork, and or homework related to training/education program.

#### **IV. Needs Related Payments**

Needs-related payments provide financial assistance to adults and dislocated workers for the purpose of enabling individuals to participate in training activities, per 20 CFR 680.930. Needs-related payments may be provided to eligible participants enrolled in training service either through online and or classroom training. Needs-related payments are not to exceed in the amount of **\$3.00** per hour. Needs-related payments **will not** be processed for more than 40 hours. To receive needs related payments the following applies;

1. As described in 20 CFR 680.940, Adult Program participants must:
  - (a) Be unemployed;
  - (b) Not qualify for, or have ceased qualifying for, unemployment insurance compensation; and
  - (c) Be enrolled in training services
2. As described in 20 CFR 680.950, Dislocated Worker Program participants must;
  - (a) Be unemployed; and
  - (b) Have ceased to qualify for unemployment insurance compensation or Trade Readjustment Allowance (TRA) under Trade Adjustment Assistance (TAA); and
  - (c) Be enrolled in a training service by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff

will exceed six months; or

- (d) Be unemployed and not qualify for unemployment insurance compensation or TRA under TAA and be enrolled in training services.
3. For eligible dislocated workers, established levels of needs-related payments must not exceed the greater of either the following levels;
- (a) For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment insurance compensation benefit; or
  - (b) For participants who did not qualify for unemployment insurance compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. Unemployment Insurance is notified of the weekly payment.

## V. Emergency Expenses

Emergency services must be reasonable and are allowable on a case-by-case basis but not to exceed the cost amount listed below. This is only as a **one-time** occurrence with the approval of Service Provider Management Staff and may include, but is not limited to payments for:

- (a) Utilities assistance for overdue bills water, electric, and/or heating. Cost Limit: **\$400**
- (b) Rental payment for one month when the participant is at risk of eviction. Cost Limit: **\$950**
- (c) Temporary shelter in the event of an emergency. Referral to Crossroads Mission and or other community agencies that provide such service should be made available to participant before the LWDA provides assistance.

**Please note:** Utilities and Rental assistance requires the following:

- (a) Confirm with other local community agencies (*i.e.* WACOG) or State funded programs the availability of service. Attempts to use other resources must be made prior to providing this type of service.
- (b) Obtain documentation to show pending shut-off or overdue bills.
- (c) Obtain documentation such as an eviction notice.
- (d) Cannot pay late fees or refundable deposits.

## VI. Food Expenses

Assistance with a one-time purchase of food at a reasonable cost with a limit of **\$300** is an allowable supportive service to enable participants take part in the WIOA program activities and support them with reaching their employment and training goals successfully. Participants must be receiving a training/education

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service, or work experience/OJT services. Documentation confirming that the participant is not eligible for food stamps/SNAP assistance is required prior to providing assistance. Service Providers must attempt to refer participants to the local food bank or other charitable entity in the effort of obtaining assistance prior to providing WIOA supportive services. Participant must sign the sales receipt of food purchase and attach it to the Request for Support Services Form.

## **VII. Counseling Services**

1. Counseling services are allowable on a case-by-case basis with approval of Service Provider Management Staff and not to exceed the limit amount of **\$300** Types of Counseling services includes:
  - (a) Marriage/Family
  - (b) Mental/Behavior Health
  - (c) Substance Abuse
2. Two vendor quotes must be attached with the supportive service documentation upon submission to the Fiscal Department when providing this type of service.
3. Documentation must indicate the need of counseling services and how this will assist participant in overcoming any barriers to employment and or training.
4. Service Providers must first attempt to provide referral to other community agencies that offer counseling resources and verify participant's medical insurance does not cover counseling services prior to spending WIOA funds.

## **VIII. Auto Expenses**

1. Assistance may be provided for automobile repairs/maintenance for vehicles used as the primary source of transportation to training or work. Must not exceed the cost amount of **\$700** The following applies to auto expenses:
  - (a) If the participant is not the registered owner of the vehicle, a signed statement from the registered owner is required to indicate they are part of the household;
  - (b) Documentation must indicate the vehicle is the participant's sole means for transportation to and from training or work; and
  - (c) Two vendor quotes must be attached with the supportive service documentation upon submission to the Fiscal Department when providing this type of service.
2. A one-time-occurrence may be provided to assist with Vehicle Registration pay. (*Vehicle must be registered under the participant's name*). Must not exceed the cost amount of: **\$200**

## **Supportive Service Prohibitions:**

Support Services must not be provided after the WIOA Title1-B or Adult or Dislocated Worker program participant exits the program. If the individual is in need of supportive

services, the individual must be re-enrolled into the WIOA Title 1-B Adult or Dislocated Worker Program.

Per 2 CFR 200, unallowable costs do not meet the conditions of supportive services include, but are not limited to:

1. Payment toward goods or services incurred or received prior to the participant's enrollment in a WIOA Title 1-B program.
2. Fines and penalties, such as parking tickets or moving violations, and fines for late utility payments.
3. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/payroll taxes (for employers).
4. Child support.
5. Legal fees, except for fees to access a driver's license.
6. Debts that have been turned over to a collection agency.
7. The purchase of goods or services that is illegal under any Federal, State, Local, municipal law, or statute.
8. The purchase of cigarettes, alcoholic beverages, or firearms.
9. Union dues.
10. Service Providers must not provide career and training services as a supportive service when the actual service provided meets the definition of another service (*i.e. providing Occupational Skills Training as a supportive service*). All services are defined in the AJC Service Dictionary.

### **Follow-Up Services:**

The WIOA Title 1-B Adult and Dislocated Worker does not allow the provision of support services after completion of participation as support services are provided to enable adults and dislocated workers to participate in career and training services. For information on Follow-up services that may be provided to adults and dislocated workers, see the WIOA Title 1-B Adult and Dislocated Worker Policy Section 100 and ARIZONA@WORK-Yuma County Follow up Services Policy.