

301 BACKGROUND

Supportive services, such as transportation, childcare, dependent care, housing, and needs-related payments are necessary to enable an individual to participate in 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 Coconino County Local Workforce Development Board may establish funding caps for support services.

Training and Support Service Matrix provides current funding allocations for services (Exhibit 400A). 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), Individual Service Strategy (ISS), as well as appropriately recorded and documented in participant case notes.

- 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.
- E. Payments for supportive services can be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services must be fully documented, including cost and vendor, recorded in the participant case notes.

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;
- B. Transportation assistance;
- C. Childcare and dependent care assistance;
- D. Housing and utility bills assistance;
- E. Educational testing assistance;

- F. Reasonable accommodations for individuals with disabilities;
- G. Legal Aide services;
- H. Referrals to healthcare such as drug and mental health services;
- I. Work-related expenses including uniforms, appropriate work attire, and work-related tools, including eyeglasses and protective eye gear;
- J. Training-related assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes expenses not covered in the ITA or any other training contract; and
- K. Payments and fees for employment and training-related applications, tests, and certifications.

305 TRAINING-RELATED EXPENSES

The dollar limits for supportive services may change due to funding availability.

Participants are eligible for financial supportive services as outlined below.

ARIZONA@WORK Coconino 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 Program Supervisor.

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

The following Support Schedule chart represents the limits for supportive services for Coconino County Adult, Dislocated Worker, and Youth program services.

All funding spent on supportive services for Adults, Dislocated Workers and Youth are cumulative for the current program year and all amounts are re-set to \$0 at the beginning of each program year.

Support Service	Limits Per Program Year	
	Adult/Dislocated Worker \$1,500 maximum	Youth \$2,000 maximum
<ul style="list-style-type: none"> Child Care (if not eligible for or to supplement DES or another subsidized childcare)¹ * Certification/licensing/testing² Tools Uniforms Shoes – Safety and others required for work Work/Interview Clothing³ Eye Care (eye exam & glasses) Auto Repair* Transportation – Bus passes Gas Cards 	Up to \$750 maximum	Up to \$2,000 maximum
Utilities/Rent (one-time assistance if not available through other sources)	\$1,000 maximum	\$2,000 maximum
Relocation Assistance	Adult – Not Available Dislocated Worker - \$1,00.00 maximum	Not Available
Medical Care – (for employment purposes)	\$500 maximum	\$300.00 maximum
Dental Assistance (One-time only if not available through other sources for employment purposes) *	\$1,000 maximum	\$1,000.00 maximum
Reasonable Accommodation for Individuals with Disabilities *	Based on need – not to exceed \$1,000	Based on need – not to exceed \$2,000
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 Manager.

¹ Childcare provider must be an approved Arizona Department of Economic Security Contractor.

² Certification/licensing/testing must be completed within 3 months of approval.

³ Interview clothing is based upon 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 suit jacket, dress shirt/polo shirt, tie, belt, trousers and shoes.

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

- A. 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:
 - 1. Is required to legally work in the occupation,
 - 2. Is required by a specific employer for the individual to obtain employment, or
 - 3. Will result in a recognized credential.

- B. Coconino County will provide participants with the resources to utilize computers at the job centers and other partner locations to conduct job search, attend workshops, complete and submit applications and/or complete educational paperwork for homework.

306 NEEDS-RELATED PAYMENTS

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

307 SUPPORTIVE SERVICE PROHIBITIONS

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

Payment toward goods or services incurred or received prior to the participant’s enrollment in a WIOA Title I-B program;

- A. Fines and penalties, such as for parking tickets, moving violations and fines for late utility payments;

- B. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/ payroll taxes (for employers).

- C. Child support;
- D. Legal fees, except for legal aid, such as bail and restitution;
- E. Debts that have been turned over to a collection agency;
- F. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- G. The purchase of cigarettes, alcoholic beverages or firearms; and
- H. Union dues.

308 CHILD CARE

Childcare payments using WIOA Adult, Dislocated Worker or Youth Program funds must be aligned with current State Childcare Allowances.

- A. 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 in the Document Center at <https://des.az.gov/documents-center>.
- B. The childcare 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](#).
 - 1. Participant having three (3) unexcused absences will have childcare discontinued.

309 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.
 - 1. Follow-up services for youth may include supportive services, with the exception of needs-related payments;

	
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- 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.
1. If an individual in follow-up services is determined to be need of support services, the individual must be re-enrolled into the program based on eligibility.