

WORKFORCE SOLUTIONS

G R E A T E R D A L L A S

Policy Number: S0121, change 1	RE: Workforce Innovation and Opportunity Act (WIOA) SNAP, Choices, TAC, and other applicable State and Federal Regulations.
Date Issued: 04/01/2021	Effective Date: 1/20/2021

Supportive Services Policy

Background

Workforce Solutions Greater Dallas offers supportive services to assist individuals enrolled in workforce programs to complete program goals. ***This policy has been modified to provide additional detail to the Needs Related Payment definition.*** All costs must be reasonable, necessary and allowable. Procurement processes and documentation must be maintained, as applicable to any purchase. **All changes noted below in bold.**

Policy

- The Board will provide supportive services to eligible participants. Support services are made available to enable participation in program activities, transition into unsubsidized employment, and employment retention beyond placement. Support services are available to provide work-related equipment to include technology/WI-FI for training access or required for work.
- WFSDallas offers a one-time payment of \$200 to assist with work-related supplies and work or interviewing clothing, payment for vocational exams or certifications, or other work related expenses. All costs must be reasonable, necessary and allowable.
- The workforce center staff will individually assess all applicants to identify the supportive service needs at the time of intake on a case by case basis. The workforce center staff maintains individual records of client's needs and amount of payments made in regards to support services. Those applicants with needs that cannot be addressed through the workforce programs will be referred to external community services agencies.
- To be eligible for support services, participants must be actively enrolled within a workforce program, and be in good standing. It is Board policy that support service dollars are provided as "last dollar" support. Support services through the workforce programs will be used as a supplement in meeting the needs of participants rather than duplicate or supplant the services available under normal circumstances through other agencies.

The Supportive Services Policy provides aid when necessary and pending eligibility requirements allows assistance with work-related equipment and/or supplies or interview clothing, payment for vocational exams or certifications or other work-related expenses to include:

- Transportation and transportation related assistance
- Work related equipment and supplies, and work or interviewing clothing
- Payment for vocationally necessary exams or certifications
- Other WIOA approved expenses

The supportive services policy also allows for a maximum of \$30.00 for gas vouchers or bus passes per week to each eligible participant. This \$30.00 transportation amount applies to eligible workforce

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participants in documented need of transportation assistance. WFSDallas will re-examine the transportation policy to offer optimal assistance based on the budget.

*As it applies to SNAP customers, WFSDallas follows the TWC SNAP Guide and related policies. As it applies to CHOICES customers, WFSDallas follows the CHOICES Guide and related policies.

Special Circumstances

1. Support services may be available for dislocated workers who require minimal assistance in returning to a previous occupation, pending documentation of eligibility.
2. Support services may be available for individuals to re-take certifications.
3. Post-termination support services may be available for those participants actively seeking employment based on documentation in TWIST and the IEP.
4. Upon completion of training, tools may be provided to participants, only if such tools are deemed necessary, required and not otherwise available through the employer. All costs must be reasonable, allowable and necessary for employment. Contractors are responsible for administration, management, procurement and distribution of support services including but not limited to books, tools, and supplies.
5. In an effort to meet the needs of customers, costs for Driver's License or State of Texas Identification Card and/or Birth Certificate will be covered based on customer need.

Needs Related Payments

Under WIOA, funds that are allocated to a local workforce area are allowed to be used for Needs Related Payments (NRPs). NRPs provide financial assistance to eligible adults and dislocated workers to enable them to participate in training and education programs. **Following WIOA 134(d)(3), NRPs are allowable to support unemployed participants who engage in training. Unemployed persons who are ineligible or have ceased to qualify for unemployment compensation may apply and receive NRPs to facilitate their participation in training services. NRPs should be provided when it is determined that ongoing resources are insufficient to support participants in WIOA funded training. Unlike other support services all participants must be enrolled in training.** Following DOL and State applicable rules, NRPs should only be provided with WIOA funds when other funds are not available or have been exhausted. **Specific use of this policy must be defined by the contractor in their statement of work and must receive prior to approval prior to spending.**

Medicaid Approved Eye Care Providers

Corrective lenses prescribed based upon a routine examine may be required for training and employment. WFSDallas accepts procured and agreed upon Medicaid eye care provider rates. Contractors may use additional eye care providers following procurement guidelines.

Action Required

This policy should be distributed to all affected staff.

Contact

Inquiries regarding this policy should be directed to **Connie Rash, Senior Vice President, Resource Development and Deployment at 214.290.1008.**

Approved for Content:	
<i>Connie Rash</i>	4/1/2021
Signature	Date
<i>Laura Banda-Lopez</i>	4/1/2021
President's Signature	Date