

WORKFORCE SOLUTIONS

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

Policy Number: S0108, change 5	RE: Workforce Investment Act, Personal Responsibility and Work Opportunity Reconciliation Act of 1996, TX Administrative Code, and other applicable State & Federal Regulations
Date Issued: 04-25-12	Effective Date: 04-18-2012

Supportive Services Policy

Background

Boards are required to establish a policy on supportive services that ensures resources and service coordination, including providing transportation assistance and dealing with work related expenses. *This policy has been modified to increase the amount available to customers from \$30 per week to \$40 per week.*

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 retain employment beyond placement.
- 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.

Short-term Support Services

The Supportive Services Policy provides immediate short-term financial aid when necessary to allow a customer to attend a scheduled job interview or work. This short-term financial aid assistance applies to customers enrolled in assisted core services within the Workforce Investment Act (WIA) program.

A maximum of \$200.00 may be provided to a customer who is enrolled in WIA staff assisted core services. Payment for immediate short-term financial aid must be available to allow a customer to attend a scheduled job interview or begin a new job when they would not otherwise be able to do so.

These funds are directed to customers who are engaged in active job search. They are available if other community resources are not available or accessible in a timely manner. They may be used only for the following services:

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

If the customer is unable to find suitable employment, they may transition to higher tiered long-term services within the workforce programs.

Long-term Support Services

The supportive services policy has been amended to provide a maximum of **\$40.00 for gas vouchers or bus passes per week** to each eligible participant. This **\$40.00 transportation amount** applies to eligible workforce participants in documented need of transportation assistance. Due to the increase in gas prices, transportation assistance increased from \$30 per week to \$40 per week through June 30, 2012. WFSDallas will re-examine the transportation policy monthly to offer optimal assistance based on the budget.

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 their GED certification.
3. Post-termination support services may be available for those participants actively seeking employment. Once terminated from training, a participant may receive up to 30 days of child care and/or transportation assistance while participating in active job search with a comprehensive employment plan. Once employed, a participant may receive up to 30 days of child care and/or transportation.
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 the administration, management, procurement and distribution of support services including but not limited to books, tools, and other supplies.
5. In efforts to continue to meet the needs of workforce customers, costs for Driver's License or State of Texas Identification Card and Birth Certificate will be covered based on customer need.

Needs Related Payments

Under WIA, 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 DOL and State applicable rules, NRPs should only be provided with WIA funds when other funds are not available or have been exhausted.

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Medicaid Approved Eye Care Providers

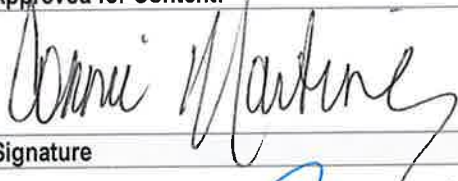
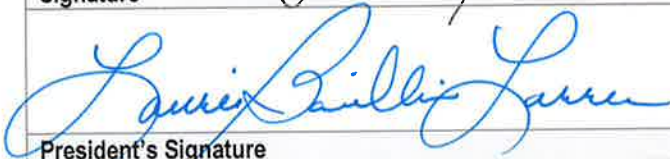
Previously eye care providers were procured by the Board. In efforts to streamline policies/procurement, this modification would accept procured and agreed upon Medicaid eye care provider rates. This list of pre-approved rates would be made available to the contractors for customer referrals.

Action Required

This policy should be distributed to all affected staff.

Contact

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

Approved for Content:	
	4-25-12
Signature	Date
	4-26-12
President's Signature	Date