

WORKFORCE SOLUTIONS

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

Policy Number: S0108, change 7	RE: Workforce Innovation and Opportunity Act (WIOA), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), CHOICES, Employment and Training Services for Dislocated Workers Eligible for Trade Benefits, TX Administrative Code, and other applicable State & Federal Regulations.
Date Issued: 05-24-17	Effective Date: 02-7-17

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 comply with changes to State and Federal rule.*

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.

Support services are available to assist with:

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

In accordance with this supportive services policy, customers may be eligible to receive 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 participants in documented need of transportation assistance. Please see WD Letter 07-17 for additional information.

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All expenses must be reasonable and necessary to assist a participant in achieving the goals of his or her Individual Employment Plan (IEP). WFSDallas does not reimburse for vehicles repair, insurance, registration, inspection or consumables (e.g. tires).

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 participants based on documentation in TWIST and 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 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.
6. TAA participants who are co-enrolled in WIOA are eligible for dislocated worker funded support services. However if a Trade certified worker lacks the job skills required to secure suitable employment and is required to commute more than 50 miles for occupational training, federal regulations dictate that TAA-funded transportation and subsistence payments:
 - a. Are not subject to any caps; and
 - b. Must not be used for expenses such as vehicle repairs, car insurance, registration or consumables. Please see the TAA Guide for more information.

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 WIOA funds when other funds are not available or have been exhausted.

Medicaid Approved Eye Care Providers

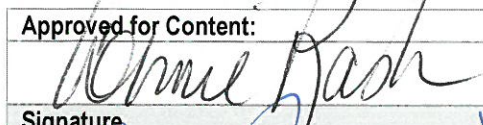
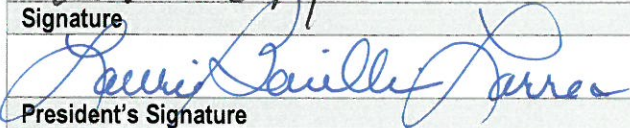
Previously eye care providers were procured by the Board. In efforts to streamline policies/procurement, this modification would accept procured and agreed upon Medicaid eye care provider rates. This list of pre-approved rates would be made available to the contractors for customer referrals.

Action Required

This policy should be distributed to all affected staff.

Contact

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

Approved for Content:	
	5/24/17
Signature	Date
	5/24/17
President's Signature	Date