

WORKFORCESOLUTIONS

GREATER DALLAS

Policy Number: S0121, Change 5	RE: Workforce Innovation and Opportunity Act (WIOA) SNAP, Choices, TAC, and other applicable State and Federal Regulations.
Date Issued: 03/18/2022	Effective Date: 02/16/2022

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 updated to accommodate circumstance of an emergency nature, temporarily suspending support service limits per customer per year, and offer clarification for support services delivered to dislocated workers. Federal and State policy references added to offer clarification for the administration of Needs Related Payments.*** All costs must be reasonable, necessary, and allowable. Procurement processes and documentation must be maintained, as applicable to any purchase. Changes are 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.
- 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 number of payments made for 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 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. **Dislocated workers are eligible to receive support services. Documentation must clearly describe need for support services to participate in planned workforce activities. Documentation must also describe services not available through other local services. If appropriate and available, referrals should be made to community resources and documented within the case notes.**

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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 (updates described below)
- Work related equipment and supplies, and work or interviewing clothing
- Payment for vocationally necessary exams or certifications
- **Accommodate circumstances of an emergency nature (i.e. utility bill, shelter, etc.) – emergency services such as individual counseling, rent, utilities are allowable and will be considered on a case-by-case basis. Assistance isn't available through other sources with the need documented.**
- Child care
- Other WIOA approved expenses

The supportive services policy also allows for a maximum of \$40.00 for gas vouchers or a regular commuter bus passes per week to each eligible participant/job seeker/student. This \$40.00 transportation amount applies to eligible workforce 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 for allowable support service expenses. As it applies to CHOICES customers, WFSDallas follows the CHOICES Guide and related policies for allowable support services expenses.

FOR TRANSPORTATION RELATED EXPENSES ONLY- the following items are available per customer per year. **Due to COVID related economic conditions, the cap of \$2,500 per year has been temporarily suspended. Due to hardship experienced by many of our customers, there will be a temporary suspension on the maximum amount per customer per year. Currently, we have \$2,500 per customer per year and a one-time payment of \$200 for assistance with exams/certifications and other work-related expenses. This temporary hold will aid those most in need seeking work or training.**

Allowable transportation related expenses include:

- Car repairs/maintenance
- Consumables (tires, batteries, oil changes)
- Vehicle safety inspections
- Liability car insurance payments
- Vehicle registration

The following conditions apply:

1. Allowable for participants actively engaged in programs or post exit/follow up after program participation (less than 12 months). For post exit/follow-up after program participation, proof of employment must be provided (check stubs, employer letterhead as verification of employment).
2. Pre-approval is required with receipt(s) from the vendor.
3. Customers requiring automobile maintenance and repair service must obtain prior approval from Workforce Center staff, with appropriate documentation maintained in the file and TWIST.
4. Payments will be paid directly to the vendor for items.

5. These items are considered “one-time assistance per year” to participants who are in need to get to work or school.
6. Participants must also offer proof of vehicle ownership for the proposed service (title or registration).
7. Payments for car insurance, tires (standard), registration, and transportation-related expenses will be paid directly to the vendor upon receipt of invoice.
8. Auto insurance premium must be paid monthly.
9. Procurement is required for the provision of automobile maintenance and repair services with the exception of inspections and vehicle registration. Contractor will provide a pre-approved list of vendors to customers.

CHILD CARE EXPENSES

Child Care support is an allowable expense under the Workforce Innovation and Opportunity Act (WIOA). This policy will allow for child care support necessary for the participant’s WIOA program activities for the completion of goals identified in the IEP. Notification of Child Care Eligibility Form (2510) must be used to initiate child care services, with services being approved in increments of thirty days or less, pending availability of funds.

Referrals will be made to the ChildCareGroup for child care services. Once enrolled in childcare services under WIOA, the participant is responsible for delivering a complete time and attendance report, with documentation provided to workforce center staff monthly. Extension of child care beyond the 30 days, will be approved on a case-by-case basis, documenting program activities. If a participant fails to provide the required documentation, or attend a scheduled appointment, child care will be discontinued. All participants must maintain close contact with their workforce center contact while receiving child care services. Procurement is not required for the provision of child care services. Child care costs are not subject to the support services cap.

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

In accordance with §663.815 and WIOA §134(d)(2), WFSDallas follows Texas Workforce Commission WIOA guidance located in <https://www.twc.texas.gov/files/partners/wioa-guidelines-twc.pdf>

All contractors will follow TWC guidance, policies, and procedures at: <https://www.twc.texas.gov/partners/workforce-program-guides>

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>	03/18/2022
Signature	Date
DocuSigned by: <i>Henry Charles Jones</i> 025D19772B114BC...	
President's Signature	Date