

# Resources

*Dashboard > Policies > Chapter 4: WIOA Title I and YES Indy > Section 3: Services > Supportive Services*

## Supportive Services

### Purpose

To establish guidelines for the provision of supportive services for participants of adult, dislocated worker, in-school youth, out-of-school youth programs and participants enrolled/coenrolled in specialized grants associated with EmployIndy.

### Scope

To provide limitations to and guidance on supportive services for WIOA adults, dislocated workers and youth and participants enrolled in the Employ Up, and YouthBuild programs.

Affected funding streams: WIOA Adult, Dislocated Worker, and Youth

### Responsible Parties

Service provider(s) are responsible for implementing all facets of this document and to appoint and train those who will carry out the daily activities.

EmployIndy Career Services and Youth Divisions are responsible for providing guidance, validation and periodic review of this policy.

Service providers are responsible for payment processing and final approval of supportive service vouchers.

### Policy Statement

Supportive services may include, but are not limited to:

- Assistance with transportation;
- Assistance with child care and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-related payments;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as technology, eye glasses and protective eye gear;
- Assistance with books, fees, school supplies, technology, and other necessary items for students enrolled in post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and
- Legal aid services.

### General Provisions

Supportive service dollar amounts are measured cumulatively over the participant’s **period of participation** .

Cumulative dollar amounts up to \$500 may be approved by the participant’s designated service provider staff person. Amounts above \$500 and up to \$1,000 may be approved by the Director of Career Services, Director of In-School Youth, or the Senior Director of Opportunity Youth Services. See Exceptions for cases where dollar amounts over \$1,000 may be approved.

Supportive service funds shall not be used to pay past due fees or fines (See Exceptions).

All supportive services shall be sufficiently documented within the State’s **case management** system or the appropriate case management system the program is utilizing.

All supportive services shall be paid directly to a vendor for the supportive service provided.

For funding awarded to EmployIndy which does not allow for use as a supportive service, supportive services must be provided through co-enrollment in other programs which provide for such supports.

In-School and Out-of-School Youth, but not Adult and Dislocated Workers, may have access to supportive service funds during **follow-up** .

### Adult and Dislocated Workers

For purposes of this policy, Adults and Dislocated Workers are represented in WIOA, Employ Up, and YouthBuild.

Supportive services for Adults and Dislocated Workers shall only be provided to those individuals who are enrolled in career services or training services and if they are unable to obtain supportive services through other programs providing such services. Such supportive services are not entitlements and shall be approved on a case-by-case basis.

Supportive service dollars issued to Adults and Dislocated Workers can be used for the following:

- Basic services
- Individualized services
- Prevocational training
- Occupational training
- **On-the-job training**
- Work experiences
- Incumbent working training
- Transitional jobs
- **Customized training**

In-School and Out-Of-School Youth

Supportive services for youth must be made available and must be addressed in the Individual Supportive Strategy. Such supportive services are not entitlements and shall be approved on a case-by-case basis.

Supportive service dollars issued to In-School and Out-of-School Youth can be used for the following:

- Work experience
- Summer employment opportunities
- Tutoring
- Adult mentoring
- Comprehensive guidance and counseling
- Leadership development opportunities
- Occupational skills training
- Alternative secondary school services
- Follow-up services

Exceptions

The supportive service cap of \$1,000 may be exceeded when:

- Non-WIOA formula funding, or special grant funding, is available and allows a higher amount;
- Approval is obtained by an EmployIndy Director or Executive Team member;
- A program-specific policy allows for a higher level of supportive services
- The grant funding allows for more.

Supportive service funds may be used to pay past due utility bills when a plan of payment is established.

An EmployIndy Director or an Executive team member may approve other supportive services in the event of extenuating circumstances.

Procedure and Best Practice

N/A

Governing Laws, Rules, and Policies

Per 29 U.S.C. 3164(c)(2)(g), supportive services are one of the 14 elements that must be provided to WIOA youth participants. Per 29 U.S.C. 3174(d)(2) and 20 C.F.R. 680.910, adults and dislocated workers may receive supportive services only if they are participating in career services or training services and if they are unable to obtain supportive services through other programs providing such services.

Further regulations around supportive services for adults and dislocated workers can be found at 20 C.F.R. 680.900 – 680.970. See also, U.S. DOL TEGL 19-16.

Further regulations for youth can be found at 20 C.F.R. 681.570. See also U.S. DOL TEGL 21-16.

Needs-related payments, a subset of supportive services, may be provided to adults and dislocated workers who are unemployed and do not qualify (or have ceased to qualify) for unemployment for the purpose of enabling the individual to participate in training programs. Dislocated workers who cease to qualify for unemployment may only receive needs-related payments if the individual was enrolled in the training services:

1. by the end of the 13th week after the most recent layoff that resulted in a determination of the individual's eligibility for employment & training activities; or
2. if later, by the end of the 8th week after the individual is informed that a short-term layoff will exceed 6 months.

Needs-related payments for dislocated workers may not exceed the greater of:

1. the applicable level of unemployment compensation; or
2. if the dislocated individual did not qualify for unemployment, an amount equal to the poverty line, for an equivalent period, which amount shall be adjusted to reflect changes in total **family** income.

Related Documents

N/A

Policy History

1. Reissued and replaces policy 2009-OP-008, Supportive Services. Review 9/30/2016.
2. Extend Review Date. Review 5/30/2018.

3. Clarified supportive services during follow-up; clarified tiered system. Effective 8/2/2018. Review 8/2/2019.
4. Moved responsibility for payment processing from EmployIndy to service provider; expressly permitted funds to be used for technology needs. Approved 1/27/2021, effective upon approval. Review 1/27/2022.