

5520POL Supportive Services (Rev5)

Effective Date: December 2020

Last Modified: January 2024

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated worker, and Youth program participants and defines support service guidelines the Olympic Workforce Development Council, subrecipient, and service providers follow in accordance with local, state, and federal WIOA law.

1. **All WIOA enrolled adults, dislocated workers, and youth are eligible for supportive services as defined in WIOA Section 3(59).** Supportive services may only be provided to individuals who are:
 - a. Participating in career and/or training services; and
 - b. Unable to obtain supportive service through other programs, community, or personnel resources.
2. **Staff shall work with community agencies to identify and provide non-WIOA supportive services resources available to participants.**
3. **Supportive Services are not entitlements** and shall be provided to participants based on a documented financial assessment, individual circumstances, and absence of other resources and funding. Allowable and prohibited support services are listed below.
4. **Per WorkSource System Policy 5620 (Rev1) support services are allowable while the participant is in Follow-up status, if the participant has opted to receive such.** Per *WorkSource System Policy 5620 (Rev1)*, following DOL guidance outlined in *TEGL 10-16* allow Support Services during the 12-month Follow-up period (*per 5530POL Follow-up Services*).
5. **Subrecipient require an internal approval process and internal controls.** (*see Supportive Service Requirements*)
6. **All services require entry into the statewide case management system. Subrecipient program managers and staff must include proper documentation for any allocated WIOA Title I funds** (*see Supportive Service Requirements*). All supportive services require an itemized receipt accompanied by the agency purchase order and any other relevant documentation.
7. **Supportive services purchased in bulk require a general ledger detailing date, specific items, cost per item, and participants the item were issued** (i.e., bus passes, and gas vouchers, etc.); Support Services documentation follows 1600POL Records and Documentation Retention and 1611TSK Digital Documentation Uploading.
8. **Program managers/supervisors are required to utilize funds in a fair and equitable manner, including defining a reasonable cost cap for participants support service allocation.**

Allowable support services may include:

- Transportation (bus pass, gas, auto repairs services (*see Support Service Requirements*))
- Hygiene products (soap, toothpaste, haircuts, laundry assistance, etc.)

- Childcare and dependent care by state or local government licensed provider
- Housing (mortgage/rental assistance, utility assistance)
- Educational/certificate testing
- Reasonable accommodation for individuals with disabilities
- Legal aid services to reduce barriers (counseling and attorney fees to address legal issues hindering participation in training and employment attainment)
- Referrals to health care
- Appropriate work/interview uniforms or attire
- Work-related tools specifically required by employer
- Work-related tools required to start/run own business
- Books, fees, school supplies required for education/training participation
- Payments and fees for employment and training-related application, tests, and certification, licensure, and permits
- Technology (laptop, notebook, software programs, hotspot, data) (*see Support Service Requirements*)

WIOA Title I Youth funds are eligible to be used to purchase food on a limited and reasonable basis if necessary to assist or enable them to participate in allowable youth program activities and reach their employment and training goals. Prior to purchasing food, the case file is required to document:

- Unsuccessful efforts to first secure food for the youth through federal, state, and community food assistance programs and services; and
- The immediate need for Title I-B funds to purchase food for the youth to enable their effective participation in youth program activities.

Washington State General Fund (i.e., State EcSA) allowable support service, in addition to those listed above, include:

- Food Assistance
- Medical and Mental Health Care including technology (eyeglass, hearing aids, dental care etc.)
- Marketing and Outreach

Prohibited support services:

- Fines and penalties (traffic violations, late finance charges, and interest payments)
- Entertainment
- Contributions or donations
- Vehicle payments
- Refundable deposits
- Groceries, including food or meals (Youth exception above)
- Alcohol, tobacco, or marijuana products

- Pet products
- Plants or supplies for plants.
- Membership fees (i.e., fitness or social memberships, annual fees on personal credit cards)

References

Building Pathways to Infrastructure Careers: Framework for Preparing an Infrastructure Workforce, [TEN 08-22 Section 4\(e\)\(iii\)\(B\)](#)

Follow-up Services for Adults and Dislocated Workers, [Workforce Innovation and Opportunity Act Policy 5620 \(Rev1\)](#)

OWDC 5530POL Follow-up Services, 5720PRO 14-Day Entry Authorization, 5600POL Case Note, 1611TSK Digital Documentation

Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs, Training and Employment Guidance Letter, [TEGL 10-16, Change 2](#)

State Guidance and Instruction for the State Economic Security for ALL (EcSA) Program, WorkSource Information Notice, [WIN 0129 \(Change 4\)](#)

Supportive Services and Needs-Related Payments, [Workforce Innovation and Opportunity Act Policy 5602 \(Rev5\)](#)

Supportive services for adults and dislocated workers, Code of Federal Regulations Title 20, Chapter V, Part 680, Subpart G, [20 CFR §680.900-970](#)

Use of funds for youth workforce investment activities, Workforce Innovation and Opportunity Act H.R. 803 (113th), [§129\(a\)\(3\)\(B\)](#)

WorkSource Services Catalog, [WorkSource Information Notice 0077 \(Rev15\)](#)