



## Policies and Procedures

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<b>TITLE: Supportive Services Policy</b>	<b>EFFECTIVE DATE: 5.20.25</b>	
<b>SUPERCEDES: Supportive Services Policy</b>		<b>Dated: 11.01.24</b>

**DISTRIBUTION: CareerSource North Central Florida (CSNCFL) Staff and Service Providers**

### AUTHORITY

Workforce Innovation and Opportunity Act, Public Law (WIOA) Sections 3(59); 106(c)(1)(F); 133(b)(2)(B); 133(b)(3); 134(c)(3); 134(d)(3); 134(d)(4); 134(c)(1)(A)(ii); 134(c)(1)(A)(iii)

20 Code of Federal Regulations (CFR) Subpart G; 680.970; 681.570; 681.640

Training and Employment Guidance Letter (TEGL) 19-16 and 21-16

**PURPOSE:** To provide policy by which Supportive Service payments may be made to Workforce Innovation and Opportunity Act (WIOA) and Welfare Transition program customers in order to enable them to participate in their assigned/enrolled activity, training and/or to obtain/maintain employment.

### POLICY

Support services are defined as those services provided either directly to, or on behalf of, job seekers that are necessary to reduce or eradicate barriers to obtaining or retaining employment. Each of the primary funding sources administered by CSNCFL has its own definitions and parameters associated with the provision of support services. It is the intent of CSNCFL to interpret the diversity of each program broadly in an effort to ensure needed services are available to customers to reduce barriers to program participation

and employment. All laws, regulations and formally issued written policies associated with specific funding sources are to be followed should conflict arise with this policy. Further, nothing in this policy should be interpreted to affect the assignment of costs to appropriate cost categories regardless of the inclusion or non-inclusion of a service or activity as a supportive service in this policy. Support services should be viewed individually and creatively to enable customers to participate in education and training activities identified in his/her employment plan. The rationale for providing support services should be well documented in the customer's career plan. Support services expenditures should be based on careful consideration of the workforce region's funding limitations and the availability of other community resources, to leverage limited program resources to the greatest extent possible.

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA or the WT Program. Services may include, but are not limited to:

- 1) Linkages to community services;
- 2) Assistance with transportation;
- 3) Assistance with childcare and dependent care;
- 4) Assistance with housing;
- 5) Assistance with educational testing;
- 6) Reasonable accommodations for individuals with disabilities;
- 7) Legal aid services;
- 8) Referrals to health care;
- 9) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- 10) Assistance with books, fees, school supplies and other necessary items for students enrolled in postsecondary education classes; and
- 11) Payments and fees for employment and training-related applications, tests, and certifications.

## Eligibility

Supportive services may only be provided to adults, dislocated workers or youth who are participating in career or training services authorized under WIOA secs. 129(c)(2) or 134(c)(2)-(3) and who are unable to obtain supportive services through other programs providing such services, and current WT customers.

Eligibility for support services will be established based on assessed needs as identified in the individual's career plan.

To qualify for receipt of support services a customer must:

- Demonstrate a need that will prevent him/her from successfully accessing One Stop services or accepting or retaining employment;
- Be unable to afford the cost associated with addressing the need;
- Be unable to secure the needed service elsewhere; and
- Be determined eligible for one or more of the programs operated by CSNCFL.

**Support services are not an entitlement. They do not obligate or commit CSNCFL to approve or provide services of any type.** Support services are limited per participant per year by an annual cap. The cap will be determined by an annual review of the budget and announced by the CEO to be entered into the current voucher system for CSNCFL staff to manage participant budgets. The current annual cap is \$1,500 per individual per program year.

As supportive services are not an entitlement, staff must first determine a participant to be in financial need of supportive services before they are provided. Supportive services should be used to address the participant's barriers identified through the initial or objective assessment process. The plan for addressing these barriers, to include the provision of supportive services, must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as appropriate. Staff are encouraged to use additional supporting documentation that demonstrates the participant's financial need, such as a budget/financial analysis form and/or a Statement of Need signed by the participant.

Note: Supportive services must not be used as incentive payments. Incentive payments are allowable for current T customers and youth participants only and, unlike supportive services, are permitted for recognition of achievements directly tied to training activities and work experiences.

#### Program Eligibility Requirements:

- Universal Customer Support services shall not be provided to individuals who have not been determined eligible for a qualified program operated by CSNCFL or its contracted service providers with the exception of Welfare Transition Program (WTP) applicants who are participating in applicant job search activities.
- Welfare Transition (WTP) Upfront Diversion Recipients Up-Front Diversion recipients are limited to either a one-time diversion payment of up to \$1,000.00 per family or support services. Documentation of the process is included in DEO's Upfront Diversion guidance paper located on their website. Upfront Diversion recipients are also eligible for transitional support services.
- Eligibility for Adults, Dislocated Workers and Out-of-School Youth (OSY) To receive supportive services, adults and OSY (ages 18-24) must:
  - a) Be unemployed or on public assistance;
  - b) Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; and
  - c) Be enrolled in training services authorized under WIOA sec. 134(c)(3).
- To receive supportive services, dislocated workers must be unemployed, and:
  - a) Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
  - b) Be enrolled in training services authorized under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or
  - c) Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA sec. 134(c)(3).

For dislocated workers, the payment level of needs-related payments must not exceed the greater of:

- i. The applicable weekly level of RA benefits for participants who were eligible for RA benefits; or
- ii. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation because of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by LWDB policies.

**Program Participants** A full array of support services such as transportation and child care are available to customers who are eligible and enrolled in the WIOA Adult, Dislocated Worker, and Youth Programs; or are participants in the Welfare Transition Program. Receipt of support services are contingent on identified and documented need (through the customer's career plan) and through active participation in assigned program activities. WTP applicants may be provided with gas cards or bus cards and may be referred to the Early Learning Coalition for child-care assistance to assist in job search for a maximum of 30 days from the date of program orientation as documented in the One-Stop System Tracking (OSST) database. Welfare Transition customers may receive transitional services for up to two years following program exit as authorized by law.

**Assistance Available:** Support services include, but are not limited to:

- Transportation including mileage reimbursement, gas cards or vouchers, taxi fare, and bus passes. (see travel assistance, below)
- Childcare Assistance
- Clothing, footwear, and personal appearance/hygiene products for adequate presentation at job interviews or work.
- Housing assistance to stabilize the household including security deposits, rent, mortgage payments, and utilities.
- Vehicle repair, replacement and acquisition (see "Vehicle Repair, Replacement and Acquisition Limitations" below).
- Driver and vehicle licensing and personal liability insurance.
- Specialized assistance not otherwise specifically listed herein required to participate in program services or to accept or retain employment.

## **Travel Assistance**

Travel assistance issuance is designed to assist a customer that is satisfactorily attending training with the actual costs of travel to and from educational institutions and program associated activities such as internships, work experience, clinicals or other required activities necessary for program completion or participation in work activities for the WT Program. Travel assistance will only be issued on a one-time use debit card.

Travel assistance is routinely reserved for customers that are participating in a career or training service that is not eligible for additional financial aid through PELL, or Welfare Transition participants engaged in job search or work activity. Customers participating in PELL eligible programs are awarded additional WIOA funds toward tuition, book and fee costs that PELL would normally cover to compensate for the actual or overall costs of training.

Training programs that are not PELL eligible as well as Internships, Work Experience, On the Job Training and Custom Business Training are examples of non-PELL eligible career and training services for which travel assistance can be issued. Travel assistance will only be paid when documentation showing attendance at training is supplied to the customer's Career Navigator. This documentation must be in the form of a Career Source North Central Florida issued attendance sheet or documentation provided by the educational institution or other training provider such as timesheets or paystubs supplied by an employer while a customer is engaged in work-based training. The CSNCFL self-attestation form for travel assistance must also be completed and files in the customer's file prior to issuance of transportation assistance. Customers that are deemed eligible to receive travel assistance will be issued assistance in one of two ways:

- **Customers may receive a flat amount of \$25.00 weekly for weeks where eligible activities are documented.**
- **Customers that travel a total of 50 miles or more a day to attend activities may receive .15 per mile. Note that this is limited to approved training providers in the LWDB 26.**

Travel assistance to any customer shall not exceed \$100.00 or the permissible calculation based on actual mileage driven in a four-week period. However, flexibility is key in assisting program participants achieve their goals.

Methods of disbursement: Travel Assistance will be provided to customers by the following methods:

Instant Issue Debit Cards:

- Instant Issue cards are for one time use only and may not be reloaded. These cards are only used when no additional services are scheduled.
- If a customer reports that a card is lost or stolen, the Career Navigator will report this to the Finance Department and the CEO. The CEO must approve all card replacements.

2. Bus Passes: Bus passes are available for those customers who use public transportation in order to get to and from their activity and/or to transport children to childcare facilities.

### **Vehicle Repair, Replacement and Purchase Limitations**

The geographic reality of LWDB 26 necessitate creative strategies, options and cost considerations regarding transportation and related services. This includes repairs to a customer's personal vehicle. Repairs shall only be made on a vehicle owned by the customer. All vehicle repairs require a written estimate from an ASE or similarly certified technician employed by a repair facility registered under F.S. 559.904. Vehicle repairs

are restricted to those affecting the safe functioning of the vehicle. Routine maintenance (oil changes and wiper blades) or non-essential components such as audio, climate control (unless accompanied by a doctor's statement documenting health circumstances) and auto body repairs are prohibited. Estimates in excess of \$500 require a diagnosis by an independent specialist approved by the CSNCFL CEO to determine the cost/ benefit of projected repairs against the value of the vehicle. Projected repair costs are defined as the cost of the required repairs plus an estimate of costs associated with likely imminent repairs. Projected repair costs in excess of \$500 require the prior approval of the CSNCFL CEO. Customers also may be eligible for transportation assistance (funding permitting) through any preapproved vendor, and vehicle repair/donation programs. Such assistance may come in the form of preventative maintenance/repairs offered at significantly reduced cost or as an outright award of a preowned vehicle which has been made roadworthy.

### **Documentation of Program Services and Support Assistance**

Provision of support services to eligible participants is to be fully documented to ensure they are appropriate, cost effective and to ensure eligibility for the service. All support services will be entered into the CSNCFL financial system at the time of obligation and receipt by the participant. Documentation of the need, cost and provision of support services will be included in the individual's program file, including in OSST and in Employ Florida (as a service activity code and in case notes), to support the expenditure.

#### **Vendor Eligibility**

To the extent possible, CSNCFL will attempt to obtain support services through a competitive procurement process to streamline the authorization process. Where pre-identified vendors are not available, a cost and service availability comparison is required and must be documented.

### **OFFICIAL SIGNATURE**

**PHYLLIS MARTY**  
Chief Executive Officer