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**Upper Cumberland  
Local Workforce Development Board  
POLICIES AND PROCEDURES**

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Title: SUPPORTIVE SERVICES POLICY  
Date of Adoption: September 25, 2018  
Date of Revision: November 6, 2023

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**PURPOSE:** To establish the Supportive Services Policy under Title I of the Workforce Innovation and Opportunity Act (WIOA) for the Upper Cumberland Local Workforce Development Board (UCLWDB). All WIOA-enrolled adults, dislocated workers, out-of-school and in-school youth are eligible for supportive services as defined in **WIOA Section 3(59)**. This policy will establish guidelines for uniformity, where feasible, in the process and amounts of supportive services provided to individuals. Such guidelines are consistent with **WIOA Sections 134(d)(2)** and **129(c)(2)** and were developed during the regional planning process by the UCLWDB in consultation with One-Stop Partners and area providers within the WIOA Middle Tennessee Planning Region (**WIOA Section 106(c)(1)(F)**).

**POLICY:** Supportive services are available to participants enrolled in career and training grant-funded initiatives who are unable to obtain supportive services through community programs providing such services. In accordance with WIOA, the UCLWDB has developed this written policy to ensure high quality comprehensive service provision, non-duplication of resources and reasonable limits on the amount and duration of these services.

Supportive services must be provided in a manner that maximizes informed choice in selecting supportive service providers (where applicable) and be in accordance with the goals/activities outlined in the participant’s Individual Employment Plan or Individual Service Strategy. The cost of supportive services must be reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. The Career Advisor will assist the participant with such choices but the ultimate decision rests with the participant. However, when making decisions regarding these costs, all Career Service Provider (CSP) staff should consider if the purchase is “reasonable” and “prudent” as well as a good use of taxpayer dollars. WIOA is not an entitlement program. Supportive services are limited, must be based upon documented financial need

and leveraged with other local and state resources. The participant's need must be documented through case notation detailing how the provided service supports the goals and objectives listed in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS). Supportive services payments should be limited to items/needs that are directly related to assisting participants in obtaining gainful employment.

## **SECTION I. SUPPORTIVE SERVICES ELIGIBILITY**

Funds allocated to the UCLWDB may be used to provide supportive services to the following:

### Adults and Dislocated Workers who:

- Are participating in programs with activities authorized in **WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii)**;
- Have exited and need post-program support services as follow-up for up to twelve (12) months;
- Are unable to obtain supportive services through other programs providing such services.

Youth Participants: Supportive services for youth, as defined in WIOA Section 3(59), are services that enable an individual to participate in WIOA activities.

These services may include, but are not limited to **(20 CFR 680.900) (20 CFR 681.570)**:

- Linkages to community service
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive Services are not intended to meet every need of the participant, but rather, provide temporary assistance so they may continue progressing in the WIOA program. Staff should assist the participant in developing a plan to cover the supported costs once WIOA Title I funds are no longer appropriate for the individual. This plan is part of achieving self-sustainment in the workforce and must be documented through case notation within the Jobs4TN file.

Follow-up Career Services are not a qualifying service for the receipt of supportive services. Therefore, an individual who is only receiving "follow-up" services may not receive supportive services. Funding for post-program support may be appropriate under the Youth program where need is documented.

## **SECTION II. FUNDING MAXIMUMS**

**The maximum amount of funding for supportive services in the Upper Cumberland Local Workforce Area is \$3,000.00 per lifetime enrollment.** Within the funding maximum, funds may be spent as the Career Advisor deems appropriate (regardless of category) based upon the ISS or IEP client goals and objectives.

Note: This does not include participant ITA costs (see *UCLWDB ITA Policy*).

**SECTION III. SPENDING GUIDANCE AND REQUIRED SUPPORT**

The following guidelines will apply to individuals receiving supportive services through the American Job Centers within the Upper Cumberland Local Workforce Development Area:

A. Transportation Assistance:

Transportation assistance includes but is not limited to gas assistance, arranged rides, travel reimbursement (based on miles driven), and bus passes. This service will be provided to participants who are currently engaged in training, job search, or employment. The table below will be utilized to calculate the allowance for travel. One-way miles should be verified through an online provider such as Google Maps or MapQuest and documented in the participant’s file.

ONE WAY MILES	DAILY ALLOWANCE
05 – 10	\$ 4.00
11 – 20	\$ 7.00
21+	\$10.00

B. Childcare Assistance:

If childcare support is not available through other resources, such as Families First, then support will be provided as needed to WIOA-enrolled participants on a short-term basis to allow the participant to reach an educational or employment goal. This service will be provided to participants who are currently engaged in training, job search, or employment and the following will apply:

1. Care must be for child(ren) who are dependents between ages 0-12 years old. Documentation must be provided (in the form of birth certificate, court order, etc.) proving that the child is his/her legal responsibility.
2. A statement of need must be signed by the participant that she/he, as the sole support of the child and requires daycare assistance. This should be kept in the participant’s file.
3. The UCLWDB Child Care Services Participant of Understanding Form must be signed by the participant and kept in the participant’s file prior to receiving payments.
4. Payment will made to the participant as reimbursement for actual amount of child care costs incurred during training up to the amount allowable in Section III.B.5 of this policy, after submitting monthly invoice from child care provider and verification of payment. All forms and payments should be documented within the participant’s file.
5. Childcare rates:
  - Full-time care (Birth to 5 years of age)      Up to \$30/day
  - Part-time care (Ages 6-12 years of age)      Up to \$10/day

C. Medical Care:

Medical care assistance will be provided to cover medical needs/situations that arise when a current participant is actively participating in a Title I activity that would prevent the continuance of their attendance. When possible, payment should be made directly to the provider. If the situation requires payment to the participant, invoices/receipts will be required as proof of the expense. Examples of medical care services:

- Eye Exam/Glasses
- Dental Services
- Hearing Aids

D. Employment/Training-Related Expenses:

Employment and/or training-related expenses may be funded for a WIOA-enrolled participant. This assistance will be provided to increase the likelihood of establishing and maintaining employment. Invoices/receipts are required, and all payments must be recorded in the participant's file. Examples of employment/training-related supportive services:

- Vaccinations
- Blood Tests
- Drug Screens
- Physicals
- Background Checks
- Seminars
- Professional Societies
- Conferences
- Legal aid services

E. Vehicle Repair:

WIOA-enrolled participants may receive support related to vehicle repair and/or maintenance while actively participating in Career or Training activities. This service includes, but is not limited to, tires, vehicle repairs, and mechanical repairs. The vehicle must be registered to the participant with a copy of the title placed within the participant's file. Any repair/parts/support that will exceed \$500 must have a minimum of three (3) estimates by a certified mechanic and/or auto parts store before the support payment can be approved. Invoices/receipts are required, and all payments must be recorded within the participant's file.

F. Emergency Supportive Services:

WIOA funds can be used when a current participant has an emergency arise while actively participating in WIOA career or training activities which would prevent the continuation of their attendance. The purpose of the funds must be documented. Payments made to the participant require a copy of the bill or receipt *listing the participant as the debtor* attached to the authorization. Rent/Housing payments will require a copy of a lease agreement naming the participant. Authorizations to vendors for items should be returned with proof (a signature) that the person received the items.

G. Workforce Development and Training Supplies:

Books and supplies assistance will be determined each semester/trimester, etc. based on a required book/supply list from the training provider. A copy of the required book/supply list and proof of payment should be kept in the participant’s file. Additional supply payments must be documented and may be made for the following:

Basic Supplies for Training, including but not limited to:

- Highlighters, Pens, Pencils, Binders, Notebooks, Calculators, 3-Hole Punches, Backpacks (Satchels, Over the Shoulder Bags, Laptop Bags, Laptop Cases), Staplers, Scissors, Markers, Colored Pencils, Loose Leaf Paper, Paper Clips, Binder Clips, Dividers, Index Cards, and other supplies as deemed necessary by Career Services Provider Staff

Supplies needed for employment, including but not limited to:

- Stethoscope, Footwear, Uniforms, Watches, Clothing for Interviews/ Employment, Payment of Licensure/Credentials, Hardhats, Earplugs, Gloves, Safety Vests, Thermal Clothing, Protective Gear, and other supplies as deemed necessary by Career Services Provider Staff

H. **Tutoring (WIOA Title I Youth Only):**

If a WIOA Youth participant needs assistance in completing a training program, HiSET program, getting into a training program, or passing an entrance test for a field of work or military, the Career Services Provider will contract with a certified teaching professional to provide tutoring where services are not provided through Adult Education or local partners such as community colleges. The licensed professional must present their license for review by Career Services Provider staff as well as sign a Contract Service Agreement. The contracted provider will be paid at a rate of \$15.00 per hour not to exceed 5 hours a week. All payments must be documented in the participant’s file.

I. **Incentives (WIOA Title I Youth Only):** Incentive payments may be made to youth participants in the follow up phase of services for each quarter the participant provides documentation of allowable placement for up to four (4) quarters. Allowable placement includes: employment, military enlistment, post-secondary and advanced training, etc. Documentation includes a completed Employment Verification form documenting contact with the participant’s employer, a pay stub, a transcript for current post-secondary or extended training program, proof of active service in the military or other documentation of being employed or attending post-secondary.

HiSET

- |  |       |
|--|-------|
| i. Attend four classes after orientation |       |
| totaling 12 class Hours                  | \$100 |
| ii. Complete the HiSET voucher           | \$100 |
| iii. Completion of HiSET                 | \$250 |

Follow up

- |   |               |
|---|---------------|
| iv. Milestones of placement in Q1-Q4 after exit | \$100/quarter |
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#### **SECTION IV. UNALLOWABLE SUPPORT SERVICES**

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed. Unallowable services include, but are not limited to:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Taxes, hospital bills, past due credit card bills
- Entertainment, including tips
- Contributions and donations
- Prescription/over-the-counter drugs
- Vehicle or mortgage payments
- Refund deposits
- Alcohol or tobacco products
- Pet food
- Items to be purchased for family or friends
- Out-of-state job searches and relocation expenses that will be paid by the prospective employer

#### **SECTION V. NEEDS-RELATED PAYMENTS**

One-Stop centers provide financial assistance as a supportive service for the purpose of enabling participants to engage in training **WIOA Section 134(d)(3)**. Unlike other supportive services, to qualify for needs-related payments the participant must be enrolled in training. To receive need-related payments:

- A. Adults and Out of School Youth (OSY) aged 18-24- Must be unemployed, not qualify for (or have ceased qualifying for) unemployment compensation and be enrolled in a program of training services under **WIOA Section 134(d)(4)**.
- B. Dislocated Workers- Must be unemployed and
  1. Ceased to qualify for unemployment benefits or trade readjustment allowance under TAA, and be enrolled in a program of training services under **WIOA Section 134(d)(4)** by the end of the 13<sup>th</sup> week of 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 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed 6 months; or
  2. Unable to qualify for unemployment benefits or trade readjustment assistance under TAA and be enrolled in a program of training services under **WIOA Section 134(c)(3)**.

Payments to Dislocated Workers shall not exceed the greater of **(20 CFR 680.970)**:

- A. The applicable weekly level of unemployment benefits for participants who were eligible for unemployment as a result of a qualifying dislocation; or
- B. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family incomes, as determined by UCLWDB.

## SECTION VI. ASSURANCES

**Exceptions-** Waivers to this policy may be granted on a case-by-case basis subject to the approval of the UCLWDB Executive Committee. In such instances, a written justification outlining the circumstances shall be required.

**Priority of Service-** Participants in the WIOA programs who face significant barriers to employment (recipients of public assistance, low-income individuals, or individuals who are basic skills deficient) should be given service according to their level of need. UCLWDB Priority of Service Policies should be followed.

**Monitoring of Payments:** UCLWDB staff will monitor funds for supportive services to ensure that they are allowable and spent without duplication of services. The service provider should keep monthly reports detailing participant payments and make available to the Board staff upon request. As part of its routine monitoring procedures, UCLWDB staff will regularly examine participant files for allowable payments, basis of determination of needs, and documentation required to ensure program integrity and efficiency.

**Conflict of Interest Policy-** All UCLWDB intake/eligibility forms or documents to provide a benefit (training, gas card, etc.) must include a disclosure stating that workforce system members (CLEOs, LWDB members, Board Staff, WIOA staff, AJC partner staff, and WIOA sub recipients and/or contractors) will not provide direct service during the intake or eligibility determination of a family member or close acquaintance. No workforce staff or member will have a personal or business relationship with, or a positive bias for, or a special interest in, that particular applicant. Accusations that certain decisions were influenced by a conflict of interest will be avoided by the participant being served by another workforce staff member.

- If such a relationship exists between a workforce member and a participant, documentation including the name of the member and the nature of the relationship must be maintained in the participant's file.
- A list of any workforce members who have disclosed any of these close relationships will be maintained by UCLWDB staff and will be provided to Program Accountability Review (PAR) program monitors at the onset of all monitoring visits.
- Training concerning internal conflicts of interest will be provided to all workforce members on an annual basis. All new staff members and providers will be informed of this policy.

For questions regarding this policy, contact Becky Hull, Executive Director, Upper Cumberland Local Workforce Development Board at [bhull@ucworkforce.org](mailto:bhull@ucworkforce.org)

**Attachments:** Child Care Services Participant Statement of Understanding

**Effective Date:** July 1, 2022

**Policy Duration:** Indefinite

  
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Board Chairperson, UCLWDB

**Upper Cumberland Local Workforce Development Board (UCLWDB)**  
**Child Care Services**  
**Participant Statement of Understanding**

1. I understand it is my responsibility to determine the provider and make all the necessary arrangements for child care services for my child(ren).
2. I understand that in order for me to receive allowances for child care services, my child must be under 12 years of age. I understand I must give a copy of each child’s birth certificate to my Case Advisor.
3. I understand the UCLWDB will reimburse for the actual amount of childcare costs paid, up to the amount allowable per policy. I also understand I will be responsible for any charges above what UCLWDB can pay. The payment scale is as follows:
  - Full-time care (Birth to 5 years of age)      Up to \$30/day
  - Part-time care (Ages 6-12 years of age)      Up to \$10/day
4. I understand that child care support will be provided only when absolutely necessary and when all other means have been exhausted. Payments will be made by monthly reimbursements to me, within a time limit consistent with my length of training.
5. I understand that UCLWDB will pay me for the child care services provided to my child(ren) based upon my proof of attendance. UCLWDB will not be responsible for any other payments to regulated or unregulated child care providers, including registration or late fees.
6. I understand I am responsible for submitting monthly invoices from my childcare provider, along with verification of payment, to my Career Advisor.
7. I understand that child care services are based upon funding availability from UCLWDB.
8. I understand that the child care provider I choose may NOT be the child(ren)’s parent, legal guardian, or anyone residing in the same household as the parent or child(ren).
9. I understand that the UCLWDB has the right to contact my provider at any time to verify child care services. If verification is not given, I understand UCLWDB will no longer provide to me a child care allowance.
10. I alone am selecting my child care provider and deciding that my child(ren) are well cared for by this provider. I hereby release UCLWDB from all liabilities for my child(ren)’s care. I will not attempt to hold UCLWDB responsible for any harm to my child(ren) as a result of this care.

*I acknowledge that I have read and understood this document and hereby sign voluntarily.*

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date