

Policy: Local Adult and Dislocated Worker Support Services

Effective Date: 05/08/2024

Last Reviewed Date: 05/08/2024

Summary

The Workforce Innovation and Opportunity Act (WIOA) allows eligible program participants of WIOA Title I-B Adult and Dislocated Worker (DW) Programs to access supportive services that ensures resource and service coordination in the local area. Supportive services may only be provided to individuals who are participating in career or training services as defined in WIOA secs. 134(c)(2) and (3), are unable to obtain supportive services through other programs providing such services and may only be provided when they are necessary to enable individuals to participate in career services or training activities.

Relevant Laws, Rules, or Policies

Workforce Innovation and Opportunity Act (WIOA), §3(59) and 134(d)(2)
and (3) 20 CFR 680 Subpart G
20 CFR 681 Subpart C §681.570
TEGL 19-16

Department of Employment & Economic Development (DEED)'s WIOA Adult and Dislocated Worker Allowable Activities Policy
DEED's Financial Assistance for Computer Hardware and Similar Technology Policy
DOL Support Services Fact Sheet 2017

Purpose

This policy outlines the allowable Support Services and funding limits for the WIOA Adult, Dislocated Worker, and State Dislocated Worker programs. Individuals who are eligible for and are enrolled in the WIOA Adult or DW programs may be eligible to receive Support Services so long as they meet the criteria outlined in DEED's policies pertaining to allowable activities. Below are additional criteria that has been established by the Hennepin-Carver Workforce Development Area (WDA).

This policy also serves as guidance to govern the use of support service and/or training service dollars to fund purchases of computer hardware or similar technology (i.e. software purchases, repairs, etc.) for the Hennepin-Carver Workforce Area per the requirement in DEED's Financial Assistance for Computer Hardware and Similar Technology policy.

This policy replaces the prior policy issued by Hennepin-Carver WDA, titled "Policy: Local Support Services" effective 11/09/2020.

Policy

An employment counselor must determine eligibility for support services when it is identified that a program participant requires additional assistance outside of career and training services in taking the necessary steps towards self-sufficiency. Eligibility and the need for support services must be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and signed by both the program participant & employment counselor prior to obligating support services. Eligibility for support services in WIOA Adult, WIOA DW and State DW is determined by the completion of a Financial Needs Analysis as described in DEED's WIOA Adult and Dislocated Worker Allowable Activities Policy.

Support Services are subject to the following conditions and must be documented in the participant record:

- A. Employment counselors must coordinate with community resources to provide linkage to community services in the local area to ensure that any services that are available, are used before program funds. Program resources may not be used unless no other available resources can be secured and such confirmation must be noted in the participant's record;
- B. If unable to obtain support services through other community resources providing such services, support services

may only be provided:

- i. when necessary to enable the enrolled individual to actively participate in career or training activities, and
 - ii. a financial needs analysis has been completed and demonstrates there is a financial need (Note: Service providers may utilize their own internal financial needs analysis form to conduct this task);
- C. Delivery of support services must be documented in the participant’s Workforce One record, including items listed in sections A, B, and C. Copies of receipts, invoices, and relevant expenditure back-up documentation must also be maintained in the participant file.
- i. Support service transactions must also be included in the case note (the support service type, amount, participant needs identified, and expenditure rationale described) in Workforce One.
- D. Support services cannot be incurred, obligated or distributed until after the participant is enrolled and the participant and employment counselor have signed and dated the IEP (past due bills cannot be paid upon program enrollment);
- E. Support services are not considered part of follow-up services and cannot be provided to a participant after they have exited the program;
- F. Support service payments should be made directly to the vendor (i.e. car repair shop, property owner, utility company, bookstore, clothing store, etc.). On rare occasions, participants may be reimbursed if the expense is clearly tied back to the participant and valid documentation (i.e. receipt) is provided. It is best practice to encourage support service expenses to be pre-approved by service provider.
- G. If there is uncertainty about whether a purchase can be made using support services funds, contact the Adult & Dislocated Worker Program Manager with the Hennepin County Office of Workforce Development.
- H. Support services are not an entitlement and may be offered at the discretion of the employment counselor. Funding is subject to the availability of funds and limited **up to** the following maximums per program year:

Participants receiving training services:	\$3,000
Participants NOT receiving training services:	\$2,000

Exceptions to these limits may be applied at the discretion of the service provider(s) of the Hennepin-Carver WDA on a case-by-case basis for participants who are most in need. To consider exceeding the limits, the participant’s specific exceptional needs and/or barriers must be clearly identified in the IEP and case notes. Requests for exceptions must be submitted in writing by the employment counselor and are subject to review and approval by the supervisor of that agency. If after supervisory review there is any question about the provision of a particular request, the service provider will consult with the appropriate program staff at Hennepin County Workforce Development.

Allowable Support Services	*Can be covered in training costs?	Funding limit per participant
1. Books, Fees and Supplies for Post-Secondary Students	Y	Funding limits are to the discretion of the service provider(s) of the Hennepin-Carver WDA based on availability of funding and determined on a case-by-case basis and must supply an internal policy that references funding limits for each category. The total funding limits by Program Year cannot exceed the amounts set forth this policy- the only exception is the case-by-case determination of a participant’s exceptional need that has been clearly documented in the participant’s WorkforceOne record, as described above.
2. Child & Dependent Care	N	
3. Transportation	N	
4. Counseling – Personal, Financial & Legal	N	
5. Dental	N	
6. Drug & Alcohol Counseling	N	
7. Educational Testing	Y	
8. Employment and Training-Related Fees	Y	
9. Emergency Financial Assistance	N	Hennepin County maintains the right to require service providers to pay back funds that are determined unallowable per the law, policies described above, and/or due to the lack of justification
10. Emergency Health Insurance	N	
11. Health Care	N	
12. Housing or Rental Assistance	N	



13. Out-of-area job search	N	for an amount that exceeds the established funding limits set forth in this policy or the service providers' internal policies.
14. Professional Membership	Y	
15. Reasonable accommodations for individuals with disabilities	N	
16. Relocation	N	Bulk purchases of gift cards, bus cards, and/or gas cards (as support services) cannot be submitted to Hennepin County for reimbursement requests at the time of the bulk purchase.
17. Tools & Clothing	Y	Reimbursement requests must be made only after the service (gift card, bus card, gift card) has been provided to the individual participant.
18. Financial assistance for computer hardware and related technology	Y	<p>To qualify for financial assistance for computer hardware and related technology, a participant must meet the following requirements and the file must contain supporting documentation for the need:</p> <ol style="list-style-type: none"> 1) The participant must be enrolled in a training program that requires specific use of a computer/technology 2) The computer/technology should be required to complete training or successfully participate in the participant's Work Experience. 3) There must be specific supporting documentation that the use of particular technology is needed to complete the training or Work Experience Activity. 4) Documentation should be from the school/training vendor or Employer/Site Supervisor evidencing the technology is required and how the student will use the technology 5) There must be documentation that the participant does not own or have reasonable access to the technology required <ul style="list-style-type: none"> • This can be documented in writing by the participant stating that they do not have access to the technology required to meet training or Work Experience requirements. Not owning a computer is not sufficient basis alone as schools generally provide access to technology as well as libraries, CareerForce centers, etc. 6) Documentation should support evidence that the cost is the lowest, reasonable price, that still meets the needs of the technology required (accessing refurbished technology is preferred, if available) 7) All supporting documentation should be submitted to designated service provider and must be stored in the participant file 8) All computer/technology purchases must be submitted for agency supervisor review and approval prior to purchasing or obligating the purchase of technology for the participant 9) All computer/technology purchases as support service expenses must meet the conditions outlined in this policy as well as requirements 5-8 above <p>Funding limit for computer hardware and related technology up to:</p>



		\$750.00 per participant
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* To establish whether a service can be covered by training funds, the file must contain documentation that indicates the equipment, materials, tools, additional fees and/or exams are a necessity and are required for an individual to successfully complete the training correlated with said items.

Contact:

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Hennepin-Carver
Workforce Development Board