



## Workforce Development Board

Bringing Jobs & People Together

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### Supportive Services Policy

The Workforce Innovation and Opportunity Act (WIOA) allows for supportive services for eligible adults and dislocated workers as defined in WIOA Sections 3(59), 134(d)(2), and (3). According to the Federal Register, supportive services are funded by WIOA only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I activities. Supportive services may include such items as assistance with transportation, child care, dependent care, housing, uniforms and other appropriate work attire, and work-related tools, (including such items as eye glasses and protective eye wear), that are necessary to enable individuals to participate in WIOA Title I activities. Supportive services for youth, as defined in WIOA Section 129(c)(2)(G) may additionally include assistance with educational testing, reasonable accommodations for youth with disabilities, and referrals to health care.

#### Adult and Dislocated Worker

Due to limited funding supportive services are only available for testing and licensing fees as listed below:

State testing, certification and/or licensing fees related to an in-progress or recently completed WIOA funded training are eligible for payment through WIOA supportive services. If a participant fails to earn the credential the first time, they may request one WIOA funded retake if funding is available.

All other Adult and Dislocated Worker supportive services will be referred out to community agencies. These agencies include, but are not limited to:

- Community Action Planning Council
- Jefferson County Department of Social Services
- Lewis County Department of Social Services
- ACCES-VR
- Watertown Urban Mission
- Salvation Army

#### Youth

Supportive services for youth are provided through referrals to partner agencies. These are agencies that the Jefferson-Lewis WDB maintains a Youth Memorandum of Understanding with, and are listed below.

- Community Action Planning Council
- Jefferson County Department of Social Services
- Lewis County Department of Social Services
- Watertown Urban Mission

#### Referral Process

Referrals are made by receiving written permission from the participant to share their contact information with the referral agency, providing the participant with the referral agency contact

information, and then contacting the referral agency either by phone or email to provide the participant's contact information (when feasible based upon the agency's ability to receive information of this type).

### **Follow-Up Services**

No supportive services will be offered for Adult and Dislocated Worker participants as part of the required follow-up activities.

Youth follow-up services will be made available through referral as outlined in the Youth section above and may include 1) adult mentoring, 2) financial literacy education, 3) services that provide labor market information and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services, and 4) activities that help youth prepare for and transition to post-secondary education and training. 5) supportive services.

### **Total Payments Per Participant**

The total amount of funding allowed per participant shall not exceed the ITA cap as set by the WDB per participant per program year.