

SUPPORTIVE SERVICES

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INTRODUCTION

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible Adult, Dislocated Worker and Youth participants. Supportive services include financial or non-financial services such as transportation, child care, dependent care, and housing that is necessary to enable an individual to participate and be actively engaged in activities authorized by WIOA. These services must be unattainable through other programs or community resources.

ELIGIBILITY

WIOA-enrolled Adult, Dislocated Worker and Youth participating in career, training, or follow-up services may qualify for supportive services when an assessment determines that the following factors are met:

- (1) A financial need is demonstrated,
- (2) the service is necessary in order for the participant to achieve employment and/or training goals, and
- (3) the service cannot be obtained through any other resource or program.

Participants meeting the above criteria and who are determined to be low-income according to [Lower Level Standard Income Level \(LLSIL\) guidelines](#) are automatically deemed eligible to receive financial supportive services. Participants above the LLSIL or whose eligibility was not determined using income as a factor will require a financial needs assessment to establish eligibility for supportive services.

EXAMPLES OF SUPPORTIVE SERVICES

The following list provides examples of supportive services and is not intended to be an exhaustive list of allowable services:

1. Transportation costs, including but not limited to: bus passes, gas cards or mileage reimbursement, or minor car repair.
2. Child care and dependent care costs.
3. Uniforms or other appropriate work attire, eyeglasses, and work or training related material costs not covered by the employer.
4. Work and training related exams, background checks, certifications, credentials, licenses and permits.
5. Emergency services for food, housing, health/medical or other temporary assistance that is time-sensitive and necessary for the participant's health and/or safety. Such services are determined on a case-by-case basis and typically are a one-time occurrence.
6. Training or employment-related medical testing.
7. Driver's license or state identification (excluding any fines or fees resulting from revocation or suspension, etc.)
8. Technology needs for training and/or employment

PROHIBITED SERVICES

Supportive services may not be utilized to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Additionally, below is a list of prohibited services that are not eligible under supportive services. More detailed information on unallowable costs is articulated in the Uniform Guidance at 2 CFR 200.421-469.

1. Fines and penalties, such as: traffic violations, late finance charges, and interest payments
2. Entertainment, including tips
3. Contributions or donations
4. Interest on borrowed capital (including credit card, mortgage or car payments)
5. Refundable deposits
6. Alcoholic beverages

LIMITATIONS

Total payments for services based on demonstrated need cannot exceed \$2,500 per participant within 12 months from the date of enrollment in supportive services.

Eligibility for continued supportive services is contingent upon active participation in training/education activities. Failure to abide by agreed-upon program expectations may result in loss of supportive services.

EXCEPTIONS

Exceptions to the annual \$2,500 limit per participant require Assistant Director approval. Exceptions may be granted in circumstances when a participant's health or safety is at risk, or the individual is experiencing significant barriers outside of his or her control that are preventing successful participation in, or completion of, the program.

REFERENCES:

WIOA Section 3(59)

WIOA Section 134(d)(2) and (3) – Adults and Dislocated Workers

20 CFR 680.330; 680.900-920 – Adults and Dislocated Workers

WIOA Section 129(c)(2)(G) – Youth

20 CFR 681.570 – Youth

2 CFR 200 Subpart E – Cost Principles

Modifications:

4.02.2025 – Increase to funding limitations to \$2,500.