

Region VI Workforce Development Board 17 Middletown Road White Hall, WV 26554	Supportive Services for Adult and Dislocated Workers  Date January 10, 2022
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Region VI Guidance Letter No. 7-15, R-5

To: All WorkForce West Virginia Center Managers and Staff  
All WIOA Career Planner Staff  
All Local Training Providers

From: Region VI Workforce Development Board.

Subject: Supportive Services for Adults and Dislocated Workers

1. PURPOSE: To inform local area of policy and guidelines regarding the provision of supportive services for Adult and Dislocated Workers under WIOA
2. REFERENCE: Workforce Innovation and Opportunity Act Sections 3(59), Section 134 ( c )(2) and (3), and(d)(2), and 20 CFR 680.900 – 680.920.
3. BACKGROUND: The Workforce Innovation and Opportunity Act of 2014, (WIOA) Section 3(59), defines Supportive Services to mean (but are not limited to) such services as transportation, child care, dependent care, housing, and needs-related payments, and other supportive payments that are necessary to enable an individual to participate in activities authorized under this act.

POLICY: One Stop Staff and or Career Planners located in the Region VI Workforce West Virginia Centers will determine the eligibility of customers to receive supportive payments under WIOA through assessment and counseling.

- Supportive services may only be provided to individuals participating in career or training services as defined in WIOA Sections 134 ( c )(2) and (3); and who 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.

Region VI will consider providing supportive service payments to cover transportation to and from training to WIOA eligible individuals.

1.) If it is determined that transportation supportive services are needed, then the Workforce Development Board will calculate the mileage to be reimbursed at the current federal mileage rate. The mileage to be reimbursed will be determined by doing a Google map search on directions to and from the training participants home address to the training location and using the mileage indicated in the Google search to calculate the round-trip mileage X the current federal mileage rate to come up with the amount

participants will receive for each day training is attended. The daily allowance will be capped at \$20 per day.

2. In order to receive the supportive service payment while participating in classroom-based training, the individual must have attended at least 80% of the scheduled training time for the course of training they are enrolled in, and must be meeting satisfactory progress, as determined by the Training Provider. Training attendance and academic progress will be documented through a monthly report provided by the Region VI WDB to the Training Provider. This report must be signed by the customer verifying the days attended class in that month and must be signed by the Training Provider verifying attendance and academic progress. Supportive service payments will be mailed directly to the customer.

At the start of training, there will be a cap of \$20 per day up to \$1000 per training year on transportation supportive service payments. This amount may be increased or decreased based upon re-assessment of need during training.

3. In order to receive the transportation supportive service payment while participating in On the Job or Transitional Training, a timesheet of days and hours worked must be kept and initialed by the individual and the individuals' supervisor verifying the days worked. The maximum amount of time that the transportation supportive service will be paid for On the Job Training will be 12 weeks (or \$1000 maximum, whichever comes first), after which they are deemed able to pay for their own transportation due to being permanently employed. Transitional Training participants may be paid for the duration of their transitional training time, as it is considered temporary employment. The supportive service payment will be mailed directly to the participant.

Job training participants (OJT, Customized, and or Transitional Training) may require assistance through other supportive payments, such as the purchase of tools, work clothing, etc. Documentation from the employer that the items are necessary to perform the work is required before payment can be approved.

Payment of supportive services will be dependent upon available funding levels of the Region VI Workforce Development Board. These payments may be decreased or suspended at any time dependent upon WIOA funding levels.

**ACTION:** The Region VI Workforce Development Board will make all stakeholders in the Region VI Workforce area aware of this policy.

A copy of this policy can be obtained from The Region VI Workforce Development Board.

**EXPIRATION DATE:** Effective January 10, 2022, until rescinded or modified by the Region VI Workforce Development Board and Local Elected Officials Board.