

Region VI Workforce Development Board 17 Middletown Road White Hall, WV 26554	Classification: Supportive Services for Adult and Dislocated Workers
	Approval Date: December 11, 2025

Approved by: Region VI WDB

Review by Date: December 11, 2030

Region VI Guidance Letter No. 7-15, R-8

To: All American Job 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, childcare, 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: American Job Center Staff and or Career Planners located in the Region VI American Job 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 assist with the costs of transportation to and from training to WIOA eligible individuals.

1. Transportation supportive service payments will only be made to those eligible participants who will be traveling more than 10 miles a day to their training location. This will be determined by doing a Google map search on directions from the participants home address as listed in the MACC to the training location. If the amount of travel is more than 10 miles a day, the participant will receive \$5 for each day of travel up to a cap of \$25 per week transportation supportive services payment.

2. In order to receive the transportation supportive service payments while participating in classroom-based training the Training Provider must submit a monthly report provided by the Region VI WDB for each participant who has been determined eligible to receive the supportive service payment. This report must be signed by the participant verifying the days they attended class in that month and must be signed by the Training Provider verifying attendance. Transportation supportive service payments will be mailed directly to participants.

It is the responsibility of the participant to ensure that the timesheets are signed and turned into the Training Provider each month so that the provider can submit the timesheets to the WDB. If no timesheets have been submitted in a 90-day period due to the participant failing to sign timesheets and submitting them to the provider, the participant will be considered not in need of the transportation payment and will be dropped from consideration for future payments and will not be eligible to receive any back payment for time put in during the 90 day period where no timesheets were submitted.

There will be a cap of up to \$1000 per training year on transportation supportive service payments. This amount may be increased or decreased based upon a reassessment of need during training. If the training extends into a second year, then the participant may be eligible for an additional up to \$1000 transportation supportive service payment based upon a reassessment of their needs. The beginning of the second year is the date listed on the ITA for year two of training.

3. In order to receive the transportation supportive service payment while participating in On the Job (OJT) 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 OJT will be 12 weeks, 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 transportation supportive service payments will be mailed to the individual participating in OJT or Transitional training.

OJT participants 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 depending 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 _____, or until rescinded or modified by the Region VI Workforce Development Board and Local Elected Officials Board.