

**Adult and Dislocated Worker Supportive Services Policy for the  
Northeast Ohio Consortium Council of Governments  
Workforce Innovation and Opportunity Act Policy A-04**

**I. Purpose and Outline.**

To establish guidelines and procedures for the procurement and provision of supportive services for adult workers and dislocated workers.

**II. Effective Date.**

July 1, 2015.

**III. Background to Individual Training Accounts.**

WIOA establishes the following guidelines for Supportive Services. Supportive services for adults and dislocated workers are defined in WIOA and they include, but are not limited to, services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under WIOA, when they are not otherwise available from other sources.

**IV. Requirements.**

**A. General Conditions.**

The use of Area Workforce WIOA allocated funding to provide supportive services to adult and dislocated workers is limited to the terms and conditions set forth within this policy. Generally, the use of funding for supportive services is permitted when all of the following conditions exist:

1. the eligible adult or dislocated worker is a registered/enrolled participant;
2. the eligible adult or dislocated worker is unable to obtain supportive services through other non-WIOA programs;
3. the adult and dislocated worker provider:
  - a. determines the service is necessary to advance the Individual Employment Plan of the individual's training;
  - b. determines the cost of the service is reasonable;
  - c. documents within the case notes of the individual the efforts taken to determine need, reasonableness of cost, and inability to procure assistance elsewhere.

Because of the significant demands upon the Area Workforce's limited funding, only those supportive services that are enumerated below may be provided, and when provided must be provided pursuant to the terms and conditions of this policy. The supportive services enumerated below in Section B of this policy are reserved for:

1. **Those individuals who have been approved for a type of classroom training, (ITA, customized, etc.),** so long as the supportive services are

provided to the individual either prior to, during, or after training has been provided. An individual who has completed training and secures employment may no longer be provided any additional supportive services once the individual has been employed for thirty (30) days or more. However, supportive services may continue to be provided to such an individual if after thirty (30) days or more, the individual's income does not allow the individual to be self-sufficient as defined within Area 19's policy regarding the same.

2. **Those individuals that have been approved to participate in and who are participating in an on-the-job training program**, so long as when the supportive services are applied for and are provided, the individual is not self-sufficient as defined within Area 19's policy regarding the same.

**B. Specific Supportive Services That May Be Provided to Individuals Determined to Be Eligible.**

1. Training Specific Supportive Services. When an item or service must be purchased as a condition of participating in the training (i.e. books, supplies, lab fees, etc.), those mandatory expenses must be included as part of the ITA, and not considered a supportive service. The expense justified within this section is for an item or service that is necessary and reasonable, but not otherwise mandatory. Whenever possible a letter from the training provider or the provider's published course requirements should be in the case file showing the need and the cost for the expense.
  - a. Books, texts, and other miscellaneous educational documents.
  - b. Miscellaneous and reasonable additional fees associated with the training not otherwise included within tuition.
  - c. Electronic technological hardware and software, and/or tools required in order to successfully participate in the training, with each item not to exceed a total of \$200.00, and with all items not to exceed \$1,000.00 for the entire life of an individual's Individual Training Account.
  - d. Any and all other reasonable items needed by an individual to succeed in their training.
2. Employment Specific Supportive Services. Whenever possible a letter from the employer should be in the case file showing the requirement for the expense and the cost. If a letter is not available, a documented telephone conversation or e-mail with name and title of employer contact person and needed information is acceptable.
  - a. Uniforms.
  - b. Tools.

- c. Safety Glasses.
  - d. Safety Shoes.
  - e. Licensure Fees.
  - f. Mandated Exams.
  - g. Any and all other reasonable items needed by an individual to succeed in their position of employment.
- 3, Eye exams/glasses. Whenever possible a letter from the participant explaining the need should be maintained in their file. During an individual's Individual Training Account and/or On-the-Job Training, only one exam and one pair of eye glasses/lenses may be provided. The expense for exams and glasses is not to exceed:
- a. Eye Exams-maximum of \$70.00.
  - b. Frames/lenses-maximum of \$150 (Bifocals-maximum of an additional \$50, or \$200.00 total).
4. Vehicle Repair. In order for a vehicle repair to be an allowable supportive service, each of the following conditions must be met:
- a. The expense must be authorized by the Executive Director of the Workforce Area, and the manager of the WIOA service provider.
  - b. An individual is not eligible unless and until the participant has been enrolled in the program, and the individual's participation in the training program must be anticipated to be for at least another sixty (60) days.
  - c. The participant must have a copy of the title demonstrating that the individual seeking services has an ownership interest in the vehicle.
  - d. The individual must possess a valid driver's license and proof of insurance.
  - e. The individual must have at least two written cost estimates of work to be performed from a reputable vendor. The adult and dislocated worker provider will have sole discretion as to which vendor performs the work.
  - f. The expense must be required in order to make a vehicle that is not otherwise able to be safely operated, to be operated. The expense cannot include any expense for any vehicle fluid, tires, and/or tire balancing/installation.
  - g. During an individual's Individual Training Account and/or On-the-Job Training, the maximum amount of expense that can be approved is One Thousand and 00/100 Dollars (\$1,000.00.)
5. Lodging. An individual participating in an educational or on-the-job training program that is more than fifty (50) miles from the participant's permanent residence, may apply for in advance of incurring the expense, for reimbursement for lodging of up to Fifty and 00/100 Dollars (\$50.00) per day for every day that the individual is required to be in attendance at

the educational and/or on-the-job training. Reimbursement will only be provided for the actual cost incurred by the participant, after documentation demonstrating that the individual has incurred and paid for the expense. During an individual's Individual Training Account and/or On-the-Job Training, the maximum amount of expense that can be approved for the life the program is One Thousand and 00/100 Dollars (\$1,000.00.)

6. Transportation Expenses. An individual participating in an educational or on-the-job training program may apply for and receive partial reimbursement for the expense that they incur in traveling to and from their primary residence to the program on a date that attendance is required according to the schedule of reimbursement that appears below:

<u>Number of Travel Days per Month</u>	<u>Maximum Monthly Reimbursable Expense</u>
0-5	\$00.00
6-10	\$25.00
10-15	\$50.00
16 or more	\$75.00

#### **V. Reporting Requirements.**

As recipients of WIOA funds, the Area Workforce, the OMJ operators, partners, and providers will be required to maintain and report accurate program and financial information. Pursuant to rule 5101:9-30-04 of the Ohio Administrative Code, information regarding WIOA participants and their activities and performance must be entered into Ohio Workforce Case Management System ("OWCMS") accurately and timely. OWCMS may be used to assist in the determination of eligibility. However, OWCMS cannot be used as verification of adult or dislocated worker eligibility. The **Area Workforce WIOA Policy C-09**, regarding Source Documentation for WIOA, lists the type of acceptable documentation to verify eligibility for the WIOA adult and dislocated worker programs.

#### **VI. Monitoring.**

The area will conduct oversight and monitoring of the implementation of all WIOA programming by all OMJ Center operators, partners, and/or providers pursuant to **Area Workforce Policy D-03**. Any issues discovered will be handled through the area's monitoring resolution process.

#### **VII. Technical Assistance.**

To get questions answered and technical assistance regarding this policy or issues regarding administration of WIOA, you are urged to contact the Executive Director of the NOC COG at [craigsernik@neohio.twcbe.com](mailto:craigsernik@neohio.twcbe.com).

Development: [WIAQNA@jfs.ohio.gov](mailto:WIAQNA@jfs.ohio.gov); and by copying your request to the Executive Director of the NOC COG.

**VIII. Signatures.**

  
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Joseph Misinec  
Area 19 WIB Chair

7/1/15  
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Date

  
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Dan Claypool  
Ashtabula County Commissioner  
Northeast Ohio Consortium Council of Governments,  
Chief Elected Official

7-13/15  
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Date

Original Version Approved: July 1, 2015

Subsequent Revisions: