

SOP 21- 02
Supportive Services
Standard Operating Procedures
Grow Southwest Indiana Region 11
WDB Approval Date: 05/21/21

Purpose

To enable participants in all Workforce Investment and Opportunity Act (WIOA) programs to participate in training and obtain and retain gainful employment.

Recission: SOP 06-02; Addendum SOP 06-02; SOP 11-07

Eligibility

Any adult, dislocated worker or youth who is enrolled in a WIOA intensive or training activity. Core participants are not eligible for supportive services. Participants must be unable to obtain a particular service through another source and this should be documented in the case notes.

Duration

Participants are eligible for supportive services from the time of enrollment up to 90 days after termination from the program.

File Documentation

The need for supportive service will be determined through an assessment process which includes a personal budget. The need will be documented in the Individual Employment Plan (IEP) and the case notes. This should be an on-going process. WorkOne staff may use additional forms of documentation as required.

Payment Documentation

Items which cost less than \$250 can be purchased at the discretion of the WorkOne staff. Items should have a minimum of 3 bids. The lowest bidder should be used unless there is a valid reason for using another bidder (i.e. the training institution may insist that certain items be

purchased through designated vendors). Bids should be secured in writing; WorkOne staff will have a written process for the bid process.

Covered Supportive Services

The following services may be covered under the supportive services policy:

- transportation,
- books,
- dependent care (child or elder),
- health care,
- food,
- interview, and/or work clothing,
- tools required for employment as documented by the employer,
- cost of HSE testing,
- educational fees,
- one time auto repairs,
- one-time housing payments and one-time temporary emergency shelter, and
- other reasonable expense need as defined by the customers Individual Employment Plan (IEP) and unavailable to obtain from other community sources.

Payments through WIOA programs are usually made by vendor payments only. An exception is the issue of gas cards for transportation needs to eligible participants. Service provider is responsible for gas card process. Other exceptions to vendor payments will need approval of the program director and the regional operations manager.

Maximum Dollar Payment

A WIOA participant is eligible for a maximum amount of \$1500 per program year in supportive services; in the event of partial program year participation, this amount may be prorated. Exceptions can be made with the approval of the regional operations manager.

Exceptions

Exceptions to this supportive services policy are allowable but must be approved by the director and the regional operations manager.

Needs-Related Payments

Needs-related payments are not usually available for adults and dislocated workers unless specified by another funding source.

Work Experience – Adult and Dislocated Workers

WIOA work experience is a short-term or part-time (paid or unpaid) work activity in the public or private sector which provides an individual with the opportunity to acquire the skills and knowledge necessary to perform a job, including appropriate work habits and behaviors. Participation is based on the need of the participant and supported by an assessment. Work experience for adults and dislocated workers should be no more than 26 weeks in length. For individuals with little or no work history, the need for work experience will be readily apparent; however, for dislocated workers it might be more difficult to justify unless they are displaced homemakers. Work experience cannot exceed 40 hours per week. The participant will be compensated for actual time worked. Vacation, sick, overtime and holiday pay is not provided.

Stipends and Incentives – Youth

Depending upon level of funding, Youth service providers may utilize incentives for the following activities:

- Upon their successful completion and attainment of their HSE, youth may receive a flat incentive.
- Out of school youth who are found to be deficient in work readiness, job preparation, and soft skills may be awarded an incentive upon successful completion of job search and retention workshops.
- Youth between the ages of 19-21 who obtain a credential may receive a one-time incentive payment.
- Any out of school youth, who obtains employment and retains the employment through the first quarter following the date of exit determination, may receive an incentive. If retention is maintained through the third quarter, the youth may receive an additional incentive.
- Youth between the ages of 14-18 may receive an incentive upon the successful completion of goals as determined by the service provider.

Depending on funding levels, Youth service providers may have stipend programs for the following activities:

- In-school youth may earn a stipend for each hour of time spent in workshop activity.
- Additional stipend activities will be determined by the service provider with approval of the regional operations manager.
- Stipend amounts will be determined by the service provider with approval of the regional operations manager.