



PROCEDURE FOR PROVIDING SUPPORTIVE SERVICES USING A PTA

Procedure Number: 2040

Effective Date: May 1, 2017

Supportive Services are one-time or time limited purchases of materials, services or incentives necessary for job seekers to complete their training and employment goals, not to include the acquisition, improvement, or retention of personal assets (e.g., automobiles or homes), except as indicated below, or the payment of fines or late fees.

General Requirements for Providing Supportive Services Using a PTA

- Priority of service applies to the provision of Supportive Services funded with WIOA Title I resources. While any enrolled job seeker may receive Supportive Services, job seekers who meet the priority of services guidelines described in the Workforce Snohomish [Eligibility, Registration and Enrollment policy](#) have priority for these resources over other job seekers.
- Supportive Services are limited to \$400 over a 6-month rolling calendar year for a given job seeker. The sub-recipient lead may approve up to twice that amount when warranted by the job seeker's service plan.
- Sub-recipients must determine and document in case notes that other resources are not available to cover the costs of Supportive Services prior to issuing such services. Sub-recipients must work with partners to identify resources outside of WIOA Title I funds to support some of all of the cost of training.
- Supportive Services costs must be **necessary, reasonable and allowable**. As long as sub-recipients find the cost to be necessary, reasonable and allowable, they do not have to prove that the cost is the lowest available.
- Supportive Services may be combined with other services based on a job seeker's service plan, but must be tracked separately in the PTA from other services.
- All sub-recipients and their staff will avoid organizational and personal conflicts of interest as per the Workforce Snohomish [Conflict of Interest Policy](#) in the provision of Supportive Services.

- WIOA Title I Adult or Dislocated Worker resources **may not be** used to provide Supportive Services during the follow up period.
- WIOA Title I Youth resources **may be** used to fund Supportive Services during the follow-up period after exit as long as the youth has not exceeded Supportive Service limits established above, and one or more of the following specific conditions apply:
 - After exiting the program the youth is not yet self-sufficient.
 - The youth needs additional short term training or a certification to retain or advance in employment in the 12 months following exit.
 - The youth needs assistance with an unanticipated medical bill that was not covered by employer provided or other insurance.
 - The youth and sub-recipient staff agree to a system of incentives to help the youth maintain progress toward goals during the follow up period.
 - The youth is in need of services in order to maintain employment.

Supportive Services provided during the follow up period must be coded as follow-up services. As with all Supportive Services, sub-recipients must use case notes to document the need for the service, how the service is related to the youth's goals and the lack of another resource to cover the costs of the service.

- Supportive Services may be purchased by the job seeker or by the sub-recipient, depending on which makes most sense in the circumstance.
 - Sub-recipients may provide the job seeker with a voucher or payment card to make the purchase.
 - If the Supportive Service costs less than the amount of the voucher or card, the job seeker is expected to return the unused portions of the voucher or card.
 - Receipts for the cost of the purchase must be maintained in the job seeker's file.
- When denying a request for Supportive Services, sub-recipients must document the reason for denial in case notes.
- The sub-recipient lead must approve all Supportive Services payments, and maintain a mechanism for obligating and de-obligating Supportive Services funds, as well as managing the flow of these funds.
- Any personally identifiable information (PII) used to document the need for Supportive Services must be maintained in compliance with the [Workforce Snohomish PII Policy](#)
- The following is a list of possible Supportive Services. The list is not exhaustive. Sub-recipients should check with their lead before providing any Supportive Services that are not listed in this policy.

- **Short-term training:** Educational services that carry a cost, and **not** offered via the eligible training provider list, work experiences or WorkSource Snohomish Basic Career Services Workshops. These trainings, unlike occupational skills training, are generally shorter in duration and not part of a formalized degree program. Short-term training may include, but is not limited to pre-vocational services such as the development of learning skills, communication skills, including basic literacy, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for employment or training; workshops that are shorter than a typical college term to teach specific skills, such as Microsoft Excel or other software training or self-employment workshops; or on-line training modules provided by an educational or industry-recognized vendor not provided via the Eligible Training Provider List.
- **Accommodations:** supplies, devices, software, or other supports necessary for an individual with a disability to complete training, become employed or retain employment. Accommodations must be specific to the disability of the individual. All confidential information regarding the disability should be maintained as per [Workforce Snohomish's Personally Identifiable Information Policy](#).
- **Child/Dependent Care Payments** to cover the cost of child/dependent care while a parent/guardian is engaged in training or employment activities. Priority will be given to single heads of household. Reimbursement will not be made if the job seeker has an unemployed spouse at home. Child/dependent care services shall be paid to a licensed vendor, unless the vendor is providing services in the job seeker's home, or there is a lack of appropriate providers in the area. Payment shall be based upon actual, documented costs while the job seeker is participating in and traveling to or from approved activities at rates which are not greater than current Department of Social and Human Service reimbursement rates. In instances where an hourly rate is paid, the amount paid is not to exceed the maximum daily rate.
- **Transportation** including but not limited to bus tokens/passes, van pool expenses, ferry costs, or other public travel costs. Where public transportation is not available or feasible, gas vouchers may be provided for use of a private car. Repairs of an existing vehicle may be covered, only if such repairs alleviate a significant barrier to employment. Gas vouchers or repair costs may only be provided to individuals who have a current Washington State Driver's License, valid insurance, and are the registered owner of the vehicle. Car insurance may be provided as a one-time payment for a one month period when all conditions in this section apply.
- **Medical/Dental** costs not covered by other insurance policies or by state labor and industrial insurance.
- **Clothing** including uniforms required by a business, safety gear, and suitable

clothing for interviewing.

- **Emergency Services** include but are not limited to payments for overdue electric, home heating fuel and water bills, not to include fines or late fees; rent; and/or payment for temporary shelter. Refundable deposits of any kind may not be funded with support service dollars.
- **Telecommunication** costs for voicemail, base cellular communication and internet may be covered if Community Voicemail cannot provide a feasible option, a cell phone is the only means of the individual's telecommunication, or an individual needs internet access to complete a training program, especially when the cost of internet access is less than the cost of child care enabling the participant to work on training program requirements at home. In all cases the reasons for the payment must be documented.
- **Dues, Certification, Screening and Testing** including but not limited to Union initiation fees for the first month of employment; employment-related drug screening and background checks; food handlers permits, security clearance, first aid/CPR certification, or finger printing; commercial and business licenses; skills certification such as the National Career Readiness Certificate, computer program certificates, National Association of Manufacturers or National Institute for Metalworking Skills certifications, etc.; and/or other certification fees required by law and/or not paid for by a business.
- **Out of Area Training and Job Search Expenses** including but not limited to temporary housing and other incidental expenses which are necessary and allowable to enable individuals to participate in training or seek employment outside of their commuting area.
- **Relocation Assistance** for moving to an area outside of the local commute area for a *bona fide* job offer related to training.
- **Tools/Books/Supplies** related to training or necessary for accepting an employment offer. A specific tool may only be purchased once.
- **Incentive Payments** to youth for successful participation in and achievement of expected outcomes related to training and education, work readiness skills, occupational skills attainment or other work related activity defined in their Service Plan. Incentive payments should not be calculated based on the number of hours worked, but should instead be tied to specific benchmarks identified in the Service Plan. Incentives in form of gift cards should be kept under lock and key, much like cash. Entertainment tickets or vouchers may not be offered as incentives.

Additional Sub-recipient Lead Responsibilities

- Review and approve all Supportive Services payments, assure that priority of services is provided, as appropriate.

- Approve any expenditure in excess of \$400 for a participant in a 6-month period, where such excess expenditures are allowable, reasonable and necessary based on the job seeker's needs and Service Plan.
- Maintain a mechanism for obligating and re-obligating funds;
- Track all Supportive Services expenditures by job seeker;
- Ensure all records of eligibility and associated documents are maintained in case notes and the participant file; and
- Provide any and all Federal, State, County, and Workforce Snohomish monitors and auditors with access to such records given reasonable notice.

Additional Workforce Snohomish Responsibilities

- Workforce Snohomish will ensure that internal controls regarding the issuance of Supportive Services are maintained in accordance with this procedure and the Workforce Snohomish Internal Controls policy.