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# Supportive Services

**Attachment A: Supportive Services Matrix**

**Attachment B: Transportation Policy**

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## Purpose

It is the purpose of these policies and procedures to define the scope of supportive services that will be available to participants enrolled in programs funded by the Workforce Innovation and Opportunity Act (WIOA) and other grants and programs as administered by NOVAworks. These policies and procedures are intended to:

- assist customers with important supportive services needs to enable them to fully participate in NOVAworks services;
- allow a streamlined process of approval and reimbursement;
- enable accurate and timely tracking of expenditures;
- be relevant across all funding sources; and
- provide guidelines for staff in working with customers.

While the guiding legislation for these policies is WIOA Title I Law, they are not intended to divert or change allowable activities under other grants. Any grant regulations or policies from other funding sources will supersede inconsistent items written in this document, as appropriate.

## Policy

It is the policy of NOVAworks to provide supportive services to participants in accordance with the law and regulations, as summarized by the following:

As defined by WIOA Section 3(59), WIOA Sections 134 (d)(2) and (3) – Adults and Dislocated Workers, and WIOA Section 129(c)(2)(G) – Youth, “**supportive services** include services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities under WIOA Title I.”

NOVAworks will follow the standard framework of procedures outlined in this policy, derived from guidelines of the Workforce Innovation and Opportunity Act. These guidelines will be followed to the extent possible and applicable across all NOVAworks administered grants and programs. NOVAworks / NOVAworks subrecipient staff is expected to be familiar with and to follow these policies.

Staff will inform customers of available supportive services in the local area, and make referrals as appropriate, beginning at the Career Services level. Information regarding support services availability will be disseminated to customers similar to efforts informing customers about available one-stop services and other employment and training services.

With few exceptions, NOVAworks-funded support services will only be available to participants registered in a WIOA activity and those who are enrolled in other NOVAworks programs, who are unable to obtain supportive services through other programs offering similar services.

**Exceptions** to the outlined policy can be approved based on one of the following:

1. That denial of a supportive service award may jeopardize or significantly alter the person's ability to participate in NOVAworks activities toward their employment and training goals.
2. That participants enrolled in other NOVAworks grants or programs outside of WIOA, be allowed flexibility on funding source requirements, beyond the limitations contained in these policies.
3. Exceptions must be documented in the participant's case notes and/or plan, and must be approved by a program supervisor, program manager, or youth manager.

## Requirements & Eligibility

As outlined in the WIOA Final Rule at 20 CFR 680.900:

- (a) Supportive services may only be provided to individuals who are:
  - (1) Participating in career or training services, and
  - (2) Unable to obtain supportive services through other programs providing such services (WIOA sec. 134(d)(2) (B))
- (b) Supportive services may only be provided when they are necessary to enable individuals to participate in career services or training activities. (WIOA sec. 134(d)(2)(A) and WIOA sec 3(59)).

**NOTE:** TEG 19-16 dated 3/1/2017 regarding Adult & Dislocated Worker Services states that, "follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving "follow-up" services may not receive supportive services. Individuals identified as needing

ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services.

### *Registration/Enrollment in a WIOA Activity*

The primary criterion for a NOVAworks customer's eligibility to receive supportive service funds is **registration in a WIOA activity**. The scope of services will be limited by the availability of funds and specific cost and time limitations established in this policy. For participants with an Individual Employment Plan (IEP) / Individual Services Strategy (ISS), supportive services must be consistent with the participant's plan.

### *Documentation of Need*

Supportive services shall be provided based on an evaluation of a customer's level of need as outlined in case notes and/or plan. Each supportive service provided shall be recorded in the participant's case notes and/or plan, and shall be consistent with the Individual Employment Plan/Individual Services Strategy where applicable. Appropriate documentation for supportive services provided will be maintained in NOVAworks' Fiscal Unit.

### *Career/Training Supportive Services*

Supportive services can be available to NOVAworks participants participating in career or training services, as determined by a career advisor. Available supportive services are listed in the Supportive Services Matrix attached to this policy. The participant must be enrolled in career or training activities to qualify. Flexibility toward the enrollment policy may be made by exception if a participant is determined in need of support to participate in pre-registration.

For participants enrolled in a Training activity, most supportive services costs will be included in the participant's Individual Training Account (ITA) budget. Total participant training expenses, including supportive service expenses, with the exception of childcare and approved emergency requests, shall not exceed the designated funding cap set under NOVAworks' ITA policies. Authorization of supportive service costs may be limited to available ITA funds.

### *Follow-up Supportive Services – Youth Only*

Supportive services may be available to youth during follow-up services on an individual case-by-case basis upon and limited to the approval of the youth manager.

### *Utilization of Other Available Resources*

Supportive services are only available if the participant is unable to obtain services through other programs offering such services. At each level of WIOA services, and activities in other

NOVAworks programs, career advisors and participants shall conduct initial exploration of other resources based on the need, as noted in the case notes. Other resources may include but are not limited to community services, community colleges, adult education providers, CalWORKs or Department of Rehabilitation funding. NOVAworks will prioritize use of supplementary resources for supportive services before accessing WIOA or other grant funds. Supportive services shall be coordinated accordingly with partnering agencies, which have also enrolled the participant, to avoid duplication of services. Referrals to other agencies shall be coordinated based on available services, funding and specific approval criteria.

### *Levels of Approval*

The Supportive Services Matrix outlines the category of supportive services, cost limits and approval levels. All supportive service requests will be reviewed on an individual basis, and a determination of actual support levels will be made by a career advisor (or in the case of a subrecipient, career advisor will follow their agency approval process) and approved by an employment training program coordinator, employment training manager, job seeker manager, or youth manager, as applicable.

NOVAworks will maintain a flexible system for the payment or reimbursement of incurred costs, including but not limited to; utilization of staff purchasing card, direct reimbursement to participants, reimbursement via a vendor/voucher system or via a service provider.

### **Procedures**

The following procedures provide the general framework for the supportive service process. NOVAworks administration may authorize exceptions to these procedures on an individual basis.

### *Determination of Need*

It is the responsibility of staff to determine if the participant is in need of supportive services. This determination will be based upon a review of the participant's financial circumstances.

1. Prior to issuance of any supportive services, staff will conduct the review of the participant's need level. A participant can be provided supportive services through NOVAworks' available funding only if other resources are: not available, have been exhausted, may require an extensive processing time or when participant is determined ineligible under specific qualifications required by that resource.
2. Supportive services must be documented in the local case management system and/or plan, as applicable. A Statement of Need (SON) form must be fully completed and signed by both participant and staff.
3. The Statement of Need form and original receipts shall be submitted to NOVAworks Fiscal Unit.

4. For participants receiving WIOA funded training services, the career advisor must ensure that the participant's total ITA, including training and supportive services, does not exceed the funding cap outlined in NOVAworks's ITA policy.

## NOVAworks SUPPORTIVE SERVICES MATRIX

**WIOA-Funded supportive services are available only when:**

- \* services are NOT available through other agencies AND
  - \* services are reasonable and necessary for an individual to participate in WIOA Title I activities
- The need for supportive services MUST be documented in the IEP/ISS & All supportive services require a complete Statement of Need Form Signed by Supervisor or Manager
- Supportive services require enrollment into WIOA activity 185 (Adult/Dislocated Worker) or 485 (Youth)
- Supportive services must be entered in conjunction with another activity ( i.e. 200 - Individual counseling - ADW or 435 - Career counseling - Youth)
- Supportive services are available to Adult and DW participants receiving career or training services and cannot be provided during follow-up.
- No Cash assistance is available with WIOA funding
- Approval from NOVA Administration is required for amounts over the listed limit.

Supportive Service Category	Availability and Cost Limits*		Approval	Process
<b>TRAVEL</b>	Maximum cost limit for transportation is \$1,000 per enrollment cycle			
Travel assistance for Bus / Rail Pass / Mileage / Bridge Toll/Parking supporting employment and training activities.	Mileage traveled for job search / training activities	\$0.655 per mile Up to \$150.00 a month	Career Advisor follows agency approval process	Requires mileage log listing daily and total miles traveled, Google maps verifying mileage, and documentation of activities attended (i.e. training attendance, job center workshops/meetings, etc). See <i>Travel Assistance -Mileage Reimbursement Policy</i>
	Bus Pass / Rail Pass / Bridge Toll/Parking	Current Transportation Agency's monthly rate		
<b>CAREER WARDROBE</b>				
Assistance for wardrobe or uniforms, for job search, work and training activities.	For Job Search	\$150.00	Career Advisor follows agency approval process	Costs may be reimbursed to the participant
	For Work	\$300.00		Submit receipts and Statement of Need with monthly invoice
<b>GROOMING / PERS. HYGIENE</b>				
Assistance to receive reimbursement for grooming such as haircuts or other grooming/personal hygiene costs when necessary to improve participant's employability.	Grooming/Hygiene	\$150.00	Career Advisor follows agency approval process	Costs may be reimbursed to the participant
				Submit receipts and Statement of Need with monthly invoice
<b>TEXT BOOKS</b>				
For participants in which textbooks are not included in the ITA or participants not enrolled in NOVA-funded training and need supportive assistance to purchase books.	Book expenses	\$1,000.00	Career Advisor follows agency approval process.	Costs may be reimbursed to the participant
	Books must be required by instructor. Documentation required (class syllabus)			Submit receipts and Statement of Need with monthly invoice

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Supportive Service Category	Availability and Cost Limits*		Approval	Process
<b>SCHOOL SUPPLIES</b>				
Assistance with school supplies for youth enrolled in an educational program.			Career Advisor follows agency approval process	Costs may be reimbursed to the participant
Includes but not limited to notebooks, binders, backpacks, calculators, paper	School Supplies	\$150.00		Submit receipts and Statement of Need with monthly invoice
<b>CERTIFICATION EXAMS</b>				
Assistance with Certification Exams			Career Advisor follows agency approval process	Costs may be reimbursed to the participant
Certification exams include but are not limited to: CCNA, MCSE, PMP, SAS, Oracle Financials, CPR, Food Handlers' Card	Certification Exams	\$1,000.00		Submit receipts and Statement of Need with monthly invoice
<b>EQUIPMENT / SUPPLIES / TECHNOLOGY</b>				
Assistance to purchase equipment and/or supplies required for employment but not provided by employer or necessary for training but not covered by training program cost.	Equipment & Supplies	\$1,500.00	Career Advisor follows agency approval process	Costs may be reimbursed to the participant
<b>UTILITIES / PHONE / INTERNET</b>				
Assistance to pay the monthly cost for utilities, phone or internet needed to attend school or conduct job search activities		Up to \$150.00 a month	Career Advisor follows agency approval process	Costs may be reimbursed to the participant
				Submit receipts and Statement of Need with monthly invoice

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Supportive Service Category	Availability and Cost Limits*	Approval	Process
<b>PRE-EMPLOYMENT SERVICES</b>			
Assistance with finger printing, testing, licenses, medical, union dues that are required to be hired by an employer	Total costs not to exceed \$500	Career Advisor follows agency approval process	Costs may be reimbursed to the participant Submit receipts and Statement of Need with monthly invoice.
<b>BUSINESS START-UP COSTS</b>			
Assistance for business start-up costs such as: advertising, printing, insurance, certification, equipment and supplies.	Total costs not to exceed \$500.00	Approval from NOVA Administration is required.	Participant must have completed NOVA approved entrepreneurial training, culminating in a business plan prior to reimbursement for any start-up costs  A detailed list of requested items and projected costs are required.
<b>REASONABLE ACCOMMODATIONS</b>			
Purchase equipment needed to access services or gain employment.	Total costs not to exceed \$1,500	Approval from NOVA Administration is required.	A detailed list of requested items and projected costs are required.
<b>HOUSING</b>			
Cover the full or partial costs of mortgage or rent while engaged in job search or training.	Total costs not to exceed \$6,000	Approval from NOVA Administration is required.	Costs may be reimbursed to the participant or paid directly to bank or landlord.
<b>CHILDCARE</b>			
Childcare assistance is available on a case-by-case basis.	Total costs not to exceed \$6,000	Approval from NOVA Administration is required.	Childcare costs will be covered for the time a participant is in classes or attending job search activities.



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# Travel Assistance – Mileage Reimbursement

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## Policy

WIOA participants with a demonstrated, documented need for travel assistance in order to participate in WIOA career or training services may be reimbursed based on mileage. Mileage will be reimbursed monthly at the current IRS rate of \$0.655 per mile for actual miles traveled to participate in WIOA services - not to exceed \$150 per month. Rates will be adjusted annually based on IRS schedule. Reimbursements must be issued by check.

## Procedures

### WIOA Participants in Training or Work Experience

Mileage Reimbursement will be paid based on attendance in training program or work experience and will be supported by the training/work schedule and mileage log. Mileage is calculated based on the round-trip miles from the participant's home directly to the training facility or work site and back.

The following verification documents must be submitted prior to reimbursement:

- Completed Statement of Need Form
- Mileage log listing days attending training or work experience for the month. Mileage log must be recorded by calendar month. Example: July 1 – July 31.
- Google Map printout verifying mileage from home to training/work site for the month. Map must list starting location and destination.
- Training Proposal with class schedule & signed Training Attendance sheet or Work Experience Timecard

WIOA Participants in Job Search

Mileage Reimbursement will be paid based on attendance (accessing services) at the job center or participating in job search activities such as job interviewing. Mileage will be supported by the mileage log and activities and case notes entered in the CISRS system. Mileage is calculated based on the round-trip mileage from the participant's home directly to the job center or interview site and back.

The following verification documents must be submitted prior to reimbursement:

- Completed Statement of Need Form
- Mileage log listing days attending the job center or participating in job interviews for the month. Must be supported by case notes or activities recorded in CISRS. Mileage log must be recorded by calendar month. Example: July 1 – July 31.
- Google Map printouts verifying mileage from home to job center/interview site for the month. Map must list starting location and destination.

The mileage log attached includes instructions and a sample line. The form can be completed on-line (auto-calculates) and printed for signatures and submitted or it can be completed by hand.