



POCONO COUNTIES WORKFORCE DEVELOPMENT BOARD (WDB)/AREA (NE 135)

SUPPORTIVE SERVICES POLICY

1. PURPOSE

The Workforce Innovation and Opportunity Act (WIOA), 680.910, allows supportive services be provided to participants who are:

- (a) Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3) and
- (b) Unable to obtain supportive services through other programs providing such services.

Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities in pursuit of their employment goals.

2. EFFECTIVE DATE

12/11/19

3. IMPLEMENTATION

Per 680.920, the Local WDBs may establish limits on the provision of supportive services including a maximum amount available to participants.

The Pocono Counties WDB has established a maximum amount of supportive services to be provided to participants of **\$1,000.00** for the duration of their case.

- a. WIOA case staff must submit a Supportive Service Allowance Form for participants requesting such allowances on agency letterhead using the following format.



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viceAllowanceform.c

- b. WIOA case staff should make a determination that there are no alternative resources available to the customer to address this need.
- c. The name and title of the WIOA staff approving the request, along with their signature, must be on the form.
- d. On the Supportive Service Allowance Form the staff should provide details regarding the need, along with the description of what the Supportive Service Allowance will be used for and how it will assist the customer in supporting their participation in WIOA services.
- e. If the Supportive Service is needed in advance for the purchase of items, etc. a description of how the estimated costs for such needs was determined and any supporting documentation (if available) should be attached to the request.
- f. If the Supportive Service is to reimburse a participant for needs listed in the request, copies of receipts or other forms of supporting documentation should be attached to the request.
- g. WIOA case staff should maintain copies of Supportive Service Allowance requests and supporting documentation in the participants files.
- h. WIOA case staff must track multiple Supportive Service requests for individual participants to ensure that such requests do not exceed the limit set by the PCWDA Policy.
- i. Supportive Service allowances should be noted on the participant's IEP/ISS and as a WIOA Service, recorded in CWDS using the appropriate service code.