



# Larimer County Workforce Center Policies and Procedures

Subject: **WIOA Supportive Services Policy**

Policy No: **P&P-03-105**

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Reviewed: **N/A**

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Approved by: **M. Johnston**

Reviewed by: **D. Jardine**

## I. POLICY

A. The Larimer County Workforce Center (LCWC) may provide supportive services, as needed, to customers enrolled and actively participating in the Workforce Innovation and Opportunity Act (WIOA) Career Transition and/or inCompass program, and who require these services to engage in employment and training activities that will lead to unsubsidized employment.

B. Participation in a WIOA funded program does not create an entitlement to the receipt of supportive services.

C. Customers interested in accessing WIOA Career Transition and/or inCompass program supportive service dollars must demonstrate that they have exhausted all other reasonable alternatives before accessing WIOA funds.

D. The total amount of supportive services funds available to active customers is currently set at \$400 per customer, per year. The start of the year is marked by the customer's enrollment date, and will renew each year on this date.

E. The LCWC Career Transition and/or inCompass program reserves the right to increase/decrease the amount of supportive service dollars available to customers based on funding. The WIOA Center Manager is responsible for this decision after a review of funding allocations.

## II. SCOPE OF POLICY

A. This policy applies to the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, Youth, and Discretionary Grant programs at the Larimer County Workforce Center.

## III. DEPARTMENTS AFFECTED

A. Larimer County Workforce Center WIOA Career Transition and inCompass programs

## IV. REFERENCES

A. Workforce Innovation and Opportunity Act of 2014

B. Colorado One-Stop System Policy Guidance Letter #00-11-WIA1

C. LCWC P&P #01-101: Larimer County Purchasing Policy (paperwork)

- D. Career Transition Team Program Coding (Attachment #1)
- E. inCompass Program Coding (Attachment #2)

## V. DEFINITIONS

A. Supportive Services: Additional services necessary for an individual to participate in the employment and/or training activities that are authorized by WIOA. Supportive Services do not include occupational/academic remediation costs such as tuition, books and fees, tutoring contracts, or stipends/incentive payments.

1. Inclusions: Bus passes, alternative transportation, auto insurance, interview clothing, tools and uniforms required by an employer, background checks, hiring documents, disability evaluations, phone, internet, utility (gas, electric, water/sewer, and trash) payments, medical and dental expenses, computers and computer software directly tied to approved training, and Colorado Child Care Assistance Program (CCCAP) licensed child care provider payments. In addition, assistance with gas cards and auto maintenance is allowable if payment resolves the barrier.

2. Exclusions: Late fees or interest accrued on debt, fines, tickets, legal fees, auto payments, consumer loans (i.e. credit cards, payday loans, etc.), and rent/mortgage.

B. Active participation in a WIOA Career Transition and/or inCompass program:

1. Current and relevant Individual Employment Plan (IEP) or Individualized Service Strategy (ISS).

2. No more than a 90 day gap in WIOA Career Transition and/or inCompass program services.

## VI. APPLICABLE FORMS

- A. Individual Employment Plan (IEP) or Individualized Service Strategy (ISS)
- B. Requisition Quote Worksheet (if applicable)
- C. Contractual Agreement for Supportive Services

## VII. PROCEDURES

A. The need for the supportive service must be determined necessary by the WIOA counselor.

B. The counselor and/or participant shall determine that alternative community resources are not reasonably available to meet the supportive service need.

C. The counselor may independently approve supportive service requests that fall at or below the annual cap. The WIOA Center Manager or WIOA Technical Consultant may approve supportive service requests, which exceed the annual guideline, on a case-by-case basis. The WIOA Center Manager or WIOA Technical Consultant may approve supportive service requests beyond those outlined inclusions/exclusions, on a case-by-case basis, if the request is directly linked to the customers employment and/or training IEP/ISS.

D. WIOA Allowable Supportive Services during 12-Month Follow-up period:

1. WIOA Follow-up supportive services for Career Transition program participants may be provided for up to 12 months after a participant has become employed and is positively exited from the WIOA program. WIOA Follow-up supportive services for inCompass program participants may be provided for up to 12 months after a participant exits, regardless of exit outcome.

2. Follow-up supportive services are allowable when a lack of supportive services may keep a participant from maintaining employment. Follow-up services may be provided for participants who have been released from employment and/or for participants who are actively pursuing employment options. In these situations, all supportive services will be tied directly to the job search process.
3. Follow-up supportive services include all supportive service options and requests are contingent on available funds.

When supportive services are requested by a participant, a minimum of three estimates must be obtained from appropriate vendors/providers and documented on the Requisition Quote Worksheet before the supportive service can be authorized. This procurement process does not apply to vendors already on the LCWC approved vendor list. For comprehensive information regarding the procurement process, refer to the LCWC Purchasing Policy (LCWC P&P #01-101).

**E. Supportive Service Documentation**

1. Participant files must be up to date, prior to the provision of supportive services, including current log notes and service activities.
2. When WIOA supportive service assistance is provided, a Contractual Agreement for Supportive Services will be completed and submitted to the Fiscal Department for each supportive service authorization.
3. When supportive services are approved or denied, an entry that supports the decision is documented in the participant's confidential log notes.

**F. Connecting Colorado Requirements (See Attachment #1 & #2)**

1. The counselor will record the supportive service activity into Connecting Colorado using the following fields:
  - a) Service:
    - (1) TR-Transportation
    - (2) SS-Other
  - b.) Training Related: If the supportive service is associated with training, complete this field with the corresponding training activity code
  - c.) Start Date: Enter the date of service/authorization
  - d.) Estimated Completion Date: if supportive service is ongoing, enter an estimated date for completion
  - e.) End Date: Enter last date of service
  - f.) Cost: Enter estimated amount of supportive service (not mandatory)
  - g.) Comment: Enter description of supportive service
- b) Log Notes:
  - (1) Confidential log note will accompany the Connecting Colorado record.

## VIII. RESPONSIBLE PARTY

- A. Joni Friedman, Larimer County Workforce Center Director or her designee.