



# Northern Middle Tennessee Workforce Board Inc.

May 6, 2021

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## Executive Summary

### Supportive Services Policy

**1. What is the purpose of this policy?**

The Supportive Service Policy establishes guidelines for supportive services provided to participants in the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker and Youth programs.

**2. What is the purpose of the update to this policy?**

Clarified sales tax reimbursement allowability for eligible sub-contractors.



## Northern Middle Tennessee Workforce Board Inc.

Effective Date: 10.01.2018  
Revised Date: 05.06.2021  
Duration: Indefinite

### Supportive Services Policy

#### Purpose

The purpose of this policy is to establish guidelines for supportive services provided to participants in the Workforce Innovation and Opportunity (WIOA) Title I Adult, Dislocated Worker, and Youth programs.

#### Background

Funds allocated to a local area may be used to provide supportive services to adults and dislocated workers who:

- Are participating in programs with activities authorized in WIOA Section 134(c)(1)(A)(ii) or WIOA Section 134(c)(1)(A)(iii);
- Have exited and need post-program support services as follow-up (for up to 12 months after exit); and
- Are unable to obtain such supportive services through other programs providing such services

#### Policy & Instructions

##### A. Supportive Services

Supportive services may be made available to adults or dislocated workers participating in career or training services that is unable to obtain supportive services through other programs providing such services. The supportive services must be necessary to enable the individual to participate in career services or training activities. Supportive services for youth are services that enable an individual to participate in WIOA activities.

Supportive services may include, but are not limited to:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Needs-related payments
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services are not entitlements and must be supported by demonstration of financial need. The participant's need for the provided service must be documented in the electronic case file in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and case notes. The cost of supportive services must be reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available.

The maximum amount of funding for supportive services for the Northern Middle Tennessee Workforce Board (NMTWB) is \$4,000 per enrollment. Exceptions may be approved by board staff on a case by case basis. Tips on products or services are not reimbursable for any reason, and may not be waived. Uniform Guidance (2 CFR 200.470 (a.)(1)) states that taxes which a unit is legally required to pay and which are paid or accrued in accordance with the Generally Accepted Accounting Principles, are allowable. Any refund of taxes, and any payment to the non-Federal entity of interest thereon, which were allowed as Federal award costs, will be credited either as a cost reduction or cash refund, as appropriate. Therefore, it would be allowable for sub-contractors to be reimbursed for said taxes as long as they are legally required to pay the tax.

Note 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.

Support services may not be used to pay for expenses incurred prior to the participant's enrollment into the WIOA program. Advances against future payments are not allowed. Examples of unallowable services include, but are not limited to:

- a) Fines and penalties such as traffic violations, late finance charges, and interest payments
- b) Entertainment, including tips
- c) Contributions and donations
- d) Vehicle or mortgage payments
- e) Refund deposits
- f) Alcohol or tobacco products
- g) Pet food
- h) Items to be purchased for family or friends
- i) Out-of-state job search and relocation expenses that will be paid by the prospective employer

## **B. Needs-Related Payments**

Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services.

To receive needs-related payments

1) Adults and Out of School Youth aged 18-24 must:

- Be unemployed;
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Be enrolled in a program of training services under WIOA Section 134(c)(3)

2) Dislocated Workers must:

- Be unemployed; and have ceased to qualify for unemployment insurance or trade readjustment allowance under TAA; and be enrolled in a program of training services under WIOA section 134(d)(4) by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated work, or if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short term layoff will exceed 6

- months; or
- Be unemployed and unable to qualify for unemployment insurance or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA section 134(c)(3)

The level of a needs-related payment made to a dislocated worker shall not exceed the greater of:

- 1) The applicable weekly level of unemployment insurance compensation for participants who were eligible for unemployment insurance compensation as a result of a qualifying dislocation; or
- 2) The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of a qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by the NMTWB.

**C. Priority of Service**

Participants in WIOA programs who face significant barriers to employment — such as recipients of public assistance, low-income individuals, or individuals who are basic skills deficient should be given service according to their level of need. Please refer to the TDLWD's Priority of Service Guidance concerning the order of service delivery which can be accessed at: <https://www.tn.gov/workforce/contact-the-department0/boards---commissions/boards---commissions-redirect/state-workforce-development-board/wioatechnicalassistance>.

**D. Duplication of Services**

Funds for supportive services should be monitored to ensure that they are spent in a manner that avoids redundancy. Please refer to the TDLWD's Co-Enrollment of American Job Center Customers Policy for more information concerning co-enrollment of participants in multiple programs and best practices to leverage resources for maximum benefit. This document can be accessed at <https://www.tn.gov/workforce/contact-the-department0/boards---commissions/boards---commissions-redirect/state-workforce-development-board/wioatechnicalassistance>.

**References**

WIOA Section 3(59); WIOA Section 133; WIOA Section 134(c)(3); 20 CFR 680.900 through 680.970; 20 CFR 681.570; TEGL 19-16; Workforce Services Guidance – LWDA Supportive Services Policy Update Requirements - WIOA

Authorized by:

Approved by:

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