

Chapter 1000	Supportive Services Adult, Dislocated Worker and Youth Programs
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1001 BACKGROUND

Supportive services, such as transportation, child care, dependent care, housing, training-related assistance are necessary to enable an individual to participate in the Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Program authorized career or training services. The WIOA Title I-B Youth Program also includes supportive services as one of the 14 program elements.

Supportive services for participants of the Adult, Dislocated Worker, and Youth programs may be provided by contracted service providers when it has been documented that such services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA Title I-B-career or training services *that are not available from other sources*. The Pinal County Workforce Development Board may establish funding caps for support services.

All supportive services are based on the availability of funds.

1002 AUTHORITY

- A. Workforce Innovation and Opportunity Act (WIOA) of 2014 (P.L. 113-128);
- B. 20 CFR 680.900, 680.940, 680.950;
- C. 2 CFR Part 215 and 220
- D. Office of Management and Budget 20 CFR 200.470
- E. Training and Employment Guidance Letters (TEGLs) 19-16 and 21-16
- F. Arizona Revised Statutes 41-1967

1003 SUPPORTIVE SERVICE REQUIREMENTS

- A. Supportive services must be made available for participants who may need additional assistance, as determined through comprehensive assessments. These assessments, and all supportive services provided, must be documented in the participant's Individual Employment Plan (IEP), or Individual Service Strategy (ISS), as well as appropriately recorded and documented in the Arizona Job Connection (AJC) system.

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1. Prior to providing supportive services, an IEP or ISS must be developed for all participants. The IEP or ISS must include barriers, planned services and dates, and employment goals. This includes participants who are only seeking supportive services to allow participation in basic career services.
 2. The IEP must list the start and end date for each approval period for the supportive service and the IEP must be revised if it is determined the approval should be extended after revisiting the need.
 3. Every time a Supportive Service is provided, the specific "Supportive Service" service must be added to the Service and Training (S & T) plan with the same start and end date, and case notes must be updated in the AJC system, and case notes must be updated in the AJC system within five business days.
- B. Supportive services must only be provided through the Adult, Dislocated Worker and Youth Programs *when the individual is unable to obtain supportive services through other programs that provide such services and who are participating in training or career services.*
- C. Supportive services may only be provided to:
1. Adults and dislocated workers *who are participating in career or training services and are determined to be in need;* and
 2. Youth who have been determined in need of such services.
- D. The provision of supportive services must be necessary and reasonable, both in cost and in the item being purchased, per 2 CFR Part 215 and 220.
1. To determine comparable market prices, there must be a comparison of the product or service from at least two or more vendors. Types of supportive services that require at least two quotes are noted in the Cost Limits Chart in section 1011.
 2. Costs must be on par with comparable market prices for the service or commodity, both in cost and in the item being purchased, per 2 CFR Part 200.404. [Fiscal Policy 100, Allowable Costs](#), must still be followed, except for items with well-established prices (e.g. clothing, bus passes, gas cards, utility bills).

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- E. Payments for supportive services may be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services, such as receipts, invoices, and billing statements must be uploaded to the participant’s file in the AJC system.
- F. Support Services must not be approved for an "open-ended" timeframe. All support services must be time-based, so that the need can be revisited.
 - 1. Any support service must not be approved for more than 90 days at a time unless there are extenuating circumstances. This includes providing supportive services to those who are enrolled in training. Even if the training is for a semester or longer - that does not necessarily mean the support service is required for that full length and must always be re-evaluated for need.
 - 2. Case notes should include a note such as: “Gas card approved to address transportation barriers - Jan 1 – March 31, 2021”. In addition, each time a supportive service is provided a separate case note must be added to the AJC System within five business days (refer to section 1004).

1004 ADDING OF SUPPORTIVE SERVICES

Each time a Supportive Service is provided to a WIOA Title I-B Adult, Dislocated Worker, and Youth Program participant, the Supportive Service must be added to the S & T Plan in the AJC system. All types of Supportive Services are defined in the [AJC Service Dictionary](#).

- A. Service providers must ensure that the type of supportive service added to the S & T plan matches the actual type of Supportive Service provided.
- B. The date of the Support Service must reflect the date the support Service was provided to the participant. The start date and completion date must be the same date, and the date on the S & T plan in AJC must match the date on the supportive service documentation and case notes in the AJC system. All case notes must be entered into the AJC System within five business days.

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- C. When a participant is provided another Supportive Service, even when it is the same type of Supportive Service, the appropriate Supportive Service must be added again to the S & T plan in the AJC system.

1005 TYPES OF SUPPORTIVE SERVICES

Supportive services, as described in 20 CFR 680.900, for adults and dislocated workers, and 20 CFR 681.570 for youth, include, but are not limited to:

- A. Linkages to community services;
- B. Transportation assistance;
- C. Child care and dependent care assistance;
- D. Housing, lodging and utility bills assistance;
- E. Educational testing assistance;
- F. Reasonable accommodations for individuals with disabilities;
- G. Legal Aid services;
- H. Referrals to healthcare such as drug and mental health services;
- I. Hygiene, grooming and personal hygiene, including haircuts (for employment purposes);
- J. Work-related expenses including uniforms, appropriate work attire, and work-related tools, including eyeglasses and protective eye gear;
- K. Training-related assistance with books, fees, school supplies, electronic devices such as a laptops computers, tablet, personal wireless internet devices, internet service, software and other necessary items for students enrolled in postsecondary education classes expenses not covered in the ITA or any other training contract; and
- L. Payments and fees for employment and training-related applications, tests, and certifications.

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1006 WORK CLOTHING AND UNIFORMS

- A. Interview clothing is based on the type of employment the customer is seeking and is limited to one outfit and one pair of shoes appropriate for interviews. Examples: For women interview attire may consist of a jacket, blouse/top, trousers/skirt and dress shoes (sandals are not considered appropriate). For men, interview attire may consist of a suit jacket, dress shirt/polo shirt, tie, belt, trousers and shoes.
- B. Uniforms may be purchased when required by the employer when a participant obtains employment or when required for training.
- C. Work clothes may be purchased when the participant obtains employment. Work clothes and shoes must be appropriate for the participant’s job site and consistent with the employer’s dress code.

1007 CHILD CARE AND DEPENDENT CARE

Child care payments using WIOA Title I-B Adult, Dislocated Worker or Youth Program funds must be aligned with current State child care Allowances.

- A. Payment and eligibility for Child Care will follow the guidelines set forth by the Department of Economic Security (DES) Child Care Assistance program. Income eligibility and maximum reimbursement rates can be found in the Document Center at <https://des.az.gov/documents-center>.
- B. The child care provider must be an approved DES contractor. A list of child care providers that contract with DES is available from the Child Care Resources and Referral Service.
- C. Child care may be provided by the WIOA Title I-B program if the participant is not eligible for DES Child Care Services Program.
- D. Two quotes are required for child care and dependent care.
- E. The participant’s Child Care Notice of Denial letter from DES and Child Care or Dependent Care Agreement must be uploaded into the AJC system.

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- F. Child care will be discontinued if the participant has 3 unexcused absences reported from the training and or education program.

1008 LODGING

A participant may receive lodging as a supportive service when he or she is attending a short-term training (one month or less) or traveling to take a training related examination when the training location/testing site is more than 50 miles from the participant’s place of residence.

- A. The nightly rate must be less than the limitation set by the General Services Administration for the nightly lodging rate by City and State, <https://www.gsa.gov/travel/plan-book/per-diem-rates>.
- B. The cost of nightly lodging rate must be reasonable, and comparable to other nightly lodging rates within comparable, reasonable distance from the training location or testing site.
- C. Depending on the length of the training, alternative accommodations must be considered, including lodging options that offer weekly rates, or more permanent housing solutions, such as housing options that are rented on a month-to-month basis.

1009 TRAINING RELATED EXPENSES

Pinal County will provide participants with the resources to utilize computers at the ARIZONA@WORK Pinal County Job Centers and other partner locations to conduct job search, attend workshops, complete and submit applications and/or complete educational paperwork for homework. Electronic devices must not be provided to individuals not receiving education or training services.

The ARIZONA@WORK Pinal County Job Centers and other partner locations are available for job seekers to conduct job search, attend workshops, complete and submit applications, and/or complete educational paperwork, and or homework related to training/education program.

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.01 Electronic Devices

- A. Electronic devices, such as laptops, computers, tablets, and Personal Wireless (Mi-Fi) devices may be purchased to successfully complete education and training services that require an electronic device to complete assignments or to participate in the education or training program virtually.
1. When the education or training program offers loaner computers, the participant must see if this is an option first, as WIOA Title I-B funds must be used as the last resort. For example, Central Arizona College has a laptop loaner program.
 2. When the participant is issued an electronic device, the participant is able to retain the electronic device upon completion of an education or training program.
 3. The participant is responsible for all maintenance, and repair of the electronic device that is purchased with WIOA Title I-B funds.
 4. It is the participant's responsibility to replace any lost, stolen, or inoperative devices.
- B. Prior to providing electronic devices, the service provider must:
1. Consult with participant to assess and determine whether participant has internet connection, and owns or has access to the required device prior to the purchase.
 - a. If it is determined that the participant has access to the internet, and the required electronic device, WIOA Title I-B funds must not be used to provide internet access or another electronic device.
 2. Document in program notes and the IEP or ISS that electronic device is a requirement for the participant to complete training/education.
 3. If the device is required by a training provider for a training program listed on the Eligible Training Provider List, a copy of the training

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program description from the ETPL specifying requirement must be uploaded into the AJC System.

- C. Service providers must adhere to the following requirements when purchasing electronic devices:
1. Follow established procurement standards for the purchase of any electronic device;
 2. Devices may be purchased in bulk, with written justification to document how the purchase in bulk is more cost efficient.
 3. Maintain an inventory to track each device provided to a participant.
 4. Ensure the maximum cost of each device does not exceed the average fair market price for the device. 2 CFR 200.404(c);
 5. Pre-approval from DES is required for all capital equipment if the purchase is over \$5000; and
 6. Ensure Equal Opportunity auxiliary aids and services are available upon request to individuals with disabilities.
- D. If loaner computers are available, service providers must have in place and follow their Information Technology (IT) procedures to maintain security standards and ensure sensitive or personal identifiable information is not retained on equipment upon return.

.02 Software

- A. Software may be purchased as a supportive service when it is listed as a requirement of the ETPL.
- B. Microsoft 365 may be purchased on a month to month basis, to not exceed the month the participation in the education or training service ends, depending on the type of education or training program.

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.03 Personal Wireless Device

A personal wireless device (Hotspot or Mi-Fi device) may be provided when a participant is enrolled in distance online learning (Training or Education Service). Requirements in 1009.01 apply to personal wireless devices.

.04 Licenses, Certification and Testing Fees

Licenses, certifications, and testing fees may be paid when the license, certification, or the successful completion of the test meets one or all of the following criteria:

- A. Is required to legally work in the occupation;
- B. Is required by a specific employer for the individual to obtain employment; or
- C. Will result in a recognized credential.

1010 Internet and Phone Service

The WIOA Title I-B program may provide internet and phone service for the purposes of participation in career, including job search and education/training services.

- A. Internet and cell phone service may be paid on a reimbursement basis or pre-paid basis.
- B. Prior to providing internet or cell phone services, the participant must apply for any discount internet or phone service programs available through the cell phone or internet providers, or other community resources.
- C. If the participant chooses to enter a contract for internet or phone service, the service provider must explain to the participant that the WIOA Title I-B program may only pay for months that participant is participating in career and training/education activities, as is included in the IEP or ISS, and that the participant will be responsible all fees after that time period.

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- D. If the participant is on a shared cell phone plan with other individuals, the WIOA Title I-B program may only pay for the participant’s portion of the bill.
- E. Certain individuals, due to involvement in the criminal justice system, are not permitted to access the internet. It is the responsibility of these individuals to avoid accessing the internet. If there are questions as to whether a particular individual is permitted internet access, an inquiry may be made to the appropriate agency.
- F. WIOA Title I-B funds must not be used to pay for late fees.

1011 Transportation Assistance

- A. Service providers must not reimburse participants for gasoline on a mileage basis at more than the maximum allowable mileage reimbursement rates for Federal employees. Mileage rates must be checked annually at the [General Services Administration’s Privately Owned Vehicles \(POV\) Mileage Reimbursement Rates webpage](#).
- B. Case notes in the AJC system must indicate that transportation assistance is being provided to allow the participant to drive from home to school and/or work depending on the participant’s need, and career and training activities.
- C. Service providers may provide airfare as supportive service as part of relocation assistance when it allows participants to enrolled in school at postsecondary education/ training provider located out of state or accept an employment offer at job located out of state. Refer to Relocation Assistance in section 1012.
- D. Airfare costs in excess of the basic least expensive unrestricted accommodations class offered by commercial airlines are unallowable except when such accommodations would:
 - 1. Require circuitous routing;
 - 2. Require travel during unreasonable hours;
 - 3. Excessively prolong travel;
 - 4. Result in additional costs that would offset the transportation savings; or

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5. Offer accommodations not reasonably adequate for the traveler's medical needs. The non-Federal entity must justify and document these conditions on a case-by-case basis in order for the use of first-class or business-class airfare to be allowable in such cases.

1012 Relocation Assistance

- A. Service providers may provide transportation, moving company expenses, assistance with rental/ utility deposits and temporary lodging as part of relocation assistance.
- B. For relocation assistance to be provided the participant must provide the ARIZONA@WORK Pinal County Adult, Dislocated Worker or youth program an acceptance letter from the out-of-state postsecondary institution or employment offer from an out-of-state employer with a start date.
- C. When relocation assistance is provided, the *Out of Area Job Search Assistance* service must be added to the S & T Plan in the AJC system.
- D. In addition to the *Out of Area Job Search Assistance* service, any supportive services provided as part of the relocation assistance must be also added to the S & T Plan in the AJC system.

1013 Pet Boarding

1. Petting sitting and pet boarding may be paid for as supportive service when participants do not have a safe, secure location to keep their pet while the job seekers participates in career and training services. This service is to be used as a last resort when other pet sitting/pet boarding options do not exist.
2. Service providers may use ARIZONA@WORK Pinal County Adult, Dislocated Worker and Youth funds to pay for Rabies and other pet vaccinations as required by the boarding facility.

1014 Supportive Service Limits

The dollar limits for supportive services may change due to funding availability. Participants are eligible for financial supportive services as outlined below. ARIZONA@WORK Pinal County reserves the right to limit the amount of

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supportive services funding that may be provided to a participant within a Program Year. Most in need and other factors may be taken into consideration at the discretion of the Career Planner and/or Program Supervisor.

All participants must remain in good standing based on the agreed programmatic employment plan (e.g., IEP or ISS) while enrolled in career service or training activity to receive supportive services.

Support Service	Limits Per Program Year	
	Adult/Dislocated Worker	Youth
Child Care (if not eligible for or to supplement DES or other subsidized child care) ^{1 **}	\$2,000 maximum	\$2,000 maximum
Certification/licensing/testing	Based upon need – not to exceed \$1000	Based upon need – not to exceed \$1000
Tools	\$600.00 maximum	\$600 maximum
Uniforms	\$300 maximum	\$300 maximum
Shoes – Safety and others required for work	\$150 maximum	\$150 maximum
Interview Clothing	\$200 maximum	\$200 maximum
Work Clothing	\$500 maximum	\$500 maximum
Hygiene, personal grooming	\$100 maximum	\$100 maximum
Eye Care (eye exam & glasses)	\$300 maximum	\$300 maximum
Utilities/Rent (one-time assistance if not available through other sources)	\$1500 maximum	\$1500 maximum
Lodging	30 days at the Federal per diem rate	30 days at the Federal per diem rate
Relocation Assistance (to include moving company costs, housing deposit/utilities)**	\$1,000 maximum	\$1,000 maximum
Auto Repair **	\$2,000 maximum	\$2000 maximum

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Transportation – Airline tickets, Bus passes, Gas Gift Cards, RideShare Gift Cards	\$1000 maximum	\$1000 maximum
Medical Care – i.e. TB testing, immunizations (for employment purposes)	\$300 maximum	\$300 maximum
Dental Assistance (One-time only for employment purposes) (cosmetic and emergency)**	\$1,000 maximum	\$1,000 maximum
Reasonable Accommodation for Individuals with Disabilities**	Based on need – not to exceed \$2,000	Based on need – not to exceed \$2,000
Cell Phone (device)	\$200 maximum	\$200 maximum
Cell Phone Service	\$1200 maximum	\$1200 maximum
Internet Service	\$1200 maximum	\$1200 maximum
Personal Wireless Device Service	\$300 maximum	\$300 maximum
Electronic device	\$400 maximum	\$400 maximum
Pet Boarding/Daycare	\$500 maximum	\$500 maximum
Other (explanation needed)	Based upon need and funding availability	Based upon need and funding availability

These are guidelines and are subject to exceptions based on need and must be approved by the Supervisor.

** A minimum of two (2) quotes are required for these services.

1015 NEEDS-RELATED PAYMENTS

Effective October 1, 2017 the ARIZONA@WORK Pinal County will not offer Needs Related Payments.

1016 SUPPORTIVE SERVICE PROHIBITIONS

Unallowable costs that do not meet the conditions of supportive services include, but are not limited to:

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- A. Payment toward goods or services incurred or received prior to the participant’s enrollment in a WIOA Title I-B program;
- B. Fines and penalties, such as for parking tickets, moving violations and fines for late utility payments;
- C. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/ payroll taxes (for employers);
- D. Child support;
- E. Legal fees, except for legal aid, such as bail and restitution;
- F. Debts that have been turned over to a collection agency;
- G. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute;
- H. The purchase of cigarettes, alcoholic beverages or firearms; and
- I. Union dues; and
- J. Service provider staff must not provide career and training services as supportive services, when the actual service provided meets the definition of another career or training service on the [AJC Service Dictionary](#).

1014 ELIGIBILITY VERIFICATION

Prior to providing supportive services, the participant’s eligibility for the WIOA Title I-B program must be verified and eligibility verification documents must be uploaded into the AJC System.

- A. After WIOA Title I-B eligibility is verified, participants may receive any type of supportive services based on their needs identified in the IEP or ISS, regardless of the level of other services provided, with the exception of Training Related Expenses (refer to section 1009).

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- B. Training Related Expenses may only be paid for with WIOA Title I-B when the participant is in (or has completed in the case of educational testing), an education or training activity. The education or training activity is not required to be paid for with WIOA Title I-B funds.

1015 FOLLOW-UP SERVICES

- A. **Youth Program** allows the provision of supportive services as a follow-up service to ensure the youth is successful in employment and/ or post-secondary education and training.
- B. **Adult and Dislocated Worker Programs** do not allow the provision of supportive services after the completion of participation as supportive services are provided to enable adults and dislocated workers to participate in career and training services. If an individual in follow-up services is determined to be in need of support services the individual must be re-enrolled into the program based on eligibility.