

Coordination of Services and Supportive Services

Greater Lincoln Workforce Development Board Action

08-17-2018

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Purpose: This policy establishes procedures for the coordination of services and the provision of supportive services for the Adult, Dislocated Worker, and Youth programs.

Coordination of Services

To maximize the use of the Workforce Innovation and Opportunity Act (WIOA) funds, participants must be unable to obtain grant assistance from other sources to pay the costs for training or supportive services or require WIOA assistance in addition to other sources of grant assistance. Potential sources for other funding may include state-funded sources, Pell Grants, or Trade Adjustment Assistance (TAA).

In addition, supportive services funds are provided only when necessary to enable the participant to take part in career services, training services, or youth employment and training activities.

For the Adult and Dislocated Worker programs, the WIOA Service Provider is responsible for:

- Coordinating the provision of services including career, training, and supportive services with One-Stop Partners (and other entities when appropriate);
- Identifying and tracking funding streams that pay the costs of services provided to co-enroll participants; and
- Ensuring no duplication of services across programs

Occupational Skills Training

Adult, Dislocated Worker, and Youth programs must ensure that occupational skills training provided by eligible training providers is WIOA-funded only when assistance from other sources is not available through other agencies or programs. When WIOA funds supplement other sources of funding for training, the WIOA Service Provider must:

- along with training providers, coordinate funds made available for training;
- make funding arrangements with one-stop partners and other entities regarding participants who require assistance beyond that available under grant assistance from other sources; and
- consider the availability of other sources of grants to pay for training costs such as TANF, training funds available from the state, Pell Grants, and other funding sources.

Pell Grants

In the event a program participant has been awarded a Pell Grant, the Pell Grant must be applied against the cost of occupational skills training and any education fees the training provider charges to attend training before WIOA funds are utilized. If the participant has been awarded Pell Grant assistance for education-related expenses, the assistance must not be used to offset or

reduce WIOA funding for the cost of occupational skills training and education fees.

If a participant's application for Pell Grant assistance is pending, a participant may enroll in occupational skills training and WIOA funds may be used to pay the costs of training, including any education fees, while the application is processed, subject to the following three requirements.

1. The applicable program must arrange with the training provider and participant for allocation of the Pell Grant should it be subsequently awarded.
2. If the Pell Grant is subsequently awarded and:
 - a. does not cover the cost of occupational skills training and required education fees to be paid during the Pell Grant award period, the training provider must reimburse the applicable program for WIOA funds paid to the training provider using the full amount disbursed for the Pell Grant award period; or
 - b. exceeds the cost of the occupational skills training and required education fees to be paid during the Pell Grant award period, the training provider must reimburse the applicable program only for the amount paid to the training provider by the program, with the balance belonging solely to the participant.
3. Pell Grant assistance disbursed on the participant's behalf for education-related expenses belongs solely to the participant and must not be used to offset or reduce WIOA funding for the cost of occupational skills training and education fees.

Supportive Services

The Greater Lincoln Workforce Development Board has established a local policy for providing supportive services and identifying the requirements that the WIOA Service Provider must adhere to in providing such services to WIOA Title IB adults, dislocated workers, and youth. This policy is based on the following criteria:

- Supportive services may only be provided to participants who are unable to obtain the services through partner programs who provide such services.
- Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in WIOA activities under career or training services, or youth employment and training activities.
- Supportive services may only be provided after it has been determined the participant is unable to obtain supportive services through other partner programs providing such services.

The provision of supportive services is one of fourteen program elements required by WIOA in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into post-secondary education, and career readiness for youth participants.

The One Stop Operator and provider(s) are expected to have written operational procedures in place to comply with the board's policy on supportive services. Review of these written operational procedures are included in the board's formal monitoring process.

Note that supportive services may be provided during participation in the WIOA programs and during the full 12 months of follow up for youth services.

There must be a complete assessment of the participant’s need for supportive services and documentation of the results of this assessment prior to the provision of supportive services. Staff must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.

Once provision of such services begins, documentation of this provision must include vendor receipts, invoices, voucher, etc. Additionally, the participant and career planner/case manager must develop a plan on how the participant will support a part or all of the expense for supportive services issues once the initial assistance has been given.

Costs for supportive services must be allowable, reasonable, and necessary. Assistance for supportive services includes:

- Transportation
- Child Care and Dependent Care
- Housing and Utilities
- Medical services
- Protective and other clothing, eyewear, tools, or equipment required to participate in a training program, employment, or pre-employment activity.
- Education related books, supplies, and fees

At this time, board policy does not provide for the provision of needs-related payments. Should a reason be determined to provide such payments, this policy will be amended. The Board has set a per participant limit of up to \$3,500.

Below is a listing of supportive services:

Cost Limitation per Supportive Service

Service	Limit
• Total Supportive Services	• \$3,500
Categories	
Mileage Reimbursement	\$0.50/mile
Car Repair	N/A
Car Liability Insurance	N/A
Bus, Taxi, & Ride Share Fares	N/A
Housing & Utilities	N/A
Child Care (Title XX Preference)	N/A
Dependent Care	N/A
Health/Medical Services	N/A
Protective or other Clothing, Tools & Equipment	N/A
Education related application fees, testing, certifications, books, supplies, and other costs	N/A
Legal Aid	N/A

The board recognizes that some circumstances may warrant a need to exceed this total limit. Such decisions are to be made on a case-by-case basis by the Service Provider Manager and documented in the participant’s file to include information on the situation and reason for making an exception to exceed the limit.