



POLICY #: P-08
Supportive Services

ISSUED: March 1, 2018

REVISED: October 19, 2023

PURPOSE:

To provide program guidance which ensures compliance for supportive services for youth, adult, and dislocated workers to participate in WIOA services and activities in order to transition to self-sufficiency.

REFERENCES:

- WIOA Sections 3 (59), 134 (d)(2)
- 20 CFR Parts 680.900-910, 681.570
- ETA TEGL 19-16

DEFINITIONS:

Supportive Services: Payments for services such as transportation; child care; books; supplies; one-time only emergency housing payments; legal aid services; fees for employment and training-related applications, tests, and certifications; uniforms or other appropriate work attire and work-related tools; and reasonable accommodations for individuals with disabilities necessary to enable an individual to participate in WIOA activities.

POLICY:

Supportive services are allowable when they are necessary to enable eligible adults and dislocated workers to participate in career or training services activities or youth to participate in WIOA activities. Supportive services must be compatible with, and part of, the person's individual employment plan.

Supportive services are not an entitlement and will only be authorized after all other resources have been explored and are exhausted. Supportive services are only provided to individuals who are unable to obtain assistance through other programs which provide such services. WIOA sub recipient staff will be familiar with partner and community resources, will share these resources with participants, and will coordinate resource and service delivery with partners to assist participants in becoming self-sufficient.

Staff will explore, contact and/or exhaust all other resources prior to the issuance of WIOA funded supportive services. Staff will document supportive services payments in the electronic case file, in addition to hard copy fiscal records, to ensure the reasonableness, allowability and allocability of the expenditure. Documentation must state what, when, for what time period, and why a product or service is required and provided.

Only the participant receiving the payment may sign a receipt of payment document (no spouses, family, etc). "Cash-like payments" (vouchers, gas cards, gift cards, bus tickets, and bus passes) may only be

presented to the participant at the time of signature and may not be distributed via other means (electronic deposits, mail, etc). Checks made out directly to the vendor or participant may be distributed by other means with the endorsement of the check as documentation of receipt.

Supportive services may not be used for child support; fines; citations; State or Federal income taxes owed; retribution; bad debts; reinstatement of driver’s license if suspended for violation or fines; goods or services that are illegal under any Federal, State, local or municipal law or statute; tobacco products; and/or alcoholic beverages.

Approved:

Brooke Brownlee

10/19/2023

[Brooke Brownlee \(Oct 19, 2023 12:07 PDT\)](#)

Brooke Brownlee, Clackamas Workforce Partnership Board Chair

Date