

COUNTY OF HUMBOLDT
COMMUNITY SERVICES DEPARTMENT
ECONOMIC DEVELOPMENT DIVISION

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I. PURPOSE

The purpose of this procedure is to provide policy and guidelines for provision of Workforce Investment Act (WIA) Supportive Services. These guidelines incorporate the requirements of the Workforce Investment Act (WIA), Department of Labor (DOL) Regulations, State EDD Directives, and Community Development Services/Economic Development Division (CDS-EcDD) Policies.

II. SCOPE

Scope of policy applicability includes all subcontractors with the County of Humboldt that deliver WIA Title 1 or Governor’s Discretionary funded services to eligible adults and/or youth.

III. REFERENCES

- WIA Sections 101(46)
- Title 20 of the Federal Regulations (664.440)
- Title 20 of the Federal Regulations (663.805).

IV. DEFINITIONS

- A. Supportive Services** — Services such as transportation, child care, dependent care, housing and needs-related payments that are necessary to an individual to participate in activities authorized under WIA. Supportive Services are not “entitlements.” This means that although a participant may be eligible for supportive services, participants do not have an unrestricted right to such supportive services. All supportive services should be considered individually as a unique request, based upon individual client need, and as documented in the ISS. Receipt of supportive services is dependent upon the availability of adequate funding.
- B. Cash Payments** — Cash payments, such as incentive and stipends, would be considered allowable if the payments met the conditions of supportive services as described in the WIA and its regulations [WIA 101(46) and Title 20 of the Federal Regulations 664.440]. If the youth needs the incentive of cash payments in order to succeed in and complete the WIA program, those payments could be allowable under WIA.

V. POLICY

It is the policy of the County of Humboldt Community Development Services-Economic Development Division (CDS), on behalf of the Workforce Investment Board of Humboldt County (HC-WIB), to assure supportive services and cash payments made to

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WIA adults, dislocated workers and youth are necessary, allowable and appropriately documented and tracked.

VI. PROCEDURE

A. Considerations For Appropriateness Of Supportive Services

When considering the appropriateness of providing Supportive Services, subcontractors should consider the following criteria:

1. Participant Status

Only participants actually enrolled in WIA core, intensive or training services will be eligible for assistance under this policy. All requests for support must be documented, and approved in a participant's Individual Service Strategy (ISS).

2. Documentation of Need

The supportive service provided must be "necessary" for the participant to effectively begin or continue training, or for the participant to obtain a specific employment or educational goal or objective. Need for supportive services must be clearly addressed during the assessment process, and documented in the participant's ISS plan. Case notes should document effectiveness and /result of supportive service provided. Supportive services needs determined subsequent to ISS development are documented in the client's case notes.

Subcontractors must assure that accounting and tracking systems are in place for the distribution of supportive services made on behalf of WIA participants.

3. Alternative Sources of Supportive Service

The use of WIA funds for supportive services is allowable only if those services are necessary for the individual to participate in WIA activities, and the individual is unable to obtain those supportive services through other programs.

4. Effectiveness of Service

Provision of a supportive service should effectively contribute to removing or addressing a specified barrier to employment and/or educational goals as specified in the ISS. Supportive services are not intended to be a temporary solution to a long-term problem.

5. Reasonableness of Service

The costs of the supportive service must be commensurate with the benefits of the service. Special consideration must be taken to ensure that costs are not excessive. Additionally, cases may arise where it is appropriate for costs to be shared between the WIA program and the participant. This may be particularly

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apparent in cases where the request for support services appears to exceed a reasonably “adequate” level of supportive service.

6. Probability of Benefit

Supportive services should only be provided when there is a reasonable expectation that the participant will fully use and benefit from the service. Such expectations should be based upon the participant’s history of performance and cooperation with WIA subcontractor staff and/or other well-founded criteria obtained during the assessment process.

VII. FORMS

N/A

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