



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

SUPPORTIVE SERVICES
POLICY

Date: October 29, 2015

Number: 19-10

PURPOSE: The Riverside County Workforce Development Board (WDB) establishes this policy for the approval of Supportive Services for Adult and Dislocated Workers.

EFFECTIVE DATE: Upon Release

REFERENCES: H.R. 803 “Workforce Innovation and Opportunity Act” Title I, Chapter 3 Adult and Dislocated Worker Employment and Training Activities, Section 134 (d) (2) and (3)
Title 20 Code of Federal Regulations (CFR) [663.800](#), [663.805](#), [663.810](#), [663.815](#), [663.820](#), [663.830](#), and [663.840](#)

LOCALLY IMPOSED REQUIREMENTS: N/A

BACKGROUND: N/A

POLICY:
Supportive services are not an entitlement and are subject to the availability of funds in the Local Workforce Development Area. Supportive Services will be considered for enrolled customers based on need, availability of funds and lack of alternative resources to meet the need. Supportive services may be considered throughout the period that the customer is enrolled and actively participating in Workforce Innovation and Opportunity Act (WIOA) activities, and up to a maximum of 12 months after exiting. Justification must be maintained in the participant’s case file and support the determination of need for supportive services that are necessary to enable an individual to participate in activities authorized under Title I of the WIOA.

I. RESOURCE AND SERVICE COORDINATION

Staff must make reasonable efforts to verify that supportive services to be provided are not available to participants from non-WIOA sources. As a general reference, information and referral to services may be identified through the 211 Riverside County Resource Database a program of the Volunteer Center of Riverside County.

II. TYPES OF SUPPORTIVE SERVICES

Supportive Services must be necessary and reasonable to enable an individual to participate in authorized WIOA activities and are not meant to meet all the financial needs of the eligible individual. Examples of Supportive Services include but are not limited to the following:

Type	Description and/or Examples
Transportation Assistance	Expenses for commuting to and from WIOA activities. <ul style="list-style-type: none"> • Monthly bus passes issued for participation in WIOA approved activities • Mileage reimbursement for use of personal vehicles • Mileage reimbursement based on the current federal standard mileage rate
Clothing Assistance	Special clothing or safety equipment needed by the participant for employment and/or training activities but not provided by the employer or training institution.
Live Scan/Background Screening	When required for participation in WIOA training activities and/or job placement.
Test, Certifications and License Fees	Fees for: <ul style="list-style-type: none"> • GED • State Exams • First-Aid/CPR Certification • Other employment or training-related licensing/certification
Work Tools	Tools and equipment needed by the participant for employment and/or training activities but not provided by the employer or training institution.
Other	Other services necessary to enable an individual who is unable to obtain the services from other programs to participate in authorized WIOA activities.

III. NEEDS-RELATED PAYMENTS (NRPs) GUIDELINES

Needs-related payments are among the array of supportive services possible under the Workforce Innovation and Opportunity Act (WIOA). NRPs provide income support for customers enrolled in approved WIOA funded classroom training. To be eligible for NRPs, individuals must be unemployed and not receiving unemployment benefits or Trade Adjustment Act allowances. NRPs may be paid to individuals who have been accepted in a training program that will commence within 30 calendar days while waiting for class to begin.

Levels for needs-related payments must comply with the following requirements:

- (a) For adults, the weekly payment may not exceed the [poverty level](#) for an equivalent period.
- (b) For dislocated workers, payments must not exceed the greater of either of the following levels:
 - (1) For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the [unemployment compensation benefit](#); or
 - (2) For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the [poverty level](#) for an equivalent period.

NRPs will not be awarded to customers engaged in non-training activities or for post-employment/post-exit follow-up services. In addition, needs-related payments will not be made when other known resources identified by staff are immediately available to meet the need. Staff must adjust weekly payment levels to reflect changes in total family income.

IV. **APPROVAL AUTHORITY**

Any requests for approval must be initially reviewed and approved for submission by the Assistant Regional Manager. The Assistant Regional Manager may either approve the request or forward the request to the appropriate person for approval based on the table below:

Staff Title	Approval Authority
Assistant Regional Manager	Up to \$2,500.00
Regional Manager or above	\$2,500.01 to \$5,000.00
Deputy Director or above	\$5,000.01 and Above

All purchases made must follow the local area procurement standards policy and/or the County of Riverside purchasing guidelines, as applicable. During periods of funding limitations, supportive services payments may be restricted.

PROCEDURES:

Refer to Knowledge Management on the [WDC/Partner Intranet](#) site for procedures related to this policy.

REVISION HISTORY:

Revision Dates: 10/29/2015, 04/29/2010, 11/02/2009, 07/10/2008
Original Policy Date: 09/29/2003



Loren Sims, Administration Manager