



Capital Region Workforce Development Board

Supportive Services Policy

Adopted 6/17/2022

PURPOSE

The Workforce Innovation Opportunity Act (WIOA) allows that supportive services may be provided to enrolled WIOA participants. This policy establishes the criteria of the awarding of supportive services.

POLICY

Supportive services are monies reimbursed to WIOA participants to offset the costs involved with participation in their career or training programs. Clothing/Uniforms, tools/books and licensing fees are included in supportive services. The total tuition and supportive services will not exceed the maximum ITA amount.

Regularly, supportive services spending will be monitored to ensure WIOA and other grant compliance and that the support services expenses do not exceed grant maximum levels. The WIOA Director will adjust the supportive service reimbursement rates as needed. Exceptions to supportive services can be made on a case by case basis by the Capital Region WDB Executive Director.

Annually the CRWDB will review the budget to determine the viability to offer supportive services. Referrals to WIOA partner(s) and/or local agencies should be made, when available, for each eligible participant. If a participant is working with and/or may be eligible for supportive services from another agency, staff will contact the agency on the customer's behalf to initiate possible service provision. When serving shared participants, WIOA staff must get participant consent prior to sharing participant information with other partner programs. If the Career Center is awarded grants, in addition to WIOA funds, and they allow support services, staff will ensure there is no duplication of resources.

Supportive Services Include:

- **Clothing & Uniforms:** Work clothing, such as uniforms or boots if required for WIOA funded training, to start a job or training can be requested.
- **Tools & Books:** Equipment for training or for employment such as stethoscopes, blood pressure cuffs, helmets, gloves, protective eyewear, etc. may be requested. Books not included in the tuition fee, but are required by the training institution may also be requested.
- **Licensing & Testing Fees:** Physicals and fingerprinting fees for employment, HazMat endorsement, testing related to employment, certification fees, etc are eligible for WIOA funding. State testing, certification and/or licensing fees related to training are eligible for WIOA funds. If a participant fails to earn the credential the first time, they may request one WIOA retake if funding is available.
- **Transportation:** Costs for public transportation in the form of CDTA swiper cards will be available while in training of career services. For areas inaccessible by public transportation, costs of alternative transportation may be available and are at the discretion of the WIOA Director.
- **Child Care:** Child care expenses may be supported for individuals with family income 200% of current federal poverty guidelines.

REFERENCES

- WIOA 20 CFR 680.900-970
- 200% Federal Poverty Guidelines for NYS: <https://otda.ny.gov/policy/gis/2022/22DC015.pdf>

FOR INQUIRIES

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