



Montana Department of LABOR & INDUSTRY

1
2 Division: Workforce Services Division

3 Category: WIOA

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5 Last Revised: N/A

6 Policy No.: 08-16

7 Supportive Services Policy

8 **Background:** Supportive Services are services that are reasonable and necessary to enable a WIOA
9 participant to participate in activities funded under WIOA Title I. All participants are eligible to receive supportive
10 services provided they meet all of the criteria outlined in this policy.

11 **Scope:** This policy applies to all service providers operating WIOA Title I programs, WIOA program
12 managers, WIOA fiscal officers and the WIOA monitoring team. This policy is August 24, 2017.

13 Policy:

14 Supportive Services:

- 15 • Supportive Services funds shall only be used to pay for specific necessary services and shall be limited
16 to payments that are necessary for the participation in the program. The individual determination of
17 need and the amount of assistance shall be based upon the results of the comprehensive or objective
18 assessments. Documentation of the assessment(s) completed and the results of the assessment shall
19 be reflected in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and shall be
20 maintained in the participant file. Supportive service request documentation must be maintained in the
21 participant file; the request must contain the following information:
 - 22 ○ A brief description of the expenditure;
 - 23 ○ The amount requested; and
 - 24 ○ The dated signatures of the case manager and the participant; an email or fax from the
25 participant will be accepted as a signature.
- 26 • All Supportive Services must have been requested and approved by the case manager prior to the
27 participant receiving or obtaining the goods or services. Backdated expenditures are not allowed. Funds
28 may not be used to pay for charges incurred prior to the participant's enrollment.
- 29 • Service providers must record expenditures within 7 calendar days in MWorks and provide case notes in
30 MWorks regarding the expenditures.
- 31 • Service providers shall not make further supportive services payments when participants fail to
32 participate without good cause, as determined by the case manager.

33 Eligibility:

- 34 • To be eligible for WIOA Supportive Services funds a participant must have met the following criteria:
 - 35 ○ Participant must be determined eligible for and enrolled in a WIOA program;
 - 36 ○ The individual must be participating in individualized career services and/or training services or
37 receiving youth services; and

- The individual must be unable to obtain the requested service or the funding for the service through other sources.

Allowable Supportive Services:

- Supportive Services for Adult, Dislocated Worker and Youth programs may include but are not limited to:
 - Linkages to community services;
 - Assistance with transportation;
 - The most economical public or private transportation is allowable if it will reasonably meet the participant's need to attend WIOA activities, an out-of-area job search or relocation. Payments may not exceed the IRS mileage rate;
 - Inter-Community travel from the participant's residence to the training for the beginning of training and for the return trip at the completion of the training is allowable at the IRS mileage rate. Participants may not be compensated for travel to and from the training location for weekends or breaks. However, the service provider shall determine if for the individual situation it is more economical for the participant to make return trips home from the training rather than pay for lodging during a break in the training. Mileage shall not be paid for a distance greater than the number of miles accounted for in the most direct route from participant residence to training location.
 - Out-of-Area job search and relocation is allowable. The participant may be compensated for mileage, plane ticket, rental truck, per diem and lodging at the current GSA rate. Prior to case manager approval, the participant must be able to provide documentation of at least one interview that fits with the participant's employment plan or verified job offer that fits with the participant's employment plan if relocating to a job. Out-of-area is an area in excess of 50 miles from the participant's community.
 - Out-of-Area assistance is allowable. The participant may be compensated for costs incurred for out-of-area training or other activities that are part of the participant's employment plan. Lodging, per diem, mileage and other reasonable costs may be covered. Providers may reimburse actual costs or use at the current GSA rate to calculate mileage, lodging and per diem rates based on available budget and other sources of assistance. Out-of-area is an area in excess of 50 miles from the participant's community.
 - Auto repair, including the purchase of tires, is an allowable cost if the vehicle is needed for participation in employment and training activities or for the participant to seek, accept or retain employment. A description of repairs needed and provided must be maintained in the participant file. Auto repair shall not exceed the value of the automobile; documentation of vehicle value must be in the participant file. The vehicle must be owned by the participant or family member, if the vehicle is the only vehicle available to the participant. Written documentation from the owner must be obtained stating that the participant has permission to use and repair vehicle and that the vehicle is the only means of transportation. Vehicle registration and proof of liability insurance must be obtained and retained in participant file for documentation.
 - Automobile Insurance: Liability insurance coverage will be authorized only if the vehicle is needed for the participant to accept or retain employment or to participate in employment and training activities.
 - Automobile insurance may be covered for a maximum of two quarters of annual liability coverage for a 12-month period. No more than 3 months' coverage may be paid for at one time.
 - Liability coverage does not include optional coverage such as medical payment coverage, uninsured motor vehicle coverage, underinsured motor vehicle coverage, comprehensive coverage, collision coverage, emergency road service or membership fees to insurance companies.

- 1 • The vehicle being insured must be under the ownership of the participant or
- 2 another family member if the vehicle is the only means of transportation
- 3 available to the participant. This shall be documented by obtaining a copy of the
- 4 vehicle registration.
- 5 • Insurance documentation must include a detailed description of liability
- 6 coverage and be maintained in the participant file.
- 7 ○ Assistance with childcare and dependent care;
- 8 ▪ Child and dependent care costs may be reimbursed at the local documented rate. This
- 9 rate shall be reviewed on an annual basis. The child or dependent care provider must be
- 10 licensed and/or registered. If no licensed and/or registered provider of care is available
- 11 or adequate, the case manager shall make a case note indicating the situation prior to
- 12 providing payment to the non-licensed or non-registered provider. A person in the
- 13 participant's immediate or extended family may perform dependent or child care only
- 14 after all other sources of care have been exhausted. Payments for care shall be made
- 15 directly to the provider of the care.
- 16 ○ Assistance with housing;
- 17 ▪ Funds may be used for payment of rent. A signed rental or lease agreement or a
- 18 Verification of Rent Form must be completed and maintained in the participant file prior
- 19 to issuance of payment. [Verification of Rent Form-Form number WIOA.39](#)
- 20 ▪ The landlord must submit a W-9 form prior to issuance of funds. The provider shall pay
- 21 the landlord directly unless a W-9 cannot be obtained.
- 22 ○ Needs-related payments;
- 23 ▪ Needs-related payments provide financial assistance to participants for the purpose of
- 24 enabling individuals to participate in training. See Needs-related section below for
- 25 details.
- 26 ○ Assistance with educational testing;
- 27 ▪ Funds may be used for application fees and HiSET or State Approved High School
- 28 Equivalency program fees or tests.
- 29 ▪ Funds may be used for occupational testing.
- 30 ○ Reasonable accommodations for individuals with disabilities;
- 31 ○ Legal aid services;
- 32 ▪ Legal aid services may only be provided when the service is not available through other
- 33 agencies or organization and the service is necessary for the individual to participate in
- 34 WIOA activities. Coordinating legal aid service, including expungement services, will
- 35 require working with local bar associations, referral to the State Court Self-Help program,
- 36 the Montana Legal Services Association as well as private counsel. Assistance may only
- 37 be provided in civil, non-criminal legal problems.
- 38 ○ Referrals to health care;
- 39 ▪ A participant in need of healthcare shall receive assistance from the case manager to
- 40 locate the service needed. The case manager shall assist in finding a healthcare
- 41 provider that accepts the health insurance the participant has; or in the case of the
- 42 participant being un-insured, the case manager shall provide assistance in locating a
- 43 health provider that can provide services on a sliding payment schedule, low cost or no
- 44 cost.
- 45 ▪ A participant in need of health insurance shall receive a referral from the case manager
- 46 to a health insurance provider. Should a participant apply for health insurance coverage
- 47 and is unable to obtain coverage through any source, WIOA funds may be used to pay
- 48 insurance premiums while the participant is attending training.
- 49 ○ Assistance with uniforms or other appropriate work attire and work related tools and equipment;
- 50 ▪ Clothing includes clothing for interviews and/or clothing required as personal protective
- 51 equipment not otherwise supplied by the employer.

- 1 ▪ Tools that are required to obtain or continue employment are an allowable cost. The
- 2 case manager must first determine that the requested tools cannot be provided by any
- 3 other source such as the prospective employer or participant.
- 4 ▪ Internet services are considered an allowable expense for participants obtain
- 5 employment. Participants who request internet service payment must receive the
- 6 program manager’s prior approval. Internet service payments must be made directly to
- 7 the internet provider; payments may only be made on a monthly basis.
- 8 ○ Assistance with books, fees, school supplies and other necessary items for students enrolled in
- 9 postsecondary education classes;
- 10 ▪ Tools that are required to begin or continue a training program are an allowable cost.
- 11 The case manager must first determine that the requested tools cannot be provided by
- 12 any other source such as the training provider or participant.
- 13 ▪ Tools become the property of the participant upon satisfactory completion of the WIOA
- 14 training outlined in the participant’s IEP, ISS or upon employment. If the participant fails
- 15 to complete the WIOA training, the tools remain the property of service provider. The IEP
- 16 or ISS attesting to the above must be signed by the participant and maintained in the
- 17 participant file.
- 18 ▪ Technology and computer purchases, in limited cases, are approved expenses. This is
- 19 most typically, but not exclusively, in distance learning situations. Case managers must
- 20 request approval from the program manager prior the purchase. The elements the
- 21 program manager will take into consideration include but are not limited to:
- 22 • Does the training program include distance learning and to what degree;
- 23 • Does the participant have reasonable computer access through another source
- 24 such as a computer lab on campus or at a public library; and
- 25 • Does the participant have a lengthy commute to obtain computer access?
- 26 ▪ Case managers requesting computer purchase approval must include justification
- 27 addressing these factors.
- 28 ▪ Internet services are considered an allowable expense for participants enrolled in
- 29 distance learning. Participants who request internet service payment and are not
- 30 enrolled in distance learning must receive the program manager’s prior approval.
- 31 Internet service payments must be made directly to the internet provider; payments may
- 32 only be made on a monthly basis.
- 33 ○ Payments and fees for employment and training related applications, tests and certifications;
- 34 ▪ Allowable costs include union dues or initiation fees, business license, bonding and
- 35 liability insurance for employment, drug testing, background checks, and/or tools and
- 36 equipment needed to begin self-employment.
- 37 ▪ All self-employment payments must have program manager prior approval.
- 38 ○ Other supportive services may be provided as determined by the service provider. Such goods
- 39 and services shall be reasonable and necessary for the participant to remain in training and/or
- 40 obtain or retain employment. These services may include but are not limited to:
- 41 ▪ Haircuts, personal grooming and hygiene needs;
- 42 ▪ Financial counseling or assistance;
- 43 ▪ Utilities which may include: power, water, propane or telephone bills; and
- 44 ▪ Cell phone purchases and phone cards.
- 45 • Limitations on supportive services payments:
- 46 ○ No limitations are placed upon supportive services payments for the Adult, Dislocated Worker or
- 47 Youth programs.

48 **Unallowable Supportive Services:**

- 49 ○ Payments are not allowed for titled or deeded items or when recovery of the expense is
- 50 anticipated. Such items include but are not limited to:

- 1 ▪ Rent deposits or housing deposits;
- 2 ▪ Mortgage payments, homeowner's insurance and property taxes;
- 3 ▪ Car payments;
- 4 ▪ Purchase of vehicles;
- 5 ▪ Fines; and
- 6 ▪ Late fees.
- 7 ○ Other unallowable expenses include:
 - 8 ▪ Groceries, and
 - 9 ▪ Onsite meals.
- 10 ○ Payments are not allowed for expenses incurred prior to enrollment in a WIOA program.
- 11 ○ Business start-up costs that would be considered capitalization or the acquisition of business
- 12 assets are not allowed.

13 **Supportive Services Paid Directly to Participants:**

- 14 ○ Supportive services payments shall only be paid to a participant when a vendor is unable to be
- 15 paid or when extenuating circumstances exist. Documentation must be maintained in the
- 16 participant file when payments are made to the participant. [Direct Participant Payments Form-](#)
- 17 [Form number WIOA.20](#)
- 18 ○ Any single payment paid directly to a participant that is more than \$1000 must have a written
- 19 explanation sent to the program manager to receive approval. All payments paid directly to the
- 20 participant that are less than \$1000 must be tracked with a running cumulative total and
- 21 maintained in the participant file. When cumulative totals of multiple payments made to the
- 22 participant exceed \$1000, the service provider must also submit a written explanation to the
- 23 program manager to receive approval.

24 **Needs-Related Payments:**

25 Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to

26 participate in training.

27 **Eligibility:**

- 28 ○ Participants enrolled in the adult program must meet the following criteria to receive needs-
- 29 related payments:
 - 30 ▪ Be unemployed;
 - 31 ▪ Not qualify for, or have ceased qualifying for, unemployment compensation; and
 - 32 ▪ Be enrolled in WIOA adult training program.
- 33 ○ Participant, ages 18 to 24, enrolled in the youth program must meet the following criteria to
- 34 receive needs-related payments:
 - 35 ▪ Be unemployed;
 - 36 ▪ Not qualify for, or have ceased qualifying for, unemployment compensation; and
 - 37 ▪ Be enrolled in WIOA youth training program.
- 38 ○ Participants enrolled in the dislocated worker program must meet the following criteria to
- 39 receive needs-related payments:
 - 40 ▪ Be unemployed; and
 - 41 ▪ Have ceased qualifying for unemployment compensation or trade readjustment
 - 42 allowance under TAA; and
 - 43 ▪ Be enrolled in WIOA dislocated worker training services by the end of the 13th week after
 - 44 the most recent layoff that resulted in a determination of the worker's eligibility as a
 - 45 dislocated worker, or, if later, by the end of the 8th week after the worker is informed
 - 46 that a short-term layoff will exceed 6 months; or
 - 47 ▪ Be unemployed and did not qualify for unemployment compensation or trade
 - 48 readjustment assistance under TAA and be enrolled in dislocated worker training
 - 49 services.

1 Needs-Related Payment Levels:

- 2 o Adult WIOA participants must have an individual determination of a participant’s payment and
3 the amount of such payment shall be based upon the results of the objective assessment and
4 recorded in the IEP.
- 5 o Adult WIOA participants may not exceed the greater of the following levels for needs-related
6 payments:
 - 7 ▪ The applicable weekly level of the unemployment compensation benefit, for the
8 participants who were eligible for unemployment compensation as a result of the
9 qualifying dislocation; or
 - 10 ▪ The poverty level for an equivalent period for participants who did not qualify for
11 unemployment compensation as a result of the qualifying layoff. The weekly payment
12 level must be adjusted to reflect changes in total family income.
- 13 o Youth participants must have an individual determination of a participant’s payment and the
14 amount of such payment shall be based upon the results of the objective assessment and
15 recorded in the ISS.
- 16 o Youth WIOA participants may not exceed the greater of the following levels for needs-related
17 payments:
 - 18 ▪ The applicable weekly level of the unemployment compensation benefit, for the
19 participants who were eligible for unemployment compensation as a result of the
20 qualifying dislocation; or
 - 21 ▪ The poverty level for an equivalent period for participants who did not qualify for
22 unemployment compensation as a result of the qualifying layoff. The weekly payment
23 level must be adjusted to reflect changes in total family income.
- 24 o Dislocated Worker WIOA participants may not exceed the greater of the following levels for
25 needs-related payments:
 - 26 • The applicable weekly level of the unemployment compensation benefit, for the
27 participants who were eligible for unemployment compensation as a result of
28 the qualifying dislocation; or
 - 29 • The poverty level for an equivalent period for participants who did not qualify for
30 unemployment compensation as a result of the qualifying layoff. The weekly
31 payment level must be adjusted to reflect changes in total family income.
- 32 o Needs-related payments may be provided if the participant has been accepted in a training
33 program that will begin within 30 calendar days.

34 Unallowable Needs-Related Payments:

- 35 o Needs-related payments may not be provided in the following circumstances:
 - 36 ▪ In a period where the participant is employed;
 - 37 ▪ The participant is enrolled in or receiving on-the-job training;
 - 38 ▪ The participant is receiving supportive services out-of-area job search allowances and/or
39 relocation allowances; or
 - 40 ▪ The participant is receiving Trade Readjustment Allowances or Basic Readjustment
41 Services in WIOA.

42 Supportive Services and Needs-Related Payments During Follow-Up:

- 43 o Supportive services payments may not be paid to an adult or dislocated worker participant
44 during follow-up.
- 45 o Limited supportive services may be paid for a youth participant during follow-up as appropriate
46 to retain or regain employment.
- 47 o Needs-related payments may not be paid to a participant during follow-up.

1 **Administrative Requirements:**

- 2 • The WIOA program manager(s) shall provide technical assistance to case managers in providing
3 supportive services to participants.

4 **Funding:**

- 5 • Funding for supportive services is provided by the programs in which they are enrolled. The WIOA funds
6 must be allocated to service providers on the basis of the formula prescribed by the Governor that
7 distributes funds in a manner that addresses the WIOA participant needs.

8 **Monitoring and Evaluation:**

- 9 • A formal monitoring will be conducted by the entity designated by SWIB. The monitor will evaluate
10 program manager(s) as well as the service provider administering the supportive services and program.

11 **References:**

- 12 • [Verification of Rent Form-Form number WIOA.39](#)
13 • [Direct Participant Payments Form - Form number WIOA.20](#)
14 • [20 CFR 680 Part G Supportive Services](#)
15 • [WIOA Section 3 \(59\) and Section 134 \(d\) 2-3](#)
16 • [TEGL 19-16 Adult and Dislocated Worker Services](#)