



Ohio Valley Employment Resource  
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## **Ohio Valley Employment Resource Policy Letter No. 5-15**

### **Supportive Services Policy**

#### **Purpose**

The purpose of this policy is to establish a standardized supportive service policy for those enrolled in Title I activities of the Workforce Innovation and Opportunity Act (WIOA: youth, adult, and/or dislocated worker programs).

It will be the policy of the Workforce Development Board to follow the most recent State policy 15-08-Career Services for Adults and Dislocated Workers and State policy 15-10- Youth Program Services to allow for participation in adult and dislocated career and training services while enrolled; and youth BOTH during participation and after program exit during follow up period. Supportive Services are only provided through WIOA when need is documented.

#### **I. Effective Date with WDB and COG motion #s**

January 1, 2016; COG motion 14-15 on 3/7/16; WDB motion 16-15 on 2/18/16

**Revised** COG Motion 4-18 on 8/28/18; WDB Motion 10-18 on 8/28/18 to change mileage rate and add mileage for Employment and Job Search.

**Revised** COG Motion 25-21 on 5/2/22; WDB Motion 28-21 on 5/2/22 to increase mileage rate by county,

**Revised** COG motion 16-22 on 2/6/23; WDB Motion 15-22 on 2/6/23 to Modify language to allow for more flexibility in providing supportive services to include reasonable and necessary

#### **II. Background**

Adult and Dislocated Worker supportive service guidance can be found in: WIOAPL15-08 (Career Services for Adults and Dislocated Workers).

WIOAPL15-08 states the following, "Supportive services are services, such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in career and training services. Referral to supportive services is a career services that may be available to adults and dislocated workers through the workforce development system.

Supportive services may only be provided to participants who are in career or trainings services, unable to obtain supportive services through other programs providing supportive services, and they must be provided to enable individuals to participate in career and/or training services.”

Youth supportive service guidance can be found in:  
WIOAPL15-10 (Youth Program Services)

WIOAPL15-10 states the following, “Supportive services for youth may include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Needs-related payments;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Referrals to health care; and
- Assistance with uniforms or other appropriate work attire and work-related tool costs

Supportive services may be provided to youth both during participation and after program exit.”

### **III. Requirements**

#### **Determination of Need and Documentation**

Determination of need related to the customer’s WIOA program and that the supportive service is unavailable from other sources is first documented using the local supportive service need form. WIOA funds can be used to provide supportive services for those items that are reasonable and necessary for employment, and job training assistance. The Program Directors will be responsible for making that determination based on the request and needs documented as outlined below. Based on the needs documented, the WIOA program can provide supportive services up to the maximum rates set by this policy, below.

If a rate is not given for an item, it is allowable to be provided by the WIOA program if it meets the supportive service criteria in WIOAPL15-08 (adult and/or DW) or WIOAPL15-10 (youth), AND is necessary to the customer’s WIOA program, AND is unavailable from other sources. The rate will be at the WIOA county program operator’s discretion but must be procured using the same or more stringent rates/procedures as are set by that organization’s procurement guidelines for similar items.

#### **WIOA does not pay for:**

Guns or ammunition

More than one relocation (details below)

## Rates

**Mileage** will be documented using internet site print out and retained in participant folder. If the customer self attests that the internet trip is unsafe or impractical, an alternate route may be substituted at the county WIOA discretion but similar support and documentation must still be maintained in participant folder. Instructor signed documentation of attendance will be the basis for payment. **Mileage will be paid at rate by county, up to federal mileage rate unless county chooses to utilize current county/CDJFS mileage rate, whichever is less.**

**Employment** In addition, if gas money is needed to be successful at newly obtained employment, an upfront amount may be given for a period of **up to one month** with internet site print out documentation verifying mileage to/from employment to be retained in participant folder. A new Supportive Service Need Documentation form must be completed

**Job Search** participants may be provided **\$5.00 upfront for providing documentation of at least 3 interviews/applications that they plan to attend.** An additional \$5.00 can be given to the participant after returning to the agency and providing documentation of their job search to staff (self-attestation form allowable). If participant provides written documentation of mileage covered during job search, it is at the county program discretion to provide mileage reimbursement in lieu of upfront/end payment.

**Dependent Care** will be provided using the JFS rates for category A and category B child care rates as a maximum rate. These rates can be found in Appendix A

5101:2-16-10:

<https://emanuals.ifs.ohio.gov/ChildCare/ChildCareManual/Chapter16/5101-2-16-10.stm> Choose Appendix A. Payment will be made only after services have been provided and verified by the provider's time sheet. Full time is 25 hours or more on this JFS chart.

## Relocation Assistance

The participant must provide the following before relocation assistance can be provided:

1. Proof of employment
2. Documentation of a wage that meets local self-sufficiency
3. The traveling distance from former home to new work place must be fifty (50) miles or greater.

Relocation cost per participant for this grant includes truck rental and equipment cost up to \$500. The following items are included in truck rental and equipment cost: trucks, trailers, straps, appliance dollies and pads, furniture dollies and pads, utility dollies, boxes, tape and extended miles, as needed. Other relocation cost includes paying for the first month's rent at a rate up to \$750 and/or additional expenses determined necessary and

unmet. **Total proposed relocation cost per participant for this grant is \$1,250.** The above costs could be higher or lower depending on the needs of the individual and will be assessed and approved by the county WIOA program. Participants will only be provided assistance once for relocation.

#### **Other Supportive Services Provided**

The following are examples of the types of other supportive services that could be provided based on county discretion and is not meant to be all inclusive: meal reimbursement for out-of-the area training; vehicle repairs; lodging assistance for out-of-the area training; and assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective gear. When the training vendor requires the purchase of an item related to training in order to participate in the training program, the participant may be required to obtain a list of those tools and specs from the training vendor for competitive procurement (at a minimum 3 bids) at county discretion. This list is not all inclusive, if the need applies to the customer's WIOA plan, is documented, unmet and allowable; it is at the county program discretion.

#### **IV. Technical Assistance**

At the county level, it is the county's discretion to contact the state directly or to start with the Area Executive Director. However, regardless of choice, the Area Executive Director must be consulted, whether directly or by cc: on email, so that the WDB is informed and engaged in local implementation.