

Workforce Innovation and Opportunity Act Policies and Procedures

SUPPORTIVE SERVICES POLICY FOR ADULTS, DISLOCATED WORKERS AND YOUTH POLICY NUMBER:

REVISION EFFECTIVE DATE: July 1, 2020

SUPERCEDES:

PURPOSE To address supportive service needs for WIOA eligible clients in DuPage County

BACKGROUND: Supportive Services are defined as services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under Sections 134(c)(2)1 and (3)2 of WIOA. (WIOA, Section 3(59); Regulations, Section 680.900) Supportive Services may only be provided to individuals who are enrolled in the WIOA program and are receiving career services and/or training services, and are unable to obtain supportive services through other programs providing such services. (WIOA, Section 134(d)(2) and (3))

POLICY

This is the DuPage County Workforce Innovation Board/Workforce Development Division Supportive Services Policy to address the needs of WIOA eligible clients:

TRANSPORTATION ASSISTANCE:

Supportive Services are available to clients enrolled in career/training services in the form of transportation assistance to help them achieve their employment goals. This assistance may be in the forms of gas cards, bus passes or train passes depending on the client's needs. To receive supportive services clients must meet one of the following requirements:

- (1) Youth, Adult or Dislocated Worker clients who are determined low income will automatically be eligible to receive transportation assistance while they are enrolled in career/training services.
- (2) Youth who have been determined eligible for WIOA services due to an eligibility barrier (WIOA Section 129(a)(1)(B)(iii) must also meet low income guidelines to be eligible for transportation assistance.
- (3) Youth, Adult or Dislocated Worker clients who are not determined low income will be eligible for transportation assistance if the household income falls below 250% of the LLSIL based on family size:

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FAMILY SIZE	250% OF LLSIL
1	\$36,055
2	\$59,110
3	\$81,115
4	\$100,145
5	\$118,190
6*	\$138,228

*For families with more than six members, add \$20,038 for each additional member.

Client's income must be documented and maintained in the client file. If the client's financial circumstances change while enrolled in training the client must be re-assessed by the case manager to determine if they meet one of the above requirements.

While in training, which may include occupational classroom training, work experience/internships or on the job training, the client must turn in timesheets signed by instructors/supervisors monthly in order to receive transportation assistance and must document travel of a minimum of 15 miles during the month to get to training. The client will not be eligible for transportation assistance for timesheets that are turned in more than 15 days after the end of the previous month. Clients who are enrolled in on-line training that does not require regular travel to and from a training site will not be eligible for cards while in training.

To qualify for transportation assistance while in job search, Adult and Dislocated Worker clients must be attending or have completed workNet DuPage Boot Camp and meet the qualifying requirements outlined above. While in job search, the client must turn in a monthly detailed job search log to document job search activities that may include travel to interviews, jobs search workshops, job fairs or other job search activities. The client must document a minimum of 15 miles of travel related job search to qualify for transportation assistance. The client will be eligible to receive transportation assistance until employment is obtained and the first paycheck is received. The client will not be eligible for transportation assistance for job logs that are turned in more than 15 days after the end of the previous month.

To qualify for transportation assistance while in job search, youth clients must complete the core job search workshops and document an active job search. Monthly job search logs must be turned in showing an active job search with a minimum of 25 miles of travel to interviews, to complete employment applications, to attend job fairs or other job search activities requiring travel. Clients will be eligible to receive transportation assistance until employment is obtained and the first paycheck is received. The client will not be eligible for transportation assistance for job logs that are turned in more than 15 days after the end of the previous month.

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For clients who receive transportation assistance in the form of gas cards, it is required that the gas card be issued to the client in person in the workNet DuPage office. Clients will be required to sign for each gas card received and case managers will be required to enter a case note for each gas card received.

For clients who are will be using public transportation for their training and/or job search, they will be reimbursed for the cost of their bus or train pass. Original receipts will be required to for the reimbursement paperwork to be completed.

OTHER SUPPORTIVE SERVICES

Other supportive services are available to WIOA participants on a case by case basis to assist with various expenses that are needed to continue in, or complete an approved WIOA training activity or obtain employment. Examples of other supportive services include but are not limited to tools, uniforms, safety equipment or special shoes required by an employer or training program to begin employment or training, fees for testing not covered by training institution as part of tuition which leads to an industry recognized credential and other expenses that may arise that presents a hardship for the participant. Clients must meet general eligibility requirements (outlined above) and be approved by management to receive other supportive services.

LAPTOP LOAN SERVICES

If a client does not possess a laptop, as required by WIOA approved training provider or other WIOA approved service, one may be loaned to the client. Clients are required to comply with all WIOA policies and service agreements in order to continue receiving this service. Clients must meet general eligibility requirements (outlined above) and be approved by management to receive a laptop and associated equipment.

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