

Southwest Ohio Region Workforce Investment Board

SWORWIB: Supportive Services Policy

Approval Date: 04.20.2017

Purpose: To ensure that information on and provision of supportive services are available to all customers of the workforce development system of Area #13.

Background: The Federal Workforce Policy (WIOA) requires the provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate.

Policy Statement: Supportive services are services or activities provided directly to or on behalf of job seekers that are necessary to reduce or eliminate barriers to obtain or retain employment. Supportive services may be made available, on a case to case basis, when the job seeker is receiving career counseling and training and is in job search.

To receive supportive services a customer must demonstrate a need that will prevent him/her from successfully obtaining or retaining employment, be unable to afford the cost of the service or item, be unable to obtain the service or item elsewhere in the community for little or no cost to the job seeking customer and be participating in WIOA services.

Supportive services include but are not limited to:

- Transportation including mileage, gas vouchers, taxi and bus passes
- Driver and vehicle licensing and personal liability insurance
- Vehicle repair
- Eye care to correct vision problems excluding elective surgery
- Dental care to correct deficiencies which impact employment prospects, excluding elective cosmetic treatments
- Work and interview apparel including protective eyewear, personal appearance and hygiene products in preparation for interviews and/or employment
- Material, supplies and tools required to accept employment

Supportive service referrals are sometimes necessary. Specifically, these referrals are standard for emergency situations.

- Emergency Energy Assistance: We refer these individuals to CAA for HEAP and Duke Energy
- Child Care Assistance: We refer these individuals to JFS and CAA.
- Rent or Housing Assistance: CMHA and CAA
- Immediate Food, Clothing, shelter: Free Store Foodbank
- Disabled Persons: OOD

Individuals may receive up to a maximum of \$300 per year for supportive services. If a customer is in need of supportive services in excess of \$300 per year, the Adult and Dislocated Worker service provider will provide the SWORWIB with written justification (email) and must receive written approval. Supportive Services funds are separate from training funds and are not deducted from the total of training dollars a customer might receive.

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Right to Reduce or Eliminate Supportive Services: SWORWIB reserves the right to reduce or eliminate WIOA-funded supportive services in the event funding is reduced or other budgetary constraints exist. In such circumstances, SWORWIB would work with its service providers to determine equitable measures to effect the reduction or elimination, including sufficient prior notice for participants. In no event would a reduction or elimination of WIOA-funded supportive services be retroactive.

Special Note: In order to promote journeyed trade professionalism, the SWORWIB has made separate supportive services policy for Apprentices in trade Apprenticeship programs. (See Apprenticeship Policy for specific supportive services policy).

ACTION: SWORWIB will provide oversight to ensure the policy is used consistently via OMJ operator reports to the Quarterly Board Meetings and Executive Committee, ODJFS monitoring and our independent OMJ monitor services.