



**MIDLANDS WORKFORCE**  
DEVELOPMENT BOARD

*Working Together for Tomorrow's Workforce*

**MIDLANDS WORKFORCE DEVELOPMENT AREA INSTRUCTION LETTER: PY 16-06**

**TO:** Midlands WIOA Adult, Dislocated Worker and Youth Service Providers

**FROM:** Kevin Hill, Director *K.Hill/ck*  
Midlands Workforce Development Area

**EFFECTIVE:** August 1, 2016

**SUBJECT:** **Midlands Revised Other Supportive Service Policy**

**PURPOSE:** The purpose of this instruction is to revise the previously issued policy for allowable supportive services not covered in the Childcare or Transportation Supportive Services Policy.

**ACTION:** Service Providers shall become familiar with the attached policy and begin utilizing it by August 1, 2016. This policy rescinds MWIA Instruction Letter 10-14 dated September 9, 2010.

Attachment

## **MIDLANDS WORKFORCE DEVELOPMENT AREA WIA POLICIES AND PROCEDURES**

The following policy and procedures are issued by the Midlands Workforce Development Board for use by all Midlands WIOA service providers in providing assistance with Other Supportive Services needs for WIOA participants.

**POLICY:** The Midlands Workforce Development Board establishes the following policy and procedure for the payment of expenses relating to other allowable supportive services that are not covered in the Childcare or Transportation Supportive Services Policy for Workforce Innovations and Opportunity Act (WIOA) participants.

1. The services described in this policy are designed to assist WIOA participants who are receiving WIOA services to secure employment and/or ensure retention of employment or to facilitate participation in employment and training activities funded under WIOA.
2. Support services are not an entitlement but are instead provided on a case-by-case basis. They are provided as part of the individual employment plan, and, as such, need to be considered each time an individual is enrolled in an employment and/or education program.
3. Support services are meant to be a short-term measure and as such are limited in both duration and amount. The support services may be renewed to coincide with a continuation of the participant's enrollment in WIOA. Funding limitations preclude providing every participant with maximum services. However, it is the role and responsibility of the Program Managers to ensure that each participant has a viable plan including provisions for meeting basic support needs and to assist the participant in identifying other sources of assistance to augment services.
4. Just as it is not expected that support service payments will meet the long-term needs of the participant, it is not expected that the support services provided by WIOA will in all cases adequately meet the total needs of the participant during a period of enrollment in a training program or initial employment period.
5. The major element in this planning process is teaching participants how to manage these needs and secure the services for their long-term employment and career goals.
6. Supportive Services may be provided to approved participants as long as there are adequate program funds available.

**PROCEDURE:** All Midlands WIOA service providers will become familiar with this policy and take steps to implement.

1. **Training and Employment related Assistance:** Training and employment related expenses including but not limited to; books, test fees, license fees, background checks, training equipment, uniforms (work or training related), work supplies (tools, etc.) may be

provided if such expenses are in support of WIOA training activities and can not be included on an ITA.

**Addendum to Procedures for Exceptional Situations:** In the event that service providers have circumstances arise that are not covered by these procedures and such circumstances create a barrier to a participant's ability to achieve their WIOA goals and/or participate in allowable program activities or services, the service provider may request approval from the MWIOA Administrator in writing to incur such costs on an exceptional basis.