

CWP Policy and Procedure Manual

Program: WIOA Adult	Section: 3-60
Subject: Supportive Services	Effective Date: 9/28/15

A. Purpose

To set forth operational policy and procedure regarding the provision of supportive services under all programs administered by the CWP.

B. Policy

Supportive services are defined as those services or activities provided either directly to, or on behalf of, customers that are necessary to reduce or eradicate barriers to obtaining or retaining employment and/or maintaining training participation.

1. Principles that guide decisions regarding supportive services. Specifically:
 - a. Supportive services should be viewed individually and creatively to enable the customer to fully participate in education and training activities contained in his/her individual employment plan.
 - b. Decisions regarding appropriate support should, to the fullest extent possible, be made by the staff person most familiar with the customer, in most circumstances the career agent. Rationale for decisions should be well documented in the customer's plan.
 - c. Supportive services expenditures should be based on careful consideration of the North Central Region's economic reality; supportive service availability is solely dependent upon funding allocations.
2. Criteria for receiving supportive services. A customer must:
 - a. Be determined eligible for CWP programs;
 - b. Identify a need that will prevent him/her from successfully accessing training or accepting or retaining employment, documented in the employment plan by the career agent,
 - c. Be engaged in program activities, documented in his/her plan on CTHires or other MIS system,
 - d. Be ineligible for, or unable to obtain, supportive services from any other source.

Qualifying for supportive services in no way establishes an entitlement to such services nor does it obligate or commit CWP to approve or provide supportive services of any type beyond initial determination.

C. Procedures

1. Appropriateness for supportive services must be documented by the career agent, supervisor, or program manager.
2. Requests for payments or reimbursements should be made by the career agent and should follow the CWP supportive services authorization procedure on the authorization form.
3. Where possible, documentation should be completed at least 1 week prior to the receipt of services.

D. Supportive services may include, but are not limited to:

1. Transportation including mileage, gas vouchers or cards, taxi, and bus passes; mileage rate is as determined by the IRS for employee business expenses.

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2. Clothing, footwear, hair care, and personal appearance/hygiene products for adequate presentation at job interviews, work or a training environment with documentation of actual expenses.
3. Specialized assistance not otherwise specifically listed herein required to participate in services or accept or retain employment with actual documentation of expenses.

E. Limitations

1. Supportive services cannot exceed \$5000 for any one customer enrolled in program activities.
2. **Cancellation of Supportive Services:** This statement of policy and some or all categories of supportive services under it may be cancelled or changed, in whole or in part, by CWP at any time and without notice, effective immediately or at such time as CWP may determine. Exceptions may be made to this policy by CWP when doing so is in the best interest of CWP or its customers.