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I. APPLICABILITY/SCOPE

This policy applies to the Workforce Innovation Opportunity Act (WIOA) Title I-B contractors delivering workforce development Youth programs and services.

II. PURPOSE

This policy describes the allowable uses of WIOA funds for supportive services to eligible individuals enrolled in the WIOA Youth Workforce Program.

III. BACKGROUND

Supportive services, such as transportation, childcare, work-related expenses, housing, and needs-related payments can be provided to eligible individuals while participating in career or training services to assist in the removal of obstacles that are hindering their efforts to be successfully employed. The provision of supportive services is necessary for participation in career or training services, allowable and reasonable, per general cost principles, both in cost and in the item or service being purchased, not otherwise available to the participant and tied to a specific service. Supportive services are based on financial need and not an entitlement. The WIOA Title I-B Youth program includes supportive services as one of the 14 program elements. Supportive services for participants should be funded when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in career or training services that are not available from other sources.

V. POLICY


When possible, contractors should avoid the duplication of services and should make every attempt to leverage resources by coordinating with other programs. Supportive services must only be provided through when the individual is unable to obtain supportive services through other programs that provide such services. The following are the categories of allowable supportive services, individual descriptions and any additional criteria or eligibility required for that service. Payments for supportive services can be made directly to the vendor or as a reimbursement to the participant. Documentation that supports the payment of these services, such as receipts, invoices, and billing statements must be kept in the participant's program file or uploaded to the participant's file in AJC.

A. Work and Training Related Expenses

A participant may receive **training related** assistance as a type of supportive service when an instructor or institution deems that all students participating in the training must have the items to complete the course. Licenses and certification and testing fees, not already a part of training program costs*, may be paid when the license, certification or the successful completion of the test is required to legally work in the occupation, is required by a specific employer for the individual to obtain employment or will result in a recognized credential.

*Please note that the listed **training related** expenses do not include expenses already covered in an Occupational Training Authorization.

Work related expenses include items necessary for a participant to successfully interview and/or start a job.

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Types of **work and training related** expenses include, but are not limited to:

1. Interview clothing, to include accessories and shoes appropriate to the interview;
2. Professional clothing, to include business attire, accessories and shoes once employment is obtained;
3. Professional uniforms, as required for training and/or suitable for the type of employment obtained;
4. Shoes, such as safety boots/shoes and others required for work;
5. Blood pressure cuffs, scrub watches, and other healthcare related items;
6. Occupational licensing fees;
7. Vision care services, to include vision exam, frames, and lenses;
8. Tools;
9. Childcare (refer to specific guidelines on page 3);
10. Certifications; occupational credential; background and fingerprinting; health screenings and immunizations; drug testing; and other **work and training related** testing fees; and
11. High-school equivalency application and testing fees.


B. Emergency Expenses

Emergency expenses are allowable on a case-by-case basis and may include, but are not limited to, payments for:

1. Utility assistance for overdue bills (electric, gas, water)
 - a. Check availability of service with the local community action program;
 - b. Obtain documentation to show pending shut-off or overdue bills;
 - c. Cannot pay late fees or refundable deposits.
2. Rental assistance
 - a. Check availability of service with the local community action program;
 - b. Obtain documentation to show pending eviction or proof of arrears in paying rent;
 - c. Cannot pay late fees or refundable deposits.
3. Dental (cosmetic or health related) services
4. Vehicle registration and licensing (registered under the participant's or family member's name and verified)
5. Automobile repairs
 - a. Is the primary source of transportation and is of immediate need; and
 - b. Must be in the ownership of the participant or family member listed on the Applicant statement, family size section (must view registration and case note such).
 - c. Normal maintenance costs not authorized.
 - d. Repair costs cannot exceed vehicle value.

C. Transportation Assistance

Transportation assistance ensures a participant's mobility between home and the location of career and/or training services. Assistance may include bus/light rail passes (denominations 1, 15 and 31-

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day), or gas vouchers or cards or taxi/rideshare determined reasonable and necessary for a participant to participate in training and/or obtain and retain employment.

The purpose of a 1 and 15-day bus passes is to enable a participant to participate in the work readiness series or other workshops; individual appointments related to training, training research or their work search; assessment meetings; and job interviews. The 31-day pass is intended for those who are participating in training services and other long-term career pathway services for an extended period. Participants who are conducting an active job search may be issued 31-day bus passes, however staff should evaluate their progress toward employment before continuing to issue subsequent passes.

The need to continue transportation assistance for longer-term career and/or training services should be re-evaluated periodically. Automatic issuance should not occur for the entire duration nor should the expectation of such be created.

D. Childcare

Childcare assistance ensures proper care of children while the parent or guardian is participating in career and/or training services. The childcare provider must be certified by the Arizona Department of Economic Security (DES), and documentation must be obtained and placed in the participant's file in that regard. Payment and eligibility will follow the guidelines set forth by DES.

For assistance in finding a certified provider, visit: <http://www.arizonachildcare.org/>

Income eligibility and Maximum Reimbursement Rates and can be found: <https://des.az.gov/digital-library/maximum-reimbursement-rates-child-care>

E. Needs-Related Payments


Needs-Related Payments (NRP) provide financial assistance to Youth program participants for the purpose of enabling individuals to participate in training activities. NRPs can help individuals meet their non-training expenses and help them to complete training successfully. Individuals must be enrolled in a WIOA training program to receive needs-related payments. Payments can be provided if the participant has been accepted in a training program that will begin within 30 calendar days.

Documentation for NPRs

To receive needs-related payments a youth must:

1. Be a low-income individual and;
2. Be unemployed and;
3. Not qualify for (or have ceased to qualify for) Unemployment Insurance; and
4. Be enrolled in a program of training services

Cash assistance (i.e. incentives) and needs-related payments are not allowable follow-up services after exiting the program.

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F. Other Allowable Services

Other supportive services that are not commonly used or not otherwise noted may be allowable in certain circumstances. They, too, require appropriate documentation to demonstrate the need, the proposed cost, and the completion of the service:

1. Haircuts, personal grooming, and hygiene needs (for employment purposes)
2. Legal aid services (there are no-cost options available, so documentation would need to indicate why other resources do not meet the needs of the participant)
3. Out-of-area job search
 - a. Must have documentation of job interview;
 - b. Mileage reimbursement based on the Internal Revenue Service prevailing rate;
 - c. Overnight accommodations;
 - d. Per diem for meals (per City of Phoenix rates); and/or
 - e. Cost of air travel.
4. Relocation to a new job
 - a. Must have employment verification;
 - b. Moving expenses;
 - c. Mileage reimbursement based on the Internal Revenue Service prevailing rate; and/or
 - d. Per diem for meals (per City of Phoenix rates).
5. Reasonable accommodations for individuals with disabilities
 - a. Are not otherwise the responsibility of the training provider or employer;
 - b. Translation services arranged through a City of Phoenix contractor. Contact the WIOA EEO/ADA Officer.
6. Membership fees, if required to obtain a credential

F. Follow Up Services


Supportive services except for needs-related payments can be provided to youth for a minimum of 12 months after the completion of participation to ensure the youth is successful in employment and/or post-secondary and training. For more information on follow-up services, see Youth Policy 200.208 Follow-Up and Job Retention Policy.

G. Cost Guidelines

Funds are not sufficient nor expected to assist a participant with all needed supportive services. Rather, they provide temporary assistance. Therefore, staff must determine which are most immediate and most critical to program success based on the initial and subsequent assessment of skill level and supportive service needs. Cost limits are established as reasonable guidelines but are not the standard for every situation. The amounts listed are not minimums or flat funded amounts, but rather the amount of the supportive services used are based on individual need.

In situations where the cost limit creates a hardship and prevents the service from being provided, a waiver may be submitted for consideration and approval by the career services program manager.

SUPPORTIVE SERVICE	COST LIMITS
Work and Training Related Services	
1. Interview clothing, accessories, and shoes	\$150
2. Professional or work appropriate clothing, accessories, and shoes	\$200
3. Professional uniforms	\$200
4. Shoes (single purchase)	\$ 75 for dress shoes; \$125 for occupational
5. Blood pressure cuffs, scrub watches, and other healthcare related items	Actual cost
6. Occupational licensing fees	Actual cost
7. Vision care: exams and glasses	Actual cost
8. Tools	Actual cost; not to exceed \$600
9. Certifications, occupational credential, testing fees	Actual cost
10. Background check, fingerprinting, drug screen	Actual cost
11. Health screenings and immunizations	Actual cost
12. High-school equivalency application and testing fees	Actual cost
Emergency Services Assistance	
1. Utility assistance	Actual cost or need
2. Rent	Actual cost or need up to \$1,000
3. Dental	Actual cost or need up to \$1,000
4. Vehicle registration and licensing	Actual cost or need
5. Vehicle repairs	\$1,000; cannot exceed the value of the vehicle
Transportation Assistance	
1. 1, 15, and 31-day bus passes	Not to exceed the length of training and/or documented job search activities
2. Taxi/Rideshare	Not to exceed the length of training and/or documented job search activities
3. Gas voucher or card	Not to exceed \$150 per month; not to exceed \$1,800 annually
Child Care	
1. Must be an approved DES childcare provider	Not to exceed \$1,500 per child

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Needs-Related Payments	
1. Must be participating in training activities	2. Maximum incentive payment amounts are not to exceed \$500 per participant, per program year. Refer to 300.311 Youth Incentive Policy
Other Allowable Services	
1. Haircuts, personal grooming, and hygiene needs	Actual cost or need; not to exceed \$100
2. Legal aid	Actual cost or need; not to exceed \$300
3. Out-of-area job search	\$300
4. Relocation to a new job	\$800
5. Reasonable accommodations	Actual cost or need; not to exceed \$1,000
6. Membership fees	Actual cost; case-by-case discussion

C. Supportive Service Prohibitions

Per State’s Support Services policy, Chapter 2, Section 400, unallowable costs do not meet the conditions of supportive services include, but are not limited to:

1. Payment toward goods or services incurred or received prior to the participant’s enrollment in a WIOA Title I-B program
2. Fines and penalties, such as for parking tickets, moving violations and fines for late utility payments
3. Taxes, except for sales taxes and gasoline taxes, such as income taxes, and business/ payroll taxes (for employers)
4. Child support
5. Legal fees such as bail and restitution
6. Debts that have been turned over to a collection agency
7. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute
8. The purchase of cigarettes, alcoholic beverages, or firearms; and
9. Union dues
10. Other career services and training services.
 1. Service provider staff must not provide career and training services as supportive services, when the actual service provided meets the definition of another career or training service on the AJC Service Dictionary.


All WIOA Title I-B Adult, Dislocated Worker and Youth Services are defined in the AJC Service Dictionary.

1. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. Substantive policy revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

2. ADDITIONAL OR MISCELLANEOUS INFORMATION

A. Related Workforce Development Program References

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1. Department of Economic Security Policy and Procedure Manual - Workforce Innovation and Opportunity Act (WIOA)
https://des.az.gov/sites/default/files/media/wioa_title_ib_400_supportive_services_policy.pdf?time=1610568801551

2. Training and Employment Guidance Letter (TEGL) 3-15