



Supportive Services Policy

Approval Date: June 6, 2025

Purpose

This policy establishes the guidelines for supportive services through Greater Cleveland Works to enable WIOA enrolled customers to participate in activities authorized under WIOA Title I. The WIOA Title I Act strongly encourages the development of policies and procedures to ensure that supportive services are available as needed but not duplicated by other agencies. Strong linkages will be established with a variety of supportive service programs and work supports, including child support, dependent care, housing, food stamps, Medicaid programs, etc. that may benefit customers. This policy applies to adults and dislocated workers utilizing services, as well as WIOA enrolled youth.

Policy & Rationale:

It is the policy of Greater Cleveland Works to provide supportive services in accordance with WIOA law and implementing regulations. WIOA Title I funded supportive services are to be utilized last in instances where supportive services are available in the community to customers at no cost.

Supportive Services are designed to assist customers who are:

- Actively participating in approved training, job search, or employment retention services and have not yet exited;
- Unable to obtain such supportive services through other services available in the community;
- Determined to need supportive services based on an assessment that is consistent with, and documented as a barrier on the customer's Individual Employment Plan (IEP) or Individual Opportunity Plan (IOP).
- Youth participants who have exited and are in need of follow-up services

Supportive Services may include the following:

- Fees for employment and training-related applications, tests and certification fees, and other documents required for work readiness (i.e. state ID, driver's license, birth certificate, etc.)
 - Such fees are allowable only when the expense directly relates to a condition of employment, training and/or interviewing for an employment position
- Work clothing/uniforms, tools and equipment
 - Allowable only in situations where a customer needs specific clothing items, tools or equipment required by employers, training providers, or required for job interviews
- Transportation
 - Transportation is available for eligible job seekers engaged in job search activities, job training, school (for in-school youth) and the first four weeks of travel to and from the job site. Transportation assistance may include public transportation tickets, taxis, ridesharing services, reimbursement for mileage of personal car, or gas cards.
 - Public transportation tickets:
 - Customers involved in self-assisted job search will be limited to a maximum of ten all-day public transportation tickets, distributed on an as needed basis for job interviews and travel to and from the one-stop or community access points.



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- WIOA registered job seekers (may obtain up to a maximum of ten all-day public transportation tickets for subsequent services (i.e. workshop attendance, interviews, job search assistance, etc.).
 - After obtaining a successful job placement, the customer is eligible for transportation assistance for the first four weeks of employment.
 - Participants in career technical training may have transportation included in their plan for as long as it takes to complete the training program.
- Childcare
- Requests should be short-term in nature as other funding should be identified for long-term solution. Housing
 - Requests should be short-term in nature as other funding should be identified for long-term solution.
- Fees causing a barrier to obtain employment (i.e. cell phone fees, court fees, etc.)
- Other emergency services

The customer is required to identify the specific items and costs needed to participate in the WIOA activity or employment position. Greater Cleveland Works staff will verify that the supportive services requested are a requirement for training or employment.

Documentation and Receipt Requirements

Supporting documentation must be provided to verify that the use of WIOA funds was appropriate and necessary. Receipts must contain enough information to document the validity of the purchase. At a minimum the receipt shall contain:

- Name, address, and telephone number of the company or service provider;
- Date of service;
- What was purchased or what service was provided;
- Amount of the service.

Greater Cleveland Works' staff will enter note(s) in Ohio's case management system stating that the customer received funding for a supportive service, the purpose and the amount received.

WIOA Youth in Follow-Up

Supportive service payments are authorized for WIOA youth participants enrolled in follow-up after exiting from the program. Supportive service payments must be in writing as part of the follow-up services plan designed to assist the individual in remaining employed, in a postsecondary training or higher education program. These services should be made available for up to 12 months post-exit and include, but are not limited to, the following:

- Work clothing and uniforms;
- Tools and occupational equipment
- Training and educational items necessary to retain employment or to continue education.



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Limitations

An enrolled adult or dislocated worker is allotted up to \$2,000.00 for supportive services.

There is no individual limit for WIOA Youth.

Additionally, Supportive Services are further capped based on the maximum budget for Supportive Services approved by Greater Cleveland Works as detailed in the budget amounts identified in service provider contracts.

Exceptions:

Exceptions to the Supportive Service policy will be evaluated on a case-by-case basis, should individual circumstances warrant consideration. The exceptions will normally be considered if a need for a supportive service exists for a job seeker to obtain employment. Exceptions may also be made for special pilot programs that are being tested. Exceptions must be pre-approved by the CEO of Greater Cleveland Works or his/her designee.