

WORKFORCESOLUTIONS

G R E A T E R D A L L A S

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| Policy Number: S0108 <i>Rescinds: Customer Services Policy 99-31 (change 7), issued 01-16-08</i> | RE: Workforce Investment Act, Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Texas Administrative Code |
| Date Re-issued: 09-17-08 | Effective Date: 01-16-08 |

Supportive Services

Background

Boards are required to establish a policy on supportive services that ensures resources and service coordination, including providing transportation assistance and dealing with work related expenses. This policy has been modified to include the Project RIO program.

Policy

The Board will provide supportive services to eligible participants. Support services are made available to enable participation in program activities, transition into unsubsidized employment, and retain employment beyond placement.

The workforce center staff will individually assess all applicants to identify the supportive service needs at the time of intake on a case by case basis. The workforce center staff maintains individual records of the client's needs and amount of payments made in regards to support services. Those applicants with needs that cannot be addressed through the workforce programs will be referred to external community service agencies.

To be eligible for support services, participants must be actively enrolled in a workforce program, and be in good standing. It is Board policy that support service dollars is provided as "last dollar" support. Support services through the workforce programs will be used as a supplement in meeting the needs of participants rather than duplicate or supplant the services available under normal circumstances through other agencies.

Short-term Support Services

The Supportive Services Policy provides immediate short-term financial aid when necessary to allow a customer to attend a scheduled job interview or work. This short-term financial aid assistance applies to customers enrolled in assisted core services within the Workforce Investment Act program.

A maximum of \$200.00 may be provided to a customer who is enrolled in WIA Assisted Core Services. Payment for immediate short-term financial aid must be available to allow a customer to attend a scheduled job interview or begin a new job when they would not otherwise be able to do so.

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These funds are directed to customers who are engaged in active job search. They are available if other community resources are not available or accessible in a timely manner. They may be used only for the following services:

- Transportation and transportation related assistance
- Work related equipment and supplies, and work or interview clothing
- Payment for vocationally necessary exams or certifications including GED

If the customer is unable to find suitable employment, they may transition to higher tiered long-term services within the workforce programs.

Long Term Support Services

The Supportive Services policy has been amended to provide a maximum of \$30.00 gas vouchers/bus passes per week to each eligible participant to start of benefits. This \$30.00 transportation amount applies to WIA, TANF, Project RIO, and FSE&T eligible participants in need of transportation assistance. For WIA customers only, up to \$120.00 in gas vouchers/bus passes may be awarded monthly to eliminate unnecessary visits to the workforce centers. TANF & FSE&T have program participation requirements which may require weekly visits to the workforce centers. This amount will enable participation in program activities, transition into unsubsidized employment and retention of employment beyond placement. In consideration of the increases in transportation costs, this policy will assist in relieving the transportation financial burden for eligible participants.

Special Circumstances

1. Support services may be available for dislocated workers who require minimal assistance in returning to a previous occupation, on a case-by-case basis and at the Board's discretion.
2. Support services may be available for individuals to re-take their GED certification.
3. Post-termination support services may be available for those participants actively seeking employment. Once terminated from training, a participant may receive up to 30 days of child care and/or transportation assistance while participating in active assisted job search with a comprehensive employment plan. Once employed, a participant may receive up to 30 days of child care and/or transportation.
4. Upon completion of training, tools may be provided to participants, only if such tools are deemed necessary, required and not otherwise available through the employer. ALL costs must be reasonable, allowable, and necessary for employment. The workforce contractors are responsible for the administration, management, procurement and distribution of support services including but not limited to books, tools, and other supplies.

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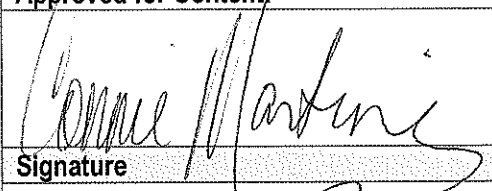

- In efforts to continue to meet the needs of workforce customers, costs for a Driver's License or State of Texas Identification Card and Birth Certificate will be covered based on customer need.

Action Required

This policy should be distributed to all affected staff.

Contact

Inquiries regarding this policy should be directed to **Connie Martinez, Vice President, Resource Development and Deployment at 214.290.1008.**

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| Approved for Content: | |
|  | 9/17/08 |
| Signature | Date |
|  | 9/17/08 |
| President's Signature | Date |