

SUPPORTIVE SERVICES FOR WIOA PARTICIPANTS

Effective

July 1, 2026

Purpose

This policy provides information and guidance regarding the use of WIOA Title I funds for supportive services for adults, dislocated workers, and youth participating in WIOA Title I activities.

Applies To

1. Stark Tuscarawas Workforce Development Board (STWDB)
2. Workforce Initiative Association (WIA)
3. All Area Subrecipients

References

1. [ODJFS WIOAPL 15-08.1](#) Career Services for Adults and Dislocated Workers
2. Workforce Innovation and Opportunity Act (WIOA)

Related Documents

1. Approved Supportive Service Reimbursements

Background

WIOA outlines the responsibility of local workforce development boards in developing policy to define supportive services available to adult, dislocated worker, and youth participants. Supportive services are designed to provide a participant with the resources necessary to enable their participation in career services. Supportive services may include, but are not limited to:

1. Assistance with transportation;
2. Assistance with child care and dependent care;
3. Linkages to community services;
4. Assistance with housing;
5. Needs-related payments;
6. Assistance with educational testing;
7. Reasonable accommodations for individuals with disabilities;
8. Referrals to health care;
9. Assistance with uniforms or other appropriate work attire and work-related tools;
10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
11. Payments and fees for employment and training-related applications, tests, and certifications; and
12. Legal aid services.

Referrals to supportive services are career services that may be available to adults and dislocated workers through the workforce development system.

Supportive services may only be provided to participants who are in career or training services, to participants who are unable to obtain supportive services through other programs providing supportive services and in a manner necessary to enable individuals to participate in career and/or training services.

Definitions

Not applicable

Policy & Procedure

Youth Participants

Based upon individual assessment and availability of funds, supportive services may be awarded to eligible participants enrolled in WIOA activities. Supportive service awards are intended to enable an individual to participate in workforce funded programs and activities to secure and retain employment. Supportive services are provided on the basis of need as determined by career services staff and/or program contractors. Supportive services may only be provided to individuals who are:

1. Participating in programs with activities authorized under WIOA; and
2. Unable to obtain supportive services through other programs providing such services without fee. The goal is to provide supportive service assistance in concert and collaboration with other community resource providers as appropriate.

As a prerequisite for applying for supportive services under WIOA other than training related requirements (such as uniforms and testing fees), other related resources in the area (including the OhioMeansJobs Center partners) must first be explored.

Tuscarawas County United Way's 211 Information Referral Hotline (<https://211tusc.org/>) and Stark County StarkHelpCENTRAL (<https://www.starkhelpcentral.com/>) offer referrals and access to many community services and resources.

Supportive services are only available to adults and/or dislocated workers enrolled in Occupational Skills Training and On the Job training. See "Approved Supportive Service Reimbursements" for guidance regarding reimbursement recommendations for supportive services fees/items not included in tuition but necessary for successful completion/certification. Exceptions may be evaluated for consideration on an as-needed basis.

Supportive services for youth are defined as services that are necessary to enable an individual to participate in activities authorized under WIOA Title I. Supportive services for youth may include:

1. Linkages to community services
2. Assistance with transportation
3. Assistance with child care and dependent care
4. Assistance with housing
5. Referrals to medical services

Youth participants requesting transportation assistance must first demonstrate a transportation need/barrier with existing transportation to participate in authorized, enrolled WIOA activities such as occupational skills training, work experience, or other youth services. A completed "WIOA Participant Request Form" will initiate the request. If supportive services are provided by contracted vendors, budgets will reflect supportive service costs. Program operators will maintain a log sheet to document distribution of gift cards and bus passes.

Youth participants requesting and approved to receive a gasoline card for their transportation-related supportive services will receive a gasoline card(s) for a specified period. The value of the gasoline card will be determined by the round-trip mileage from participant's home to the training site or work experience location for a specified period and multiplied by a rate that is 50% of the Internal Revenue Service (IRS) Standard Mileage Rate for Business (<https://www.irs.gov/tax-professionals/standard-mileage-rates>).

For example, a participant travels 31 miles roundtrip daily to training which is scheduled Monday-Friday. At an IRS rate of \$0.70 per mile, the calculation would be as follows for two weeks:

$$\begin{aligned} 31 \text{ miles} \times 10 \text{ days} &= 310 \text{ miles} \\ 310 \text{ miles} \times \$0.35/\text{mile} &= \$108.50 \end{aligned}$$

Gas cards are issued in denominations of \$5.00 increments and will be rounded up to the next \$5.00 increment (example above provides the participant \$110.00 in gas cards). Transportation-related supportive service requests can also include bus and parking passes and tolls.

The first gas card may be provided up front before training begins and then subsequently available if meeting training provider attendance requirements. This will be monitored by case manager. Gas cards and bus passes that have been distributed will be logged to document their distribution.

For those participants receiving transportation assistance through Stark or Tuscarawas County Job & Family Services (CJFS), supportive costs may be supplemented if a difference exists between the amount provided by CJFS and the WIOA provider (see formula above). A participant request must be completed and approved.

Supportive services may be provided to youth based upon specific need as determined allowable and appropriate by the case manager and/or program manager. Case managers/program contractors must maintain accurate documentation of all supportive services provided to participants.

Requests for additional supportive services not addressed in this policy will be reviewed on a case-by-case basis. Supportive services may be available for youth during follow up to assist with youth's employment goals. These requests will be reviewed on a case-by-case basis.

Supportive service funding must be budgeted annually by the WIOA Title I program services contractor(s). In most cases, cash payments for supportive services will not be made directly to program participants. Exceptions may be made for reimbursement costs (see "Approved Supportive Service Reimbursements").

Adult and Dislocated Workers

Requests for supportive services for Adults and Dislocated Workers are only those with demonstrated, extenuating circumstances and will be reviewed on a case-by-case basis. Final approval of supportive services for adults and dislocated workers will be made by the program manager.

Responsible Party

Assistant Director, Stark Tuscarawas Workforce Development Board

Approving Authority

Executive Director, Stark Tuscarawas Workforce Development Board

Revision History

07-01-2023