

Attachment 2

Supportive Services

1. Supportive Services may be provided at any time after customer has received at least one individualized WIOA service. Only WIOA authorized Supportive Services may be paid, any costs not addressed by WIOA will be disallowed.
2. After the participant has demonstrated a need for the supportive service, the request must be documented on the appropriate WDB Supportive Service form and it must be noted in Toolbox service notes along with the proper Toolbox service/activity.
3. If the expenses are not correctly documented in Toolbox the cost may be disallowed.
4. Needs-related payments may be approved through the WDB Manager of WIOA Compliance on a case by case basis.
5. The WDB has established a monetary limitation for Supportive Services.
 - a. Supportive services include items such as transportation, child care, tools, uniforms, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA Title I.
 - b. The limit for Supportive Services is \$1,000.00 per contract year per participant.
 - c. The above amounts are the maximums; participants are not automatically entitled to the maximum.
6. The WDB strongly encourages advisors to maintain a very strict interpretation of the above supportive services. Expenses such as car repairs, taxes, medical expenses, and rent, must have prior approval through the WDB Manager of WIOA Compliance on a case by case basis.