



Effective Date: 11/09/2020

## Policy: Local Support Services

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### Summary

The Workforce Innovation and Opportunity Act (WIOA) allows eligible program participants of WIOA Title I-B Adult, Dislocated Worker (DW), and Youth to access supportive services that ensures resource and service coordination in the local area. Supportive services may only be provided to individuals who are participating in career or training services as defined in WIOA secs. 134(c)(2) and (3), are unable to obtain supportive services through other programs providing such services and may only be provided when they are necessary to enable individuals to participate in career services or training activities.

### Relevant Laws, Rules, or Policies

Workforce Innovation and Opportunity Act (WIOA), §3(59) and 134(d)(2) and (3)

20 CFR 680 Subpart G

20 CFR 681 Subpart C §681.570

TEGL 19-16

Department of Employment & Economic Development (DEED)'s WIOA Adult and Dislocated Worker Allowable Activities Policy

DEED's Financial Assistance for Computer Hardware and Similar Technology Policy

DOL Support Services Fact Sheet 2017

### Purpose

This policy outlines the allowable Support Services and funding limits for the WIOA Adult, Dislocated Worker, State Dislocated Worker, WIOA Youth, and Minnesota Youth programs. Individuals who are eligible for and are enrolled in the WIOA Adult, DW, or Youth programs may be eligible to receive Support Services so long as they meet the criteria outlined in DEED's policies pertaining to allowable activities. Below are additional criteria that has been established by the Hennepin-Carver Workforce Development Area (WDA).

This policy also serves as guidance to govern the use of support service and/or training service dollars to fund purchases of computer hardware or similar technology (i.e. software purchases, repairs, etc.) for the Hennepin-Carver Workforce Area per the requirement in DEED's Financial Assistance for Computer Hardware and Similar Technology policy.

### Policy

An employment counselor must determine eligibility for support services when it is identified that a program participant requires additional assistance outside of career and training services in taking the necessary steps towards self-sufficiency. Eligibility and the need for support services must be documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and signed by both the program participant & employment counselor prior to obligating support services. Eligibility for support services in WIOA Adult, WIOA DW and State DW is determined by the completion of a Financial Needs Analysis as described in DEED's WIOA Adult and Dislocated Worker Allowable Activities Policy.

Support Services are subject to the following conditions and must be documented in the participant record:

- A. Employment counselors must coordinate with community resources to provide linkage to community services in the local area to ensure that any services that are available, are used before program funds. Program resources may not be used unless no other available resources can be secured;
- B. If unable to obtain support services through other community resources providing such services, support services may only be provided:
  - i. when necessary to enable the enrolled individual to actively participate in career or training activities, and
  - ii. a financial needs analysis has been completed – WIOA Adult and DW programs only (Note: Service providers may utilize their own internal financial needs analysis form to conduct this task);



- C. Support services cannot be incurred, obligated or distributed until after the participant is enrolled and the participant and employment counselor have signed and dated the IEP (past due bills cannot be paid upon program enrollment);
- D. Support services are not considered part of follow-up services and cannot be provided to a participant after they have exited the program – WIOA Adult and Dislocated Worker programs only;
- E. Support services are not an entitlement and may be offered at the discretion of the employment counselor and funding is subject to availability of funds and limited **up to** the following maximums per program year or to the discretion of the service provider(s) of the Hennepin-Carver WDA:
- F. Support services may be included in WIOA Youth and Minnesota Youth Program follow-up services and must be coded as follow-up services post exit in Workforce One when provided as such.

Participants receiving training services: \$2,000
Participants not receiving training services: \$1,500

Exceptions to these limits may be at the discretion of the service provider(s) of the Hennepin-Carver WDA on a case-by-case basis for participants who are most in need. To consider exceeding the limits, the participant’s specific exceptional needs and/or barriers must be identified in the IEP and case notes. Requests for exceptions must be submitted in writing by the employment counselor and are subject to review and approval by the supervisor of that agency. If, after supervisory review, there is any question about the provision of a particular request, the service provider will consult with the appropriate program staff at Hennepin County Workforce Development.

Allowable Support Services	*Can be covered in training costs?	Funding limit per participant
1. Books, Fees and Supplies for Post-Secondary Students	Y	Funding limits are to the discretion of the service provider(s) of the Hennepin-Carver WDA based on availability of funding and determined on a case-by-case basis and must supply an internal policy that references funding limits for each category.  Hennepin County maintains the right to require service providers to pay back funds that are determined unallowable per the law and policies referenced above and/or due to the lack of justification for an amount that exceeds the established funding limits set in this policy or the service providers’ internal policies.
2. Child & Dependent Care	N	
3. Transportation	N	
4. Counseling – Personal, Financial & Legal	N	
5. Dental	N	
6. Drug & Alcohol Counseling	N	
7. Educational Testing	Y	
8. Employment and Training-Related Fees	Y	
9. Emergency Financial Assistance	N	
10. Emergency Health Insurance	N	
11. Health Care	N	
12. Housing or Rental Assistance	N	
13. Out-of-area job search	N	
14. Professional Membership	Y	
15. Reasonable accommodations for individuals with disabilities	N	
16. Relocation	N	
17. Tools & Clothing	Y	
18. Financial assistance for computer hardware and related technology	Y	To qualify for financial assistance for computer hardware and related technology, a participant must meet the following requirements and the file must contain supporting documentation for the need:  1) The participant must be enrolled in a training program that requires specific use of a computer/technology 2) The computer/technology should be required to complete training



<p>3) There must be specific supporting documentation that the use of particular technology is needed to complete the training</p> <p>4) Documentation should be from the school/training vendor evidencing the technology is required and how the student will use the technology</p> <p>5) There must be documentation that the participant does not own or have reasonable access to the technology required</p> <ul style="list-style-type: none"> <li>▪ this can be documented in writing by the participant stating that they do not have access to the technology required to meet training requirements. <b>Not owning a computer is not sufficient basis alone as schools generally provide access to technology as well as libraries, CareerForce centers, etc.</b></li> </ul> <p>6) Documentation should support evidence that the cost is the lowest, reasonable price that still meets the needs of the technology required (accessing refurbished technology is preferred if available)</p> <p>7) All documentation should be submitted to designated service provider and stored in the participant file</p> <p>8) All computer/technology purchases must be submitted for agency supervisor review and approval prior to purchasing or obligation to purchase technology for the participant</p> <p>9) All computer/technology purchases as support service expenses must meet the conditions outlined in this policy as well as requirements 5-8 above</p> <p>Funding limit for computer hardware and related technology up to:</p> <p><b>\$750.00 per participant</b></p>
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\*To establish whether a service can be covered by training funds, the file must contain documentation that indicates the equipment, materials, tools, additional fees and/or exams are a necessity and are required in order for an individual to successfully complete the training correlated with said items.

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Hennepin-Carver  
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