

Technical Assistance (TA) Guide – Supportive Services

This TA Guide is to provide guidance and examples on supportive services. This TA Guide is not meant to be all-inclusive but rather a guide to our service providers on how to utilize supportive services. It is the responsibility of the service provider to review all applicable policies.

Supportive services should be “individualized” and utilized based on the status and circumstances of the individual participant and the demonstration of financial need. Funds should be used in a manner that avoids duplication of services.

The need for supportive services along with confirmation of no other resources being available must be documented in the IEP/ISS, Objective Assessment, and in NCWorks case notes. The appropriate CSS activity code should also be added.

Examples of supportive services:

* 1. Transportation
     1. Paid to and from the participant’s home address and the training facility (round trip); class schedule must be scanned into NCWorks. If paying the participant to attend clinical training, the clinical schedule must be scanned into NCWorks. Max is $168 per week or 300 miles.
  2. Childcare assistance
     1. May be provided for children under six (6) years of age and for school aged children after school hours. Max is $140 per week for first child, second child max of $85 per week.
  3. Tools, equipment, uniforms, and other related educational items
     1. Must be related to WIOA sponsored training and/or paid work experience.
     2. The participant must provide a “needs” list from the training provider and/or employer stating exact items that need purchasing. The Local Area has to approve anything above $500 (exception is textbooks).
     3. For those that need online tools purchased for GED, if the participant TABE tests at EFL 3 or lower, he/she is required to enroll in an approved seated training and make satisfactory progress before online tools can be purchased. If the participant TABE tests EFL 4 or higher, online tools can be purchased once during the program year.

Additional notes:

* **Any “other” supportive services must have prior approval from the Local Area**
* To provide a supportive service to a youth participant (in follow up), the supportive service(s) must be listed on the IEP/ISS, OA and in case notes prior to exit.

Applicable policies:

* On-the-Job Training
* Supportive Services
* Individual Training Account
* NCWorks Service Activity Codes, Case Notes and Exit Dates
* Program Exit, Follow up and ReEnrollment
* Procurement and Contracting
* Adult and DW Work Experience
* Youth Work Experience