



Supportive Services

Effective: December 1, 2016

Revised: November 17, 2021; December 15, 2021; May 25, 2022

Background: WIOA Sec. 134(d)(3)(B); WIOA Sec. 134(c)(3); WIOA 680.900

Policy: The Oswego County WDB authorizes the use of supportive services necessary for eligible customers to participate in intensive, pre-vocational or training services or to accept or retain employment. This provision is contingent upon following the established protocols and subject to the availability of funds.

Requests for supportive services are reviewed on a case-by-case basis, with respect to need, availability of funds, and the availability of services from other resources and/or community programs to meet that need. Supportive services may include but are not limited to:

Supportive Service	Limit
Books, Fees, Supplies (i.e., lab, library, tech, ID, insurance) necessary to participate in training.	Actual cost based on documented need if required for an approved training program
Clothing/Uniforms/Shoes for training or employment	\$200
Defensive Driving/Drivers Education	Actual cost based on documented need if required for an approved training program or employment
Electronic Devices (laptops, tablets, smart phones)	Actual cost based on documented long-term need if required for the duration of an approved training program or employment. Not to exceed \$800.
Tools and Equipment	Actual cost based on documented need if required for an approved training program or employment.
Transportation (includes bus passes, mileage reimbursement, gas card)	Actual cost of public transportation or mileage reimbursement based on the Internal Revenue Service Rate for Medical Moving Mileage if needed for an approved training program, job fair, interview, or employment until first paycheck received or maximum of 31 days. Not to exceed \$300.
Licensing and Testing Fees, Fingerprinting, Background Checks, and Birth Certificates	Actual cost based on documented need if required for an approved training program or employment.

- Other supportive service needs may be reviewed and considered on an individual basis.
- The total amount that can be spent on supportive services may not exceed \$1,500 in total for a client's duration of enrollment.
- Exceptions to both the supportive services available and the caps can be made by the Workforce Development Board Executive Director.
 - Common exceptions include alternative transportation assistance, increase in cap for required tools for employment due to inflation, additional supportive services for promotions and career advancement.