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QUEST BULLETIN NO. 05-23

TO: QUEST Partners
FROM: Maricar Pilotin-Freitas, Administrator
Workforce Development Division
SUBJECT: Supportive Services in QUEST

PURPOSE

The purpose of this Bulletin is to establish guidance on supportive services provided under the QUEST grant to ensure equity Statewide among participants served by different QUEST service providers.

BACKGROUND

Supportive services for adults and dislocated workers are services that are necessary to enable an individual to participate in activities authorized by WIOA § 134(c)(2) and (3). These services may include, but are not limited to:

- Linkages to community services
- Assistance with transportation
- Assistance with childcare and dependent care
- Assistance with housing
- Needs related payments, as described at §680.930, 680.940, 680.950, 680.960, and 680.970
- Assistance with educational testing
- Legal aid services

- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications

Supportive services may only be provided to individuals who are participating in career or training services as defined in WIOA § 134(c)(2) and (3); and unable to obtain supportive services through other programs providing such services. These supportive services may only be provided when they are necessary to enable individuals to participate in career service or training activities.

POLICY

The QUEST projects should help dislocated workers and other eligible participants, including underserved and historically marginalized individuals, develop economic resilience to future economic shocks through employment, training, and entry into high-quality jobs, especially in growing and critical industries.

The budget developed for QUEST allows up to \$200 of supportive services per participant. Having a Statewide limit provides for consistency and equity among participants served in different local areas and by different service providers.

The budgeted amount may be used for any of the allowable services listed above, in any combination, up to the \$200 limit per participant. However, if childcare is needed, it will be limited to childcare services provided or contracted by the State Department of Education, such as their after-school program. This limitation is necessary because the State Workforce Development Division does not have the capacity to inspect all childcare providers across the State for quality, safety, and suitability.

As with any purchase, procurement of supportive services must follow federal, State, and local procurement requirements.

Justification for the supportive service with a record of how other programs were unable to provide the supportive services should be maintained in the participant file. If other sources are not available, in some cases it may be appropriate and advantageous to co-enroll the individual in another program for which the individual is eligible and can benefit, if the need for supportive services exceeds the QUEST limit and the other program is able to cover the cost. As with any co-enrollment, staff of participating programs, i.e., QUEST and another program, must coordinate plans and services for the participant.

INQUIRIES

Inquiries regarding this bulletin may be directed to Ms. Carol Kanayama by email at Carol.H.Kanayama@hawaii.gov or Ms. Leila Shar at Leila.N.Shar@hawaii.gov.

REFERENCES

- 20 CFR §680.900 – 920