

Alaska Adult Education Program

Supportive Services Technical and Procedural Guide



Division of Employment and Training Services

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Alaska Adult Education Supportive Services and Technical and Procedural Guide

Supportive services are not an entitlement and should be used when justified need exists. Funds provided under the Adult Education and Family Literacy Act (AEFLA), Title II of the Workforce Innovation and Opportunity Act (WIOA), may be used to pay for the costs of child and dependent care and/or transportation when adult learners need this assistance to participate in adult education and literacy programs to advance their educational and/or career goals.

AEFLA funds for child and/or dependent care and transportation costs for participants may be used under certain circumstances. Under section 231(a) of WIOA, AEFLA program funds may be used for the costs to develop, implement, and improve adult education and literacy activities.

Using AEFLA funds to pay child and dependent care and/or transportation costs in order to ensure that adult learners are able to attend and participate in AEFLA-funded programs is allowable so long as these costs are reasonable, necessary, and allocable to AEFLA consistent with the cost principles in [subpart E of 2 C.F.R. part 200](#) of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance), more specifically [2 C.F.R. § 200.403](#). For example, these costs may be necessary to implement AEFLA programs if they are expended to meet the child and dependent care and/or transportation needs of an adult learner who is not able to pay these costs, or for which other sources of funding could not be obtained, and the adult learner could not otherwise participate regularly in an AEFLA-funded program if these needs are not met.

This guidance is intended to provide information on the provision of supportive services to all participants. Supportive services may be provided when a participant is registered and has a completed Adult Education Application in AlaskaJobs. Participants receiving these services should demonstrate a **need** and **require support** to complete their educational goals. Other readily available funding sources must be used before WIOA Title II funds.

Maximum Funding Limit

The overall maximum funding limit per program year a grantee may budget for supportive services is no more than 10 percent of the total grant award funded through formula distribution at the beginning of the program year. If additional funding is released through a grant modification or increase, supportive services may not be included.

The limits in the supportive services chart below are intended to be maximum levels of service per individual student for a total period of participation (PoP), not per year. The program may not exceed these limits.

| Support Service Chart | | |
|----------------------------------|-------------------------------------|---------|
| Supportive Service | Definition | Limits |
| Family Care | Childcare, elder care, respite care | \$5,000 |
| Transportation for Adult Learner | Actual cost or fixed rates | \$7,500 |

Funding amounts may vary from student to student based upon the needs; however, the maximum Support Services amount should not exceed \$12,500 (Workforce Advisory 22-001).

The overall maximum funding limit per student for supportive services are subject to annual review and modification by the State Director of the Alaska Adult Education Program and the Director of the Division of Employment and Training Services who will issue a memo each year stating the limits. These limits apply to all participants who are enrolled during the time period the memo is in effect.

Family Care: (maximum \$5,000)

This may include childcare, elder care, or respite care assistance needed by an enrolled participant during adult education activity. Whenever possible, efforts should be made to fund these services through non-WIOA Title II sources first. These may include but are not limited to the Parents Achieving Self-Sufficiency Program (PASS). Such efforts shall be described in the participant's case notes.

Payment for dependent care should not exceed the average market rate for these services in the area. A sample telephone survey of rates in that area should be recorded in the case notes to justify the rate.

The decision regarding who will provide the dependent care will be left to the participant. Care providers must be licensed by the state to support them. Family members of the participant must not be paid to provide dependent care under WIOA unless they are currently operating a licensed care facility. "Family member" includes spouse, child, parent, grandparent, in-law parent, stepparent, sibling, sibling-in-law, stepsibling, child-in-law, stepchild, aunt, uncle, nephew, and first cousin.

Transportation: (maximum \$7,500)

If a participant does not have a safe, dependable, affordable means of transportation to/from adult education activities an adequate amount for providing such transportation may be provided. Direct vendor payments or reimbursement to a participant for local commuting area transportation needs are available.

Reasonable transportation costs may include gas cards, ride-sharing gift cards, bus passes, taxi vouchers, and funds for the use of public transportation. Students may receive mileage reimbursement for using a privately owned vehicle, such as auto, snowmobile, motorcycle. The student shall receive a mileage reimbursement equal to the miles entered in an established mileage form and may not exceed the established rates published on the Division of Finance web site at: http://doa.alaska.gov/dof/travel/resource/POV_Rate_Table.pdf.

Documentation

Participants:

Supportive services must be tied to the participant's case in AlaskaJobs. Supportive services may not be used for students that are not participants. Students must have current intake, assessment, and have reached 12 hours of attendance before supportive services may be utilized. If a student requires a new PoP, they must reach 12 hours on the new case prior to using supportive services.

Both the participant and eligible provider may discontinue participation in the supportive service at any time. Justifiable cause must be established to discontinue services identified.

Participant: Students who have completed 12 or more contact hours, have current intake forms reported, and have current TABE, WorkKeys, CASAS, BEST or alternative assessment.

Periods of Participation: Any break in AK Adult Ed services greater than 90 days is the start of a new Period of Participation (POP). The AlaskaJobs System tracks the number of POPs a student has within one fiscal year.

Reportable Individual: These individuals are part time students whose total attendance in the fiscal year is less than 12 hours. Students may have completed an intake form and/or TABE, WorkKeys, CASAS, BEST or alternative tests.

Participant Case File:

Eligible providers must document supportive services in the participant's case file. Documentation should describe the participant need, supportive service(s) necessary to fulfill their need, resources available (if any),

and fairness of cost. The Participant case file should be an electronic file housed in AlaskaJobs where all case notes, eligibility, data validation, and expenditures are reflected with back up documents.

Verification/Compliance:

Items such as invoices and receipts should all be included in the case file in AlaskaJobs and must be maintained in all records. Eligible providers must maintain appropriate source documentation to demonstrate that funds expended are for allowable purposes and transitions are appropriately accounted for on the eligible provider's general ledger.

AlaskaJobs Information Management System:

Information pertinent to the student's involvement in classes should always be entered timely into AlaskaJobs, must be updated weekly. Supportive services must not be used if attendance is not recorded in AlaskaJobs. Students must have current enrollment, assessment, and 12 hours of attendance in AlaskaJobs prior to using supportive services.

Coordination and Linkages

Other Supportive Services

AEFLA funds may not be used for the cost of medical expenses, housing emergencies, food insecurity, legal issues, mental health concerns, or other similar challenges. Under section 231(a), AEFLA program funds may be used for the cost to develop, implement, and improve adult education and literacy activities. These types of supportive service costs are not reasonable and necessary cost to develop, implement, or improve adult education and literacy activities, nor are they allocable to AEFLA pursuant to 2 CFR 200.405 (a) because they are not incurred specifically for participation in AEFLA services. These costs would be more appropriately addressed with other funds or by another agencies.

Dual Enrollment:

Supportive services should be provided when no other resources are readily available. Participants enrolled in multiple programs (e.g., Dislocated Worker, WIOA Adult, or WIOA Youth) must have documentation as to why Title II funding is being used in lieu of services funded by other programs.

Supportive Services from Other Agencies:

WIOA requires the non-duplication of services and establishes, through the Memorandum of Understanding between the partner agencies, a method of referral. Before supportive services are provided, a thorough assessment of resources must be conducted. If another agency can provide the services requested, then the participant should be assisted in accessing those services. For example, Public Assistance, Vocational Rehabilitation, Senior Employment Programs, Childcare Assistance, Food Stamps, and Medicaid are a few of the programs co-located in the One-Stops where participants may be referred for assistance. In many instances, other agencies will require their own plan of service be developed. To the maximum extent possible, it is important to try and coordinate services and, in some cases, develop a single plan of service.

During the period that a participant awaits an eligibility determination by another agency for services it may be appropriate to fund the necessary supportive services until the new agency can begin providing services. Once services are available from another source WIOA Title II should discontinue provision of any duplicative supportive services.

Alaska Adult Education State Office Contacts

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AAE Websites:

[Alaska Adult Education Homepage](#)

[Grant Resources](#)

[Teacher Resources](#)

[Professional Development and Mandatory Training](#)

[General Educational Development \(GED\) Testing](#)

[High School Equivalency Diploma and Transcript Request](#)

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