



## **SUPPORTIVE SERVICES AND NEEDS-RELATED PAYMENTS**

Workforce Innovation and Opportunity Act Policies and Procedures

**POLICY #W409, Revision 4**

**Effective Date:** October, 2017

### **1. Purpose**

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services and needs-related payments (NRPs) to support adults, dislocated workers, and youth participating in WIOA Title I activities.

### **2. Background**

WIOA provides program guidelines for supportive services for adults and dislocated workers defined in WIOA Sections 3(59) and 134(d)(2) and (3) and supportive services for youth as defined in WIOA Section 129(c)(2)(G). These include services such as transportation, child care, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye wear, and NRPs needed to enable individuals to participate in WIOA Title I activities.

### **3. Definitions**

- **Service provider:** A provider of workforce development services in Spokane County, such as the local one-stop center or other entity designated by the SAWDC, that is responsible for providing supportive services to WIOA Title I Adult, Dislocated Worker, and Youth participants.
- **WorkSource System Tools (WST):** A management information system that workforce development organizations in Washington State use to collect data and manage themselves efficiently and effectively.

### **4. Policy**

All WIOA-enrolled adults, dislocated workers, and youth are eligible for supportive services as defined in WIOA Section 3(59).

- a. **Requirements for adults and dislocated workers:** Supportive services for adults and dislocated workers can only be provided when necessary to enable individuals to participate in career services or training services. Follow-up services, though types of career services, are not qualifying services for the purposes of receiving supportive services. Adults and Dislocated Workers who are only receiving follow-up services cannot receive supportive services.
- b. **Requirements for youth:** Supportive services for youth must be offered as one of the required program elements for youth participants. Unlike Adults and Dislocated Workers, Youth are eligible to receive supportive services when participating in follow-up services.
- c. **Notice of availability:** Information regarding the availability of supportive services in the Workforce Development Area and criteria for referral to those services must be provided to adults, dislocated workers, and youth through the WorkSource system.
- d. **Examples of supportive services:** Supportive services include, but are not limited to, financial assistance with or referral to the following:
  - i. Transportation assistance and auto repairs;
  - ii. Child care and dependent care costs;
  - iii. Housing, including assistance with mortgage payments;
  - iv. Utility assistance;
  - v. Hygiene items, including haircuts;
  - vi. Assistance with medical and prescription services, including eyeglasses;
  - vii. Interview clothing, uniforms, and other appropriate work attire;
  - viii. Tools or other work or training-related materials;

- ix. Translation services;
- x. Non-commercial driver's license training and assistance with driver's license fees;
- xi. Work and training-related testing, licenses, permits, and fees;
- xii. Assistance with special services and materials for individuals with disabilities;
- xiii. Legal aid services meant to reduce barriers to employment and establish employment eligibility such as by helping secure a driver's license, expunging criminal records, and addressing debts or credit reporting issues;
- xiv. Referrals to health care; and
- xv. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes.

**e. Prohibitions:** Financial support or referral to the following cannot be provided as a supportive service:

- i. Fines and penalties such as traffic violations, late finance charges, and interest payments;
- ii. Entertainment including tips;
- iii. Contributions or donations;
- iv. Vehicle payments;
- v. Refundable deposits;
- vi. Groceries, including food or meals;
- vii. Alcohol, tobacco, or marijuana products;
- viii. Pet products;
- ix. Plants or supplies for plants;
- x. Membership fees (e.g., fitness or social club memberships, annual fees on personal credit cards); and
- xi. Out-of-state job search and relocation expenses that are paid for by the prospective employer or by the employer who has laid-off the individual.

**f. Needs Related Payments:** The SAWDC will not utilize needs-related payments.

**g.** Any guidelines or limitations that may be specific to the conditions of the current program year will be defined by the SAWDC in the terms of the contractor agreement and/or request for proposal (RFP).

**5. Action Required:**

Service providers funded by the SAWDC are responsible for managing supportive services, as defined by each contract. At a minimum, service providers funded by the SAWDC will:

- a.** Develop internal controls that result in equitable treatment for all WIOA participants;
- b.** Develop documentation requirements and ensure appropriate documentation is maintained in each participant file;
- c.** Assure coordination with other community resources and ensure this is documented in each participant file for each supportive service request;
- d.** Define how information is maintained regarding the availability of supportive services in the local area, as well as the procedure for referral to those services. This may be through a participant orientation process or providing access to electronic or printed community resource directories and information;
- e.** Establish reasonable limits for supportive service types. Additionally an annual limit may be established.
- f.** Establish procedures for approval to exceed limits due to special circumstances. Procedures should be based on individual circumstance and be determined on a case-by-case basis;
- g.** Review the limits periodically to ensure adequacy of the amount and the availability of budget;
- h.** Track all supportive services expenditures and maintain a record of spending in each participant file; and
- i.** Ensure that all supportive services provided to a participant are recorded in WST.

**6. References**

- ESD WIOA Title I Policy 5602, R1
- WIN 0084
- WIN 0078, Change 1
- TEGL 21-16, Section 7
- TEGL 19-16, Section 14

- 20 CFR 680.330
- 20 CFR Subpart G
- 20 CFR 681.570
- WIOA Section 3(59)
- WIOA Section 129(c)(2)(G)
- WIOA Section 134(d)(2)

7. **Supersedes**

SAWDC WIOA Title I Policy #409 R3

Revision History:  
#409 R3-2017  
#409 R2-2016  
#409 R1-2014  
#409-2010