



Spokane Area Workforce Development Council

SUPPORTIVE SERVICES and NEEDS-RELATED PAYMENTS

Workforce Investment Act Policies and Procedures

POLICY # W409 R-1

Effective Date: May 22, 2014

BACKGROUND:

Supportive services for participants in the Adult and Dislocated Worker programs are defined in the Workforce Investment Act (WIA) sections 101(46) and 134(e)(2), and for the Youth program in 20 CFR 664.440. Supportive services include items such as transportation, childcare, dependent care, housing, and needs related payments (NRPs) that are necessary to enable an individual to participate in activities authorized under WIA. These services shall be provided in the absence of other resources. The law requires states to ensure that supportive services and needs-related payments are made available to support the employment and training needs of low-income, displaced and under-skilled Adults, Dislocated Workers, and Youth program participants. Supportive services may only be provided to individuals who are:

- a. Participating in core, intensive or training services; and
- b. Unable to obtain supportive services through other programs providing such services.

Supportive services may only be provided when they are necessary to enable individuals to participate in Title I activities.

Per Washington State WIA Information Memo 002-01 July 19, 2001 – Support Services as an Allowable Post-Exit Service:

- 20 CFR Part 652 Subpart C - 662.240(b) and WIA Section 134(d)(2) describe what activities shall, at a minimum, be included as a core service. This includes information on the availability of support services.
- 20 CFR Subpart H - 663.805 (a)(1) and (b) state that supportive services may only be provided to individuals who are participating in core, intensive or training services and only when they are necessary to enable individuals to participate in Title I activities.
- Participants can continue to receive core services as follow-up services after exit and supportive services are considered core services. Exits are established for purposes of counting performance but are not meant to be the end of all contact and service to participants. (20 CFR Part 652 Subpart C – 662.240(b); 20 CFR Subpart H – 663.805(a)(1) and (b); WIA Section 134(d)(2).

POLICY:

Based on individual assessment and availability of funds, supportive services may be awarded to enrolled WIA Adults, Dislocated Workers and Youth program participants. Supportive services must be necessary to the success of the individual and beyond his or her ability to self-pay. Services may take the form of in-kind or cash assistance. Supportive services cannot be expended before a participant is enrolled in WIA, and may be provided as a core follow-up service for up to 12 months after exit. Post-exit supportive services should be limited and necessary for the client to secure and retain employment, and additionally for youth (only) to assist client to remain in training, such as post-secondary. Supportive Services must be coordinated with other entities to ensure non-duplication of resources and services.

Priority must be given to enrolled veterans and their spouses under the Jobs for Veterans Act (see definitions section). If program and service resources are limited, then the veteran or spouse is given access instead of others. NOTE: This does not mean that the veteran or spouse is given “bumping rights” over others who are already receiving supportive services. Information regarding the availability of supportive services in the local area, as well as referral to those services is one of the core services that must be available to Adults and Dislocated Workers through the workforce delivery system. [20 CFR Sec. 663.800].

Client file must have documentation that the WIA Supportive Service is the last resource.

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 RFP.

Supportive services include but are not limited to the following:

- a) Local transportation costs and limited private auto repairs associated with work or training
- b) Child care and dependent care costs
- c) Housing and food
- d) Referrals to or assistance with medical and prescription services
- e) Uniforms or other appropriate work attire, hygiene and haircuts, eyeglasses, and work or training related material costs
- f) Job-related adult basic education and English as a Second Language training
- g) Translation services
- h) Work and training related licenses, permits, and fees
- i) Assistance with special services and materials for individuals with disabilities
- j) Out-of-state job search and relocation to a new job

Support services cannot be used for the following:

- a) Fines and penalties such as traffic violations, late finance charges, and interest payments.
- b) Entertainment including tips
- c) Contributions or donations
- d) Vehicle payments
- e) Refundable deposits
- f) Alcohol or tobacco products
- g) Pet products
- h) Supplies for plants
- i) Membership fees (e.g., fitness or social club memberships, annual fees on personal credit cards)
- j) Excessive or costly food purchases beyond normal dietary needs
- k) 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.

Needs Related Payments

The SAWDC will not utilize needs related payments.

Policy Action Required:

SAWDC contractors and subrecipient must establish internal controls that result in equitable treatment, maximize the allocations, and ensure coordination with and referral of participants and applicants to other community resources. For subrecipients that are part of a consortium, it will be defined in subcontract agreements the program operations responsibility.

Subrecipient shall develop a policy and procedure that:

1. Define process that ensures resource and service coordination and internal controls that result in equitable treatment.
2. 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.
3. Establish reasonable limits for supportive service types. Additionally an annual limit may be established.

4. Establish procedures for approval to exceed limits established for special circumstances on a case-by-case basis. The SAWDC must review and approve the criteria.
5. The SAWDC and the subrecipient will review the limits periodically to ensure adequacy of the amount and the availability of budget.
6. Defines the requirement of:
 - a. WIA Section 134(d)(2), that WIA adult or dislocated worker participating in a Core Service, may be provided a supportive service only after an initial assessment has been conducted verifying the need for such services. As described in Sec. 663.160 of the WIA Final Regulations, "The initial assessment provides preliminary information about the individual's skill levels, aptitudes, interests, and supportive service needs."
 - b. WIA Section 134(d)(3), that WIA adult or dislocated worker participating in an Intensive Service or a Training Service activity, that supportive services may be provided only as part of an Individual Employment Plan (IEP). This may be in the form of a supportive service needs checklist and determination of barrier to participation. This need not be done for every supportive service given but over a defined period.
7. Ensure that appropriate documentation is maintained in each client file to justify the expenditure of each Supportive Service and maintain a cumulative total.
8. Defines the requirement to document in client file for each support services given that the supportive services provided are not available through other agencies and that they are necessary for the individual to participate in Title I activities.
9. Ensure that the supportive service provided to a client is entered into the SKIES database.
10. Provide access to client detail of supportive service types and amounts for monitoring review.

DEFINITIONS:

- **Eligible Spouse** as defined in section 2(a) of JVA (38 U.S. C. 4215(a)) means the spouse of any of the following:
 - (1) Any veteran who died of a service-connected disability;
 - (2) Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) Missing in action;(ii) captured in line of duty by a hostile force; or (iii) forcibly detained or interned in line of duty by a foreign government or power;
 - (3) Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs;
 - (4) Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.
- **Veteran** means a person who was in active military service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or a Reserve component, other than full time duty for training purposes.

REFERENCE:

- Workforce Investment Act [(P.L. 105220) Title I, Sections 101 (13) & (46), Section 129, 134(d)(3)(c), 134(d)(4)(E), 134(e)(2) and (3)(d)(2)(h)]
- 20 CFR Parts 663.800825
- Social Security Act Title IV Section 403 [42 U.S.C. 603 (1)(5)(c)(1)(VI)]
- 20 CFR 645.220 (f)(1)(5)
- Washington State WIA Policy 3695 Rev 1 Supportive services and Needs Related Payments
- PL 1115 American Recovery and Reinvestment Act of 2009
- Training and Employment Notice (TEN) 30-08, March 4, 2009
- Training and Employment Guidance Letter No. 14-08, March 18, 2009