



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

Workforce Innovation and Opportunity Act Policies and Procedures

**POLICY #W409, Revision 3**

**Effective Date:** May 1, 2017

### **Purpose**

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

### **Background**

The Workforce Innovation and Opportunity Act (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.

### **Policy**

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

Supportive services for adults and dislocated workers must be provided in a manner 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.

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.

Accordingly, information regarding the availability of supportive services in the Workforce Development Area and referral to those services must be provided to adults, dislocated workers, and youth through the WorkSource system.

### **Supportive services include, but are not limited to, cash assistance or referral to the following:**

- a) Transportation assistance and auto repairs;
- b) Child care and dependent care costs;
- c) Housing and utility assistance;
- d) Hygiene items (including haircuts);
- e) Assistance with medical and prescription (including eyeglasses) services;
- f) Interview clothing, uniforms, and other appropriate work attire;
- g) Tools or other work or training-related materials;
- h) Translation services;
- i) Non-commercial driver's license training and assistance with driver's license fees;
- j) Work and training-related testing, licenses, permits, and fees;
- k) Assistance with special services and materials for individuals with disabilities;
- l) 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;
- m) Referrals to health care; and

- n) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes.

**Supportive services cannot be provided for:**

- 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; and
- 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.

**Note:** 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).

**Needs Related Payments**

The SAWDC will not utilize needs-related payments.

**Action Required:**

Agencies funded by the SAWDC are responsible for managing supportive services, as defined by each contract. The SAWDC will review and approve each agency's policies, as applicable. At a minimum, agencies funded by the SAWDC will:

- Develop internal controls that result in equitable treatment for all participants;
- Develop documentation requirements and ensure appropriate documentation is maintained in each participant file;
- Assure coordination with other community resources and ensure this is documented in each participant file for each supportive service request;
- 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;
- Establish reasonable limits for supportive service types. Additionally an annual limit may be established.
- 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;
- The SAWDC and its service providers will review the limits periodically to ensure adequacy of the amount and the availability of budget;
- Track all supportive services expenditures and maintain a record of spending in each participant file; and
- Ensure that all supportive services provided to a participant are recorded in the State MIS database.

**References**

- WIN 0078, Change 1
- ESD WIOA Policy 5602
- 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)

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