



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

Workforce Investment Act Policies and Procedures

### **POLICY # W409**

Effective Date: December 18, 2010

#### **BACKGROUND:**

Supportive services for adults and dislocated workers are defined at WIA sections 101(46) and 134(e)(2) and (3), and are defined as services 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 American Recovery and Reinvestment Act of 2009 (ARRA) requires the priority use of WIA Adult program funds for recipients of public assistance and other low-income individuals as well as priority for veterans under the Jobs for Veterans Act for employment and training services. Furthermore, the law requires states to ensure that supportive services and needs-related payments described in WIA section 134(e)(2) and (3) are made available to support the employment and training needs of low-income, displaced and under-skilled Adults and Disconnected Youth. The provision of supportive services and needs-related payments should also be a focus for the Recovery Act Dislocated Worker formula funds. (TEGL 14-08) In accordance with the Training and Employment Notice (TEN) 30-08, issued by the U.S. DOL/ETA on March 4, 2009, states also should ensure that supportive services and NRPs are available to dislocated workers. The increased funds for supportive services and NRPs are to address a significant barrier to workers' willingness and ability to access training that they need to meet their long-term career needs.

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.
- c. 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:**

In addition to this policy the specifics on guidelines or limitations to the conditions of the current Program Year would be defined by the SAWDC in the terms of the contractor agreement and/or RFP. Supportive services may be granted to WIA Adults, Dislocated Workers and Youth. Supportive services must be necessary to the success of the training plan and beyond the ability of the participant to pay. Services may take the form of in-kind or cash assistance. Supportive services cannot be expended before a participant is registered 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. 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 – Assistance with:

- 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) Translations;
- h) Work and training related licenses, permits, and fees;
- i) Disabilities including learning disabilities;
- j) Out-of-state job search and relocation to a new job.

Support services do not allow 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 payment;
- e) Refundable deposits;
- f) Alcohol or tobacco products;
- g) Pet products;
- h) Supplies for plants;
- i) Membership fees (fitness, credit card);
- 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.

The SAWDC has chosen not to provide Needs Related Payments (NRPs) in our area unless specifically defined in the terms of the contractor agreement.

### Policy Action Required:

- Contracts shall develop a policy and procedure that ensures resource and service coordination in the local area, and internal controls that result in equitable treatment
- Contractor shall establish reasonable limits for supportive service types and procedures for approval to exceed limits established for special circumstances on a case by case basis. The SAWDC must review and approve the criteria.
- The SAWDC and the contractor will review the limits periodically to ensure adequacy of the amount and the availability of budget.
- Contractors shall ensure that appropriate documentation is maintained in each client file to justify the expenditure of each Supportive Service and maintain a cumulative total.

- Document 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.
- Contractor shall ensure that the first Supportive Service provided to a client is entered into the SKIES database. Data entry of other supportive services is optional.
- Contractors are required to provide access to client detail of supportive service types and amounts for monitoring review.

**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