



1. 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, childcare, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye wear, and Needs-Related Payments (NRPs) needed to enable individuals to participate in WIOA Title I activities.

2. 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 Spokane Workforce Council (SWC), 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.

3. Policy

All WIOA-enrolled adults, dislocated workers, and youth are eligible for supportive services as defined in WIOA Section 3(59). The exception is NRPs, which are a form of supportive service available only to adults, dislocated workers, and out-of-school youth (OSY) ages 18-24 who are enrolled in training. Any guidelines or limitations to supportive services or needs-related payments that may be specific to the conditions of the current program year will be defined by the SWC in the terms of the contractor agreement and/or request for proposal (RFP).

a. Supportive Services

- i. 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.
- ii. 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.
- iii. 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.
- iv. Allowable training expenses as supportive services:** Allowable training expenses affiliated with training paid by a participant, another individual or individuals, or by programs other than WIOA Title I (such as Vocational Rehabilitation (VR), Trade Adjustment Assistance (TAA) or community and technical colleges through Worker Retraining (WRT)) can be funded by WIOA Title I as supportive services if:
 1. The participant or a non-WIOA Title I program selected the training program and a non-WIOA Title I source is paying the tuition for the training;
 2. Costs for allowable training expenses are not covered by Pell, other financial aid programs or private scholarships; and

3. The WIOA Title I program and case manager had no direct involvement in the process of selecting the training.

Note: Changing circumstances (e.g., ending scholarships or financial aid) may necessitate reassessment of funding sources and training providers by the case manager and the participant, which may result in consideration of an Individual Training Account (ITA). If an ITA is established, all future training expenses affiliated with WIOA Title I must be funded as part of the ITA.

v. Examples of supportive services: Supportive services include, but are not limited to, financial assistance with or referral to the following:

1. Transportation assistance and auto repairs;
2. Childcare and dependent care costs;
3. Housing, including assistance with mortgage payments;
4. Utility assistance;
5. Hygiene items, including haircuts;
6. Assistance with medical and prescription services, including eyeglasses;
7. Interview clothing, uniforms, and other appropriate work attire;
8. Tools or other work- or training-related materials;
9. Translation services;
10. Non-commercial driver's license training and assistance with driver's license fees;
11. Work and training-related testing, licenses, permits, and fees;
12. Assistance with special services and materials for individuals with disabilities;
13. 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;
14. Referrals to health care; and
15. Assistance with books, fees, school supplies, and other necessary items for student's enrolled in postsecondary education classes.

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

1. Fines and penalties such as traffic violations, late finance charges, and interest payments;
2. Entertainment including tips;
3. Contributions or donations;
4. Vehicle payments;
5. Refundable deposits;
6. Groceries, including food or meals;
7. Alcohol, tobacco, or marijuana products;
8. Pet products;
9. Plants or supplies for plants;
10. Membership fees (e.g., fitness or social club memberships, annual fees on personal credit cards); and
11. 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.

b. Needs-Related Payments

i. Eligibility to receive NRPs

1. Adults and Out-of-School Youth:
 - a. Be unemployed;
 - b. Not qualify for, or have ceased qualifying for, unemployment compensation; and
 - c. Be enrolled in a training service or have been accepted into a training service that will begin within 30 calendar days.
2. Dislocated Workers:
 - a. Be unemployed; and

- i. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
- ii. Be enrolled in a training service or have been accepted into a training service that will begin within 30 calendar days by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months;

OR

- b. Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a training service or have been accepted into a training service that will begin within 30 calendar days.

Note: Dislocated workers enrolled in WIOA-funded training who are unemployed but receive payments as members of a reserve component of the U.S. armed services or the Washington National Guard for periods of duty of 72 consecutive hours or less are considered unemployed for purposes of NRP eligibility.

- 3. **Training Support Analysis Form (Attachment A):** this form must be completed and kept in participant files when NRPs are provided. NRPs should be provided when it is determined that ongoing resources and income from all other sources are insufficient to support participants in WIOA-funded training.

ii. Payment amount

- 1. **Determining payment amount for Adults and Out-of-School Youth:** The SWC utilizes the federal poverty level, adjusted by family size, to determine the maximum payment amount for weekly needs-related payments for adults and out-of-school youth. For the purposes of determining this payment amount, family is defined as two or more individuals related by blood, marriage, or decree of court, who are living in a single residence. Note that the definition of family in this section is not the same definition of family found in SWC Policy WS816 R2 – Attachment A, Section 5.7.3. All members of a participant's family are considered when determining NRP payment amount.
- 2. **Determining payment amount for Dislocated Workers:** For dislocated workers, weekly payments must not exceed the greater of either of the following levels:
 - a. The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
 - b. The maximum payment amount based on poverty level, adjusted for family size, for participants who did not qualify for unemployment compensation as a result of the qualifying dislocation. For the purposes of determining this payment amount, family is defined as two or more individuals related by blood, marriage, or decree of court, who are living in a single residence. Note that the definition of family in this section is not the same definition of family found in SWC Policy WS816 R2 – Attachment A, Section 5.7.3. All members of a participant's family are considered when determining NRP payment amount.
- 3. **Payment amounts as determined by federal poverty level:** The table below shows the weekly payment amount based on the participant's family size. Weekly payment amounts determined in this manner must be adjusted to reflect any changes in family size.

Family Size	Weekly NRP Benefit Amount
1	\$245
2	\$331
3	\$417
4	\$503
5	\$590
6	\$676
7	\$762
8	\$848

iii. Payment guidelines

1. NRP payments are not impacted by participants on sick, vacation, or holiday leave while in training.
2. Attendance and academic requirements must be met and documented in accordance with the training service being received in order to continue receiving NRPs.
3. The SWC does not require a minimum number of hours or credits for which a participant must be registered in order to remain eligible for NRPs.
4. An individual determined eligible for Unemployment Insurance benefits is no longer eligible to receive NRPs as of the date of the determination.
5. NRPs are not impacted during periods a participant has received earned income while in training.
6. The SWC does not require a maximum limit for NRPs per participant.
7. Weekly payment amounts are not impacted by total family income.
8. NRPs are classified as non-taxable income by the Internal Revenue Service (IRS).
9. Any alleged and suspected fraudulent activity identified while monitoring of NRPs will be reported immediately to the DOL Office of the Inspector General as provided in 20 CFR 683.620.

iv. Unique documentation requirements for NRPs

1. A signed and dated training support analysis form (see Attachment A).
2. **Dislocated workers only:** A copy of a UI entitlement decision or confirmation of UI benefits being exhausted.

4. Action Required:

Service providers funded by the SWC are responsible for managing supportive services and needs-related payments, as defined by each contract. At a minimum, service providers funded by the SWC will:

- a. Develop internal controls that result in equitable treatment for all WIOA participants, including who has the authority to approve participant requests for supportive services and NRPs;
- b. Develop documentation requirements and ensure appropriate documentation is maintained in each participant file;
- c. Assure coordination with other programs, partners, and community resources providing supportive services 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 and NRP expenditures and maintain a record of spending in each participant file; and
- i. Ensure that all supportive services and NRPs provided to a participant are recorded in WST.

5. References

- ESD WIOA Title I Policy 5602, R2 – Supportive Services and Needs-Related Payments
- WIN 0084, Change 1 – Supplemental Guidance for the WIOA Youth Program
- WIN 0078, Change 1 – Provision of Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers
- TEGL 21-16, Section 7 – Third WIOA Youth Guidance – Program Elements

- TEGL 19-16, Section 14 – Guidance on Services provided through Adult, DW, and WP programs – Supportive Services and Needs-Related Payments
- 20 CFR Subpart G – Supportive Services
- 20 CFR 681.570 – What are Supportive Services for Youth?
- WIOA Section 3(59) – Definitions – Supportive Services
- WIOA Section 129(c)(2)(G) – Use of Funds for Youth Activities – Local Elements and Requirements – Program Elements – Supportive Services
- WIOA Section 134(d)(2) – Use of Funds for Employment and Training Activities – Permissible Local Employment and Training Activities – Supportive Services
- WIOA Section 134(d)(3) – Use of Funds for Employment and Training Activities – Permissible Local Employment and Training Activities – Needs-Related Payments

6. Supersedes

SAWDC WIOA Title I Policy #409 R4

Revision History:
#409 R4-Oct 2017
#409 R3-May 2017
#409 R2-2016
#409 R1-2014
#409-2010

Needs-Related Payment Training Support Analysis Form

Applicant Information:

Applicant Name:

Seeker ID:

Individuals applying for Needs-Related Payments may self-attest to the information below:

- | | | | |
|---|------------------------------|-----------------------------|--|
| 1. Are you unemployed or have you received notification of layoff? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 2. Do you currently qualify for unemployment benefits? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 3. Do you currently qualify for additional state or extended UI benefits (e.g., Training Benefits)? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 4. Do you currently qualify for Trade Readjustment Allowances (TRA)? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 5. Are you receiving any other federal or state income support? Examples: TANF, Training Completion Aid? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 6. Have you considered all other resources available that will help you successfully participate in your training program? Examples of other resources include, but are not limited to, Pell grants, severance pay, other family income (e.g. spouse's income). | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 7. Do you need income support beyond these other resources in order to participate in training full-time? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |

Needs-Related Payments (NRPs) are for individuals who do not qualify for or have ceased to qualify for unemployment benefits and are meant to provide income support while in training. This support analysis form will be used for eligibility to receive NRPs and if awarded the weekly NRP level will be determined by WorkSource. These payments are made to help you while making satisfactory progress while in your training program. If at any time you withdraw from training, training ends, or you are determined eligible for unemployment benefits, you will no longer be eligible to receive NRPs. NRPs are subject to your eligibility for WIOA Title-I training services and total funds available.

Applicant Certification:

All answers provided are true and complete to the best of my knowledge. I understand that providing untruthful or misleading answers are cause for denial of NRPs. Any overpayments or fraud based on my false or misleading answers could result in my repayment of any NRPs provided.

SIGNATURE OF APPLICANT

DATE

X

The Spokane WorkSource System is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.