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<b>SUPPORT SERVICES AND NEEDS RELATED PAYMENTS</b>	

**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). 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 Needs Related Payments needed to enable individuals to participate in WIOA Title I activities. Supportive services for youth as defined in WIOA Section 129(c)(2)(G) can additionally include assistance with educational testing, reasonable accommodations for youth with disabilities, and referrals to health care.

The Workforce Innovation and Opportunity Act requires that each Local Workforce Investment Board (LWIB) assure that information is available regarding supportive services in the Workforce Development Area, and specify that referral to those services is a service available for eligible adults, young adults (youth) and dislocated workers.

Regulations further require that each WDC must establish policies and procedures that:

- Assure equitable treatment of participants in accessing supportive services
- Specify documentation requirements associated with provision of the services, and
- Assure coordination with other community resources.

This document provides the SOWIB policy regarding supportive services in the Coos, Curry, Douglas county workforce area to assure that those requirements are met.

**REFERENCES**

WIOA Sections 3 (59), 134 (d)(2-3), 129 (c) (2) (G)  
 Proposed 20 CFR 680.300, 680.330, 680.900-970 and 681.570  
 Oregon WIOA Policy 134(c) Career and Training Services

## **POLICY**

### **Needs-Related Payments**

Needs Related Payments (NRP) provide financial assistance to participants while they are engaged in a Training service. NRPs are included in the WIOA Adult, Dislocated Worker and Youth funding sources unless otherwise noted in allowable grant services.

### **WIOA Adult Eligibility**

To be eligible for NRPs the participant must be enrolled in the Adult grant and:

- Be currently unemployed
- Not qualify for, or have ceased qualifying for, unemployment compensation
- Be enrolled in a program of training services under WIOA

### **WIOA Dislocated Worker Eligibility**

To be eligible for NRPs the participant must be enrolled in the DW grant and:

- Be currently unemployed
- Have ceased to qualify for unemployment compensation or Trade Act funding
- Be enrolled in a program of training services under WIOA 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 six months
- Be currently unemployed and do not qualify for unemployment compensation or Trade Act funding

### **WIOA Youth Eligibility**

To be eligible for NRPs the participant must be enrolled in the Youth grant and:

- Be currently unemployed
- Not qualify for, or have ceased qualifying for, unemployment compensation
- Be necessary to enable the individual to participate in services under WIOA

NRPs will be limited to a maximum of \$245 per week in training, contingent upon funding availability. NRPs have been determined to be non-taxable; therefore, issuance of a 1099 is not required.

**Required Documentation:** The Adult/DW participant is responsible for providing staff with a signed (by instructor) verification of training attendance during the week (with dates noted). The Youth participant is responsible for providing verification of attendance in WIOA services during the week signed by instructor/staff (with dates noted). Verification may also be in the form of an email from the Instructors email account, or a verification through an online training system of participant login and engagement in the training course (with dates noted). Verification to be maintained with payment documentation.

## Support Services

- Supportive services may only be provided to participants who are participating in individualized career or training services.
- Supportive services may only be provided after it has been determined such services are necessary to enable the participant to participate in Workforce Innovation and Opportunity Act (WIOA) activities.
- Supportive services may only be provided after it has been determined the participant is unable to obtain supportive services through other programs providing such services.

## PROCESS

- Assessment of Need and Documentation: The service provider must thoroughly assess the participant's need for supportive services, document the results of the assessment, and document the provision of such services through vendor receipts, invoices, voucher, etc.
- Coordination and Referral: The service provider must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide the needed supportive service.
- Time Limitations: Supportive services may be provided during participation in the WIOA program and up to six months after the date on which the participant completes the program for adult and dislocated worker services and during follow up for youth services.
- Cost Limitations: The cost of reimbursement or direct payment to participants for supportive services shall be the actual costs incurred up to the maximum amount allowed. The maximum amount allowed for SOWIB area is \$ 1,000.00.

Costs for Supportive Services must be reasonable and competitively priced. An effort must be made by the service provider to make this determination. The cost limitation includes all supportive services provided during the participant's enrollment and those supportive services provided to the client as part of follow-up after exit.

- Approval Authority: Supportive services are not automatic or guaranteed; they are based on participant need and necessity to enable the participant to participate in approved programs and only when similar services are unavailable within the community. The participant's need and necessity of the supportive service must be

documented in the case file; and for participants enrolled in individualized career or training services, must be included in the case notes. The service provider is authorized to approve such costs, within the cost limitations authorized, as have been determined to be reasonable and necessary.

- Cost Considerations: When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available.
- Approval to Exceed Limitation: In some instances, there may be a need to exceed the limitations specified by this policy. In such cases, the SOWIB Executive Director or designee may approve such a request. Requests to exceed limitations will be forwarded to the Executive Director, SOWIB for approval and will include:
  - Client Name and last 4 digits of their Social Security Number and
  - Identification of the additional supportive services needed and approximate cost and;
  - Justification for request, including documentation of need and the activity it supports, and;
  - Current client activity status, and
  - Documentation of previous funds expended.

The Executive Director or designee will evaluate the request on a case-by-case basis and either approve or disapprove the request for additional supportive services within five (5) working days.

Questions or inquiries regarding this policy should be directed to the Executive Director of SOWIB.