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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  
 HECC Policy 134(c) Career and Training Services

## POLICY

### General Provisions

- Supportive services may only be provided to adult & dislocated worker participants who are participating in individualized career or training services, youth may receive support services at any time during participation, including follow-up.
- 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. Determination of need must be documented through participant budget.

**Needs-Related Payments will not be utilized within the SOWIB area.**

### 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.
- 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 \$ 250.00 throughout the participants enrollment.

Costs for Supportive Services must be reasonable and competitively priced. An effort must be made by the service provider to make this determination.

- 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 iTrac ID, 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.