
Supportive Services Policy

This policy provides guidance on administering supportive service funds in the Northwest Pennsylvania Workforce Development Area (NW170). This policy is in full compliance with Workforce Innovation and Opportunity Act (WIOA) and its associated regulations.

Supportive service awards are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment. WIOA Title I Adult, Dislocated Worker, and/or Youth Program staff must assess the need for supportive services with WIOA eligible participants. Supportive Service awards must be based on individual participant needs and plan development. See the Documentation section for required information. WIOA funds should only be used to provide supportive services when they are unavailable through other resources and service providers. WIOA Title I staff are responsible for coordinating services and providing referrals to other state and local agencies offering supportive services.

ELIGIBILITY

The supportive services listed above may only be provided to individuals who are:

- 1) Enrolled in the WIOA Adult, Dislocated Worker, and/or Youth program.
- 2) Participating in programs with activities authorized under WIOA; and
- 3) Unable to obtain supportive services through other programs providing such services

SUPPORTIVE SERVICES FOR ADULTS/DISLOCATED WORKERS

The total amount of supportive services (not to include needs-related payments) per adult/dislocated worker participant is \$750 annually, unless additional grant funding is available. Annually is defined as 365 days from when they request and are awarded the supportive service(s). Supportive services can be provided, but are not limited to the following:

- a) Transportation:
 - Transportation support services must be provided on actual mileage to and from work or training at the established federal rate. This reimbursement rate will be updated as the federal rate changes. Transportation costs can also include bus and parking passes and tolls.
 - Gas cards may be purchased and utilized; when applicable and appropriate, the amount reimbursed must be based on actual mileage

- Documentation of mileage reimbursement must be recorded, signed and collected from each participant and placed in the participant file of anyone that received reimbursement
- b) Clothing (as required and necessary for job)
- c) Physical (as required for job)
- d) License Fee (i.e. CDL, certification fees, GED/high school equivalency fees, clearances, stackable credential fees as required for job)
- e) Day Care (including elder care)

SUPPORTIVE SERVICES FOR YOUTH

The total amount of supportive services per eligible youth participant must not exceed \$750 annually. Annually is defined as 365 days from when they request and are awarded the supportive service(s). Supportive services for youth are defined as services such as transportation, childcare, and dependent care that are necessary to enable an individual to participate in activities authorized under Title I. Supportive services for youth may include:

- a) Linkages to community services
- b) Assistance with transportation
- c) Assistance with childcare and dependent care
- d) Assistance with housing
- e) Referrals to medical services
- f) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear

PAYMENT OF SUPPORTIVE SERVICES

Supportive service funding must be budgeted annually by the Title I program services contractor(s). Payments of supportive services will be managed through the Title I program services contractor, and payments will be made directly to the provider of the supportive services. Needs-related payments will be made directly to the participant.

The LWDB will ensure that a line item for the administration of supportive services and needs-related payments is included in the program service contractor's budget.

The LWDB will ensure that internal controls are in place that result in equitable treatment, maximize the allocations, and ensure coordination with, and referral of participants to, other community resources. **NWPA WDB or its program oversight staff has the authority to grant exceptions to participants on a case-by-case basis if additional supportive services allocation would significantly benefit the individual in job retention, wage progression, or training completion to achieve job retention or wage progression.**

When additional grant funding outside of WIOA formula funding has been received and budgeted in the local workforce development area that allows supportive services to be paid as part of the grant, the limitation on the maximum amount to be paid per participant can be lifted. For detailed limits on supportive services

allowable through specific additional grant funding, the program contractor for the grant must refer to the individual grant guidelines.

Non-WIOA funded programs may have different support service guidelines than those listed above. In these instances, grant guidelines should be followed.

Priority must be given to enrolled eligible veterans and their spouses under the Jobs for Veterans Act. If program and service resources are limited, then the veteran or spouse is given priority. NOTE: This does not mean that the veteran or spouse is given “bumping rights” over others who are already receiving supportive services.

DOCUMENTATION

Program service providers are required to maintain documentation sufficient to satisfy the requirements of this policy. At a minimum this includes:

- 1) Case notes must document the type of supportive service(s) requested and the necessity for the item(s).
- 2) Case notes must state other resources were vetted and unavailable for WIOA to be the last funding spent.
- 3) Case notes must state the contractor’s approval for the request.
- 4) Records of payments, including date of receipt, the amount of payment, check/voucher number, validated by signature of the participant.
- 5) If applicable, bus ticket logs are signed by the participant and the case manager.
- 6) Supporting documents such as payroll receipts, redeemed checks or vouchers paying for the goods or services, travel log.
- 7) In the case of daycare services, documentation of other resources explored.

Supportive Services and needs-related payments will be monitored by NWPA Job Connect Board Staff on a regular basis. Participant files and CWDS will be reviewed.

NEEDS-RELATED PAYMENTS

Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIOA Section 134(d)(3). Needs-related payments must be administered in a manner that is fair and equitable to all participants within the established parameters set by federal and state statutes, regulations, grant agreements, policies, and procedures.

Adults:

To be eligible to receive needs-related payments, adults must:

- 1) Be unemployed
- 2) Not qualify for, or have ceased qualifying for, unemployment compensation
- 3) Be enrolled in a program of training services under WIOA Title Ib

Dislocated Workers:

To be eligible to receive needs-related payments, dislocated workers must:

- 1) Be unemployed; and

- 2) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
- 3) Be enrolled in a program of training services under WIOA Section 134 (c)(3) 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; or
- 4) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA Section 134(c)(3).

The level of a needs-related payment made to an adult or dislocated worker must not exceed the greater of:

- (1) The applicable weekly level of unemployment compensation benefits for participants who were eligible for unemployment compensation benefits; or
- (2) If such worker did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, which amount shall be adjusted to reflect changes in total family income

Needs-related payments will be limited to \$6.50 per hour in training, not to exceed 30 hours per week. The individual receiving training will be responsible to present the appropriate program services contractor(s) with verified time sheets to receive this payment. The supportive service limits of \$750 for adults and dislocated workers and \$750 for youth do not apply to the needs-related payments.

When additional grant funding outside of WIOA formula funding has been received and budgeted in the local workforce development area that allows for needs related payments to be paid as part of the grant, such funding can be used to provide needs related payments to participants. Some grants may require prior written approval by the federal project officer for needs-related payments to participants. As noted above, such payments can be provided as long as they do not exceed the applicable level of unemployment compensation; or if the worker did not qualify for unemployment compensation, an amount equal to the poverty line for an equivalent period, which amount shall be adjusted to reflect changes in total family income as required by federal law.

REFERENCE

WIOA Section 134(d)(2,3)
 20 CFR 680.900 – 680.970
 20 CFR 681.570

HISTORY

Name	Date	Rev Level	Description of change	Effective Date
Deb O'Neil	08/07/2014	A	Policy approved by new LWIB	
Deb O'Neil	09/05/2014	B	Policy changes per state recommendation	
Deb O'Neil	04/02/2015	C	Policy changes per state corrective action	04/15/2015
Deb O'Neil	03/15/2017	D	Added language under WIOA	06/09/2017
Deb O'Neil	09/20/2017	E	Added language re: additional grants may increase supportive service payments above \$750	10/13/2017
Deb O'Neil	10/30/2017	F	Added or deleted language per state review of policy	12/08/2017
Susan Richmond	03/30/2023	G	Added language: follow additional grant guidelines for supportive service limits	05/12/2023
Susan Richmond	08/07/2025	H	Increased limit for Youth and updated language	10/10/2025