
Supportive Services Policy

Purpose:

This policy explains how to administer supportive services, including Needs Related Payments in the NWPA Workforce Development Area.

Audience:

- Title I Staff
- TANF Youth Staff
- NWPA Job Connect Board Staff

Definitions:

Supportive Services- Services intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment.

Needs Related Payments- Payments that provide financial assistance to participants so they can participate in training.

Policy:

Eligibility

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

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

Supportive Services for Adults/Dislocated Workers/WIOA Youth/ TANF Youth:

- Total amount equals \$750 annually
 - Annually is defined as 365 days from when the individual requests and is awarded the supportive service(s).
- Supportive services can be provided, but are not limited to the following:
 - **Transportation:**
 - Mileage Reimbursement:
 - Actual mileage to and from work or training
 - Reimbursed at the federal rate.
 - Documentation includes maps and attendance
 - Bus passes

- Parking passes
- Tolls
- Gas Cards
 - Amount reimbursed must be based on actual mileage
- Car repairs:
 - Must have 3 quotes
 - May provide a bus pass while vehicle is being repaired
- Uber/Lyft/Taxi
 - Amount reimbursed must be based on actual mileage
 - Last resort with a long-term plan discussed
- Uniforms or other appropriate work attire and work-related tools, including eyeglasses and protective eye gear
- Physical (as required for job)
- License Fee (i.e., CDL, certification fees, GED/high school equivalency fees, clearances, stackable credential fees as required for job)
- Childcare and dependent care
- Linkages to Community services
- Housing Assistance
- Referrals to Health care
- Assistance with Educational Testing

Payment of Supportive Services:

- Supportive service funding must be budgeted annually by the Title I program services provider(s) and TANF Youth program provider. Payments of supportive services will be managed through the Title I program services provider and the TANF Youth program provider. Payments will be made directly to the provider of the supportive services. Needs-related payments will be made directly to the participant.
- NWPA Job Connect will ensure supportive services and needs-related payments are included in the program service contractor's budget.
- NWPA Job Connect 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 Job Connect 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 NWPA Job Connect receives additional non-WIOA grant funding that allows supportive services, the per participant funding cap may be lifted. Program providers must refer to the specific grant guidelines to determine allowable supportive service limits.

- 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.

Needs-Related Payments (NPR):

Adults/ Out-of-School Youth:

To be eligible to receive needs-related payments, adults and out-of-school youth 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 I

Dislocated Workers:

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

- 1) Be unemployed; and
 - a. Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
 - b. 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
- 2) 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, OSY, 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 the worker did not qualify for unemployment compensation, the weekly payment may not exceed the Lower Living Standard Income Level (LLSIL) at 235% for a participant’s family size for an equivalent period.

Note: Needs- Related Payments will not exceed 30 hours per week x minimum wage rate with a cap of \$3500 per lifetime participation.

Additional information for Needs Related Payments:

- Any participant successfully enrolled in a WIOA funded training, with the exclusion of OJTs and transitional jobs, may be eligible for Needs-Related Payments. NRP recipients must participate in 20 or more hours per week (unless a written administrative waiver has been granted) of classroom or other

occupational or educational skill training components that have a predetermined content, e.g., customized training, Vocational Exploration Program; **and**

- NRP recipients must not have or be a member of a family that provides ongoing income and resources at or above the Needs-Based Payments level.
- Weekly payment levels must be adjusted to reflect changes in total family income.
- Limits may be placed on Needs-Related Payments subject to availability of funds.
- The above adult, out of school youth, and dislocated workers NRP levels will be used after determining need.
- No Needs-Related Payments will be made to participants that fail to meet the minimal amount of 20 hours of training per week. A week may include any combination of training, sick time, vacation, or holiday(s) but the minimum 20 hours of training must be met by the participant for the NPR Payment to be generated for that week.
- Note: Needs-Related Payments are classified as non-taxable income by the I.R.S.

Note: The supportive service limits of \$750 for adults, dislocated workers, and youth do not apply to the needs-related payments.

Documentation for all Supportive Services:

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

- Case notes that include the following information:
 - a. Type of supportive service(s) and the necessity for the item(s)
 - b. Other resources vetted and lack of availability (WIOA must be the last funding spent)
 - c. Title I/TANF Youth Providers approval for the request.
- Records of payments, including date of receipt, the amount of payment, check/voucher number, validated by signature of the participant.
- If applicable, bus ticket logs are signed by the participant and the staff member.
- Supporting documents such as payroll receipts, redeemed checks or vouchers paying for the goods or services, travel log, maps.
- In the case of daycare/elderly care services, documentation of other resources explored.
- Needs Related Payments require training hours documentation.

Note**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.

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
Susan Richmond	03/31/2026	I	Updated Categories and Needs Related Payments Sections	7/10/2026