



**WORKFORCE INNOVATION AND OPPORTUNITY ACT
(WIOA)
PROGRAM POLICY NOTICE NO: 20, REV. 2**

EFFECTIVE DATE: February 25, 2021

SUBJECT: SUPPORTIVE SERVICES AND NEEDS-RELATED PAYMENTS

REFERENCES.

The WIOA of 2014; Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, Part 225 and Part 230; NMSA 1978, Section 50-14-1 *et seq.* [11.2.16.NMAC - N, 8-15-2012]

PURPOSE.

Provide information and direction for the service providers and Workforce Innovation and Opportunities Act (WIOA) Career Development Specialists (CDSs) in the delivery of supportive services and define the process for the use of supportive services to eligible adult, dislocated worker and youth participants.

BACKGROUND.

The WIOA outlines the responsibility of the local boards in developing a policy to define supportive services available to the adult, dislocated worker (DW) and youth participants. Such services should not be otherwise available from other non-WIOA programs. Further, supportive services are based on need and participants are not automatically entitled to supportive services. Supportive services for adults, DWs, and youth shall include but not be limited to services such as transportation, child care, dependent care, housing, needs related payments, work clothing, incentives, stipends and other reasonable expenses approved by the contract manager or his/her designee that are necessary to enable an individual to participate in training and employment related activities authorized under WIOA. Local Boards, in consultation with the One-Stop partners and other community service providers are required to develop policy on supportive services that ensures resource and service coordination in the local area. Such policy should address procedures for referrals to such services including how such services will be funded from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the basic career services that must be available to adults and dislocated workers through the One-Stop delivery system.

DEFINITIONS:

Supportive Services means services that are necessary to enable an individual to participate in activities authorized under WIOA or the Wagner-Peyser Act.

the checks uploaded to participant files. For payments issued directly to participants, proof of receipt of payment, such as signed copy of the check, should be uploaded to the electronic record.

(7) A SUPPORTIVE SERVICES MODIFICATION or a similar form is necessary when there are changes in payment amounts or duration.

(8) Provision of paid WIOA supportive services shall be limited to twelve months after the date of WIOA exit.

(9) Supportive services requests and payment forms will be the NALWDB supportive services forms or their subsequent replacements. NALWDB forms shall not be modified without prior authorization from NALWDB board staff.

(10) Service Providers are responsible for tracking participant attendance, time keeping and related duties as appropriate. Educational/training institutions receiving ITAs must perform time keeping, participant activity tracking and related duties for participants receiving supportive services. For OJT employers, the reimbursement negotiated in each contract includes time keeping, reporting and other related duties as specified in the OJT contract. These timesheets will be used for reimbursement for supportive services.

B. ADULT AND DISLOCATED WORKER SUPPORTIVE SERVICES

Supportive services available to adult and dislocated workers include but are not limited to services such as linkages to community services, legal aid services, reasonable accommodations for individuals with disabilities, transportation, child care, dependent care, housing, needs related payments, work clothing, tools and other reasonable expenses approved by contract manager or his/her designee that are necessary to enable an individual to participate in training and employment activities authorized under WIOA Title I. NOTE: Stipends and incentives are not allowable supportive services for adults and dislocated workers. The Career Development Specialist (CDS) must establish the need for the supportive service, include the need in the individual's employment plan. The CDS must verify and document that the individual is not receiving assistance nor is eligible to receive assistance for support from any other source and include documentation in the electronic file and counseling record as detailed in sections 3 & 4 above.

(1) Transportation, Commuting Assistance and Temporary Shelter

The NALWDB has established the following procedures for determining transportation, temporary shelter and commuting assistance consistent with state policy.

(a) Transportation assistance and commuting assistance

Participants may be reimbursed at a rate of up to \$5.00 per day and payment must be supported by participant's attendance report. The service provider contract manager may institute a funding limit to this service.

This will be the NALWDB's primary transportation supportive service for participants not receiving any assistance from any other source. A Supportive Services Processing Form or its subsequent replacement must be completed and uploaded to the NMWCOS and the appropriate supportive service activity and voucher created.

- (e.g. Children, Youth and Families or other local service provider, etc.),
or,
- ii. Is absent entirely or in part from his/her regularly scheduled training activity. This includes holidays, except in instances in which partial days of attendance in observance of a holiday or related events are approved or scheduled by the training provider.

(c) Child Care reimbursements levels

Child Care assistance is available for up to three (3) children. A maximum payment of up to ten dollars (\$10.00) per day per child and up to thirty dollars per day of attendance per household is allowable. The total cost shall not exceed one hundred fifty dollars (150.00) per week. For all Child Care reimbursements, the participant must submit a paid receipt either bi-weekly or monthly or there must be a written agreement by the child care provider to bill WIOA directly for services. In the presence of partial funding from another source such as CYFD, WIOA will only pay the remaining balance. The service provider contract manager may institute a more restrictive funding limit for this service or a total prohibition of this service in the presence of limited funding.

CDS's must verify and track the age and time limitations of the participant's child(ren).

Child Care reimbursement shall be calculated based on the following:

i. Home child care

Individuals providing Child Care (other than family members) shall be eligible for a maximum payment of five dollars (\$5.00) per day per child up to fifteen dollars (\$15.00) per day and seventy-five dollars (\$75.00) per week.

ii Certified day care providers (certified home day care)

For children placed with a certified day care provider reimbursement will be paid seven dollars (\$7.00) per day per child up to a maximum of twenty-one dollars (\$21.00) per day and one hundred five dollars (\$105.00) per week.

iii Licensed Day Care Providers

For children placed with a certified day care provider the reimbursement amount will be up to ten dollars (\$10.00) per day up to a maximum of thirty dollars (\$30.00) per day and one hundred fifty (\$150.00) per week.

**A copy of the day care's certification or license shall be provided to the CDS and maintained in the participant's file.

(3) Medical and Health Care Supportive Services. Minor medical and health care services that may be provided include but are not limited to:

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

(b) Dislocated Workers must;

(i) Be unemployed, and

- have ceased to qualify for unemployment compensation or trade readjustment allowance under the Trade Adjustment Assistance Act (TAA) or the North American Free Trade Agreement (NAFTA)-TAA due to no fault of their own; **and:**
- be enrolled in a program of training services as specified 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 6 months; **or,**

(ii) Or be unemployed and did not qualify for unemployment compensation or trade adjustment assistance under TAA or NAFTA-TAA.

(iii) Additional eligibility requirements – In addition to the requirements above a dislocated worker who has ceased to qualify for unemployment compensation may be eligible to receive assistance under needs-related payments only if the worker was enrolled in the training services;

- by the end of the 13th week after the most recent layoff that resulted in a determination of the eligibility for dislocated worker employment and training activities; or
- if later, by the end of the 8th week after the worker was informed that a short-term layoff will exceed 6 months.

Note: Needs-related payments may be provided to a participant waiting to start training classes if the participant has been accepted to a training program that will begin within 30 calendar days. Documentation of acceptance and start date must be contained in the file.

(c) Determination of the level of needs-related payments §680.970

The level of needs related payments shall be determined as follows:

(i) WIOA states that for adults local boards shall establish the level of needs related payments. The NALWDB has established that the needs related payment level for adults and dislocated workers will be the same.

Needs related Payments assistance must be submitted on the Supportive Services Processing Form or its subsequent replacement and the appropriate NMWCOS supportive service activity and voucher created.

(6) Other Supportive Services: Supportive services not listed above may be paid to allow a participant to participate in training or employment services. Such items include but are not limited to:

- Uniforms, tools or work attire for employment related activities
- Legal aid services
- Reasonable accommodations for individuals with disabilities
- Safety equipment for employment related activities
- Testing fees
- Licensing fees
- And training related needs not provided by the training provider including but not limited to: book rentals, tools not available through the training provider, book purchases through sources other than the training provider and prerequisite drug screening for individuals accepted into a training program requiring drug testing.

The request for approval of other supportive services must be submitted on the Request for Training and Employment related supportive services form or its subsequent replacement and the appropriate NMWCOS activity and voucher created.

(7) Supportive Service payment process: The local board has adopted, as is, the supportive procedures referenced herein.

(1) Direct Payment to Participants.

The appropriate Supportive Services Request and Approval forms shall be used to authorize supportive services payments for participants enrolled in training. Documents are to be uploaded to NMWCOS and reviewed as part of the voucher approval process by the contract manager or designee. Supporting payment documentation e.g. timesheets, receipts, etc. must be uploaded prior to submitting a request for payment. Requests for payment are to be submitted to the Service Provider's fiscal department. Service Provider fiscal staff will review the documents and process them for payment. Checks will then be sent to the offices for distribution to the customer. Documentation of receipt of payment by the participant such as a signed copy of the check shall be obtained, uploaded and maintained in the participant's electronic record.

(2) Payment to Vendors and Service Providers. For payment to supply vendors and providers of medical care, and other health care services, the vendor must agree to accept WIOA as payment. A letter or other appropriate document verifying acceptance will be submitted to the Service Provider's fiscal department with the receipt or invoice from the provider of the service and submitted to the Service Provider fiscal

- Payments and fees for employment and training related applications, tests and certifications.
- Incentives, stipends and other reasonable expenses approved by the contract manager or his/her designee that are necessary to enable an individual to participate in training and employment activities authorized under WIOA; and,
- Assistance with equipment and services necessary to participate in remote direct services, online education and training, OJT, and other services and activities authorized under WIOA.

(1) Transportation, Commuting Assistance and Temporary Shelter

The NALWDB has established the following procedures for determining transportation, temporary shelter and commuting assistance consistent with state policy.

(a) Transportation assistance and commuting assistance

Participants may be reimbursed at a rate of up to \$5.00 per day and payment must be supported by participant's attendance report. The service provider contract manager may institute a funding limit to this service.

Bus passes can also be purchased on behalf of and issued to youth participating in training activities. Bus pass purchases must be supported by receipts for the purchase, signature by the youth for receipt of the pass and attendance records supporting usage.

This will be the NALWDB's primary transportation and commuting assistance supportive service process for youth participants not receiving any assistance from any other source.

(b) Temporary Housing Assistance

i. Emergency Short Term Housing Assistance

WIOA allows for supportive services payments in emergency situations related to housing or rental assistance so long as the participant's name is on the lease and not providing assistance would hinder the individual's participation in or completion of the authorized WIOA activities. The file must contain documentation of the need that substantiates how the situation would hinder the participant's ability to complete training and how the situation will be rectified and that resources are not available from another source. Housing assistance requests would be submitted on the NALWWDB SUPPORTIVE SERVICES PROCESSING FORM or its subsequent replacement or similar form.

ii Training Related Short term housing assistance

Short term housing assistance may be provided to individuals that are attending training more than 60 miles from their permanent residence. The amount paid to the participant shall not exceed the participant's balance of unmet need.

(2) Child Care

iii Licensed Day Care Providers

For children placed with a certified day care provider the reimbursement amount will be up to ten dollars (\$10.00) per day up to a maximum of thirty dollars (\$30.00) per day and one hundred fifty (\$150.00) per week.

******A copy of the day care's license shall be provided to the CDS and maintained in the participant's file.

(3) Medical and Health Care Supportive Services. Minor medical and health care services that may be provided include but are not limited to:

- Physical examinations;
- Eye and/or ear examinations;
- Filling of eyeglass prescriptions;
- Purchase of hearing aids;
- Purchase of orthopedic devices; and
- Other minor medical or health care services not listed herein that are necessary for the individual to participate in the program. Contingent upon available funding, a one-time maximum of three hundred fifty dollars (\$350.00) for minor health or medical-care service may be provided to participants enrolled in a WIOA funded training activity that require such assistance to participate in the program. The participant must provide proof of need (statement from health care or medical practitioner). The participant shall only be eligible for this assistance if he/she cannot obtain such services from other available resources (i.e. One-Stop partners, local community health care programs, etc.). The participant's inability to obtain the service from other sources must be provided and maintained in the participant's file by the CDS. The provider must agree to bill and accept payment for services from WIOA once services have been completed. The agreement must be documented in the participant file. Payment for services shall be made directly to the vendor or provider upon receipt of billing. In order for a participant to receive reimbursement for these services he/she must submit a paid invoice/receipt from the medical provider must be submitted. The contract manager may institute a more restrictive funding limit for this service.

(4) Needs–Related Payments. Needs-related payments provide financial assistance for enabling individuals to participate in training and are one of the supportive services authorized by WIOA and are subject to funding availability. Needs Related Payment assistance is subject to funding availability and shall not be provided to adults and dislocated workers when funding is limited and priority of service is in effect. Eligibility requirements for adults and dislocated workers to receive needs-related assistance are as follows [**§CFR 680.950-680.990**];

(a) Youth ***must*** be 18-24 years old at participation, out of school and:

(i) Be unemployed and;

- Not qualify for, or have ceased qualifying for, unemployment compensation and

- (b) Only WIOA youth participating in training are eligible for stipends. The Comprehensive Youth Provider must develop a process for CDSs to utilize, process and pay stipends. The process must be consistent and include direction on determining the appropriateness and need for the youth.

Stipends are paid based on time participating (hours worked/trained) in the activity and must include a time sheet signed by the employer/trainer, youth and CDS. Documents must be maintained in the file for documentation of amounts paid to the youth. The use of stipends must be approved by the youth contract manager or designee. The NMWCOS voucher approval will constitute the approval use of stipends.

(7) Incentives: Incentives are compensation in the form of cash, checks, gift cards, and nonmonetary gifts or vouchers provided to a customer in exchange for meeting specific goals and outcomes defined on the customers ISS. Incentives gives youth providers opportunities to improve employment, training, and education outcomes and must be tied directly to work experience, education or training. Incentives are a way to encourage workforce participants' participation or to reward participants for achieving specific elements defined in an ISS or IEP. Incentives cannot take the form of entertainment. Therefore WIOA funds cannot be expended on incentives such as movie tickets, sporting event tickets, or gift cards to places whole purpose is for entertainment. The provider may leverage funds for incentives that WIOA cannot fund.

Incentives are not considered income but bonuses for meeting or exceeding employability or training goals that are established in writing in the individual employment plan.

The youth program manager must develop a plan for the use of incentives that provides guidance for staff on the approval process for Incentives and the equal availability for them.

(8) Other Supportive Services: Supportive services not listed above may be paid to allow a participant to participate in training or employment services. Such items include but are not limited to:

- Uniforms, tools or work attire for employment related activities
- Safety equipment for employment related activities
- Testing fees
- Licensing fees
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- And training related needs not provided by the training provider including but not limited to: book rentals, tools not available through the training provider, book purchases through sources other than the training provider and prerequisite drug screening for individuals accepted into a training program requiring drug testing.

(9) Payment of Supportive Services: For youth supportive services are paid directly by the youth provider and will follow the guidelines established below. All documents, payment and proof of receipt of payment as applicable must be maintained in the participant's electronic file.

