



**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)  
POLICY NOTICE NO. 20 Rev. 4**

**EFFECTIVE DATE: March 31, 2026**

**SUBJECT: SUPPORTIVE SERVICES AND NEEDS RELATED PAYMENTS**

**I. PURPOSE**

The purpose of this policy is to establish clear, consistent, and compliant standards for the provision of supportive services, needs-related payments, and youth incentive payments to eligible participants under the Workforce Innovation and Opportunity Act (WIOA). These services are intended to enable participation in authorized WIOA activities and support successful progress toward employment and education outcomes.

**II. AUTHORITY**

This policy is issued pursuant to the following federal laws, regulations, and guidance:

- Workforce Innovation and Opportunity Act (WIOA) §§ 3(59), Section 116, (Performance Accountability), Section 129, (Youth Program) and Section, 134 (Adult and Dislocated Workers Programs)
- 20 CFR Part 680 (Adult and Dislocated Worker Programs)
- 20 CFR §§ 680.900–680.970 (Supportive Services and Needs-Related Payments)
- 20 CFR Part 681 (Youth Program Requirements)
- 20 CFR § 681.640 (Youth Incentive Payments)
- 20 CFR Part 677 (Performance Accountability and Measurable Skill Gains)
- 29 CFR Part 38 (Equal Opportunity and Nondiscrimination)
- 2 CFR Part 200 (Uniform Administrative Requirements)
- Applicable guidance issued by the U.S. Department of Labor, including but not limited to Training and Employment Guidance Letters (TEGLs) such as TEGL 19-16 and subsequent guidance, and applicable guidance issued by the New Mexico Department of Workforce Solutions (NMDWS).

**III. DEFINITIONS**

**Supportive Services**

Services that are necessary to enable an individual to participate in WIOA-authorized education, training, or employment activities, as defined in 20 CFR § 680.900 and WIOA Section 3(59).



**Needs-Related Payments (NRPs)**

Financial assistance provided to participants for the purpose of enabling them to participate in training, and a supportive service authorized under WIOA Section 134(d)(3). Unlike other supportive services, to qualify for needs-related payments a participant must be enrolled in training. See 20 CFR §680.930

**Youth Incentive Payments**

Monetary payments or items of value provided to youth participants to recognize achievement of program milestones or goals, consistent with the allowable use of incentives under 20 CFR §681.640.

**IV. GENERAL REQUIREMENTS**

- A. Supportive services, needs-related payments, and incentives may be provided only when they are:
  - 1. Necessary to enable participation in WIOA activities.
  - 2. Based on an individualized assessment; and
  - 3. Documented in the participant’s Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as applicable.
  
- B. Supportive services may not duplicate assistance available from other sources and must be coordinated with partner and community resources whenever possible.
  
- C. SUPPORTIVE SERVICE CATEGORIES
  - 1. Supportive services may be provided to eligible participants when such services are reasonable necessary and directly related to enabling participation in WIOA authorized education, training, or employment activities, consistent with 680.900. Needs Related Payments are a specific type of supportive service and are governed separately under 20 CFR 680.930-680.970
  - 2. Supportive services may include, but are not limited to, the following categories:

**Transportation and Commuting Assistance:**

Includes mileage reimbursement, public transportation passes or bus tokens, fuel assistance, and other transportation necessary to attend training, work experience, employment, or required program activities.

**Childcare and Dependent Care** Includes childcare assistance and dependent care services necessary to enable participation in WIOA activities for individuals with caregiving responsibilities, such as:

- Licensed childcare providers or daycare centers
- Before- and after-school care programs



- Payment to informal providers (e.g., family member or relative), where allowable and properly documented
- Summer or school break childcare programs
- Care for dependent adults, including elderly parents or disabled household members
- Respite care services to temporarily relieve a primary caregiver
- Specialized care services for dependents with medical, developmental, or behavioral needs
- Registration fees or deposits required to secure childcare services

**Housing and Temporary Shelter** Assistance includes emergency or short-term housing assistance necessary to prevent interruption of participation in WUIOA activities, such as:

- Short-term rental assistance or lodging (e.g., hotel or motel stays)
- Emergency shelter placement or transitional housing
- Utility assistance (e.g., electricity, water, gas) when necessary to maintain housing stability
- Security deposits or application fees required to secure temporary housing
- Payments to prevent eviction or loss of housing on a short-term, emergency basis Temporary relocation assistance when required to participate in training or employment

**Medical, Health, and Mental Health Services** includes medical, health, and mental health services necessary to enable participation in WIOA activities, such as:

- Physical examinations, immunizations, and required medical clearances
- Vision or hearing exams and related services
- Mental health services, counseling, or behavioral health support
- Prescription assistance necessary for participation
- Assistive services or devices (e.g., glasses, hearing aids, or other adaptive equipment) not otherwise available through other programs

**Assistive services not otherwise available through other programs such as:**

- Adaptive equipment (e.g., ergonomic tools, modified keyboards, or specialized work equipment)
- Vision-related supports (e.g., prescription glasses or lenses required for training or employment)
- Hearing-related supports (e.g., hearing aids or assistive listening devices)
- Interpreter services (e.g., sign language interpreters) or translation services necessary for participation
- Modifications or accommodations necessary to enable participation in training or employment activities



**Work-Related Expenses** includes items and costs necessary to enable participation in training or employment, such as:

- Uniforms, work clothing, or required attire
- Tools, equipment, or safety gear required for training or employment
- Licensing, certification, or testing fees (including exam retakes, where appropriate)
- Required background checks, drug screenings, or fingerprinting fees
- Union dues or work-related fees required to begin employment
- Required books, supplies, or instructional materials directly related to training or employment

**Technology and Connectivity** includes technology and connectivity services necessary to enable participation in WIOA authorized training or programs activities, such as internet access, data plans, or connectivity services required for remote training or participation

- Limited provision of devices (e.g., laptops, tablets, or hotspots) when necessary for participation and not otherwise available
- Software, applications, or licenses required for training or coursework
- Basic technical support or setup assistance necessary to access training or program services

**Other Supportive Services** may be provided when documented as necessary to enable participation in WIOA activities and when such services are allowable, reasonable, and approved in accordance with this policy, such as

- Hygiene items or personal care products necessary for participation or employment readiness
- Clothing not otherwise covered under work-related expenses (e.g., interview attire)
- Document-related costs (e.g., birth certificates, identification cards, or work authorization documents)
- Minor incidental expenses directly related to participation in training or employment activities

## **V. EQUAL OPPORTUNITY AND NONDISCRIMINATION**

All supportive services, needs-related payments, and incentive payments shall be provided in compliance with WIOA Section 188 and 29 CFR Part 38. Discrimination is prohibited based on race, color, religion, sex, national origin, age, disability, political affiliation or belief, or participation in a WIOA Title I—financially assisted program.

Reasonable accommodations must be provided to qualified individuals with disabilities to ensure equal access to services and benefits.

## **VI. DISTINCTION BETWEEN PAYMENTS**



#### **A. Needs-Related Payments**

- May be provided to eligible Adults, Dislocated Workers, subject to statutory eligibility requirements.
- Must be tied to participation in training.
- Are not performance-based.

#### **B. Youth Incentive Payments**

May be provided to youth participants for achievement of defined milestones or outcomes, consistent with 20 CFR 681.640, such as:

- Completion of a Measurable Skill Gain (MSG)
- Attainment of a secondary school diploma or equivalent
- Completion of an occupational skills training program
- Earning an industry recognized credential or certification
- Successful completion of a work experience or internship
- Achievement of educational milestones identified in the Individual Service Strategy
- Completion of program elements that demonstrate progress toward employment or postsecondary goals.
- Must be tied to achievement (e.g., MSGs, completion, credential attainment).
- May be provided to youth participants for achievement of defined milestones or outcomes and must be tied to documented achievement; incentive payments may not be provided solely for enrollment, attendance, or participation.

### **VIII. SUPPORTIVE SERVICE GUIDELINES AND EXCEPTIONS**

Supportive Services are provided based on participant need and availability of funds. While fixed caps are not established, service amounts must be reasonable, necessary and consistent with local market rates and service provider budgets to ensure consistency and fiscal stewardship.

Exceptions to typical service levels may be approved when:

1. The need is documented and justified.
2. The service is necessary to enable continued participation or completion; and
3. The exception is approved in accordance with the authority approval outlined in this policy.

### **IX. APPROVAL AUTHORITY AND PROCESS**

#### **A. Request Initiation**

The Case Manager is responsible for:

1. Identifying the need for supportive services through an individualized assessment.
2. Documenting the need in the participant's IEP or ISS; and



3. Completing the Supportive Services Request (TRSS) form with appropriate justification and supporting documentation.

#### **B. Program Review**

The completed TRSS request must be reviewed and approved by the Program Manager (Supervisor) to ensure:

- The request is reasonable, necessary, and allowable.
- The service aligns with program requirements; and
- Documentation is complete.

#### **C. Board Approval**

Upon supervisory approval, the request is forwarded to the Northern Area Local Workforce Development Board ( ) for approval by the Executive Director, who serves as the authorized approving official.

#### **D. Fiscal Processing**

Following Executive Director approval, the request is forwarded to the Finance Specialist for processing, payment, and fiscal documentation in accordance with applicable financial controls and 2 CFR Part 200 requirements.

No supportive service payment may be issued without completion of all approval steps outlined above.

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### **X. DOCUMENTATION AND ELECTRONIC FILE REQUIREMENTS**

All supportive service requests, approvals, receipts, proof of payment, and related case notes must be uploaded and maintained in accordance with the NALWDB Electronic File Policy. Documentation must clearly support:

- Need and justification.
- Approval authority.
- Allowability and allocability of costs; and
- Participant participation in WIOA activities.



**XI. RECORD RETENTION AND MONITORING**

Records related to supportive services, needs-related payments, and incentives are subject to review by federal, state, and local monitoring entities and must be retained in accordance with 2 CFR § 200.334.

This policy rescinds any previous NALWDB policy regarding subject.  
INQUIRIES; Contact WIOA Program Manager at (505) 986-0363.

  
Joseph Weathers (Apr 7, 2026 22:13:50 MDT)

NALWDB CHAIR

Apr 7, 2026

DATE