



Program Management Policy

TITLE: Supportive Services and Needs Related Payments

POLICY APPROVED BY:

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Heather Ficht (Apr 25, 2024 15:39 PDT)

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January 24, 2024

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July 1, 2023

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April 24, 2024

PURPOSE:

To further clarify the use of Supportive Services and Needs Related Payments as defined by the Workforce Investment and Opportunity Act (WIOA).

POLICY:

Supportive services and needs related payments in the East Cascades workforce area are reserved for Adults and Dislocated Workers who are authorized to work in the United States and actively participating in career or training services under Title I, and for youth actively engaged or in follow-up services under Title I. *Supportive Services for Adults and Dislocated Workers in follow-up are not allowable under Title I.*

Supportive services are intended to be provided in situations where a participant would otherwise be unable to successfully participate in a WIOA authorized activity. Supportive services will be provided on a case-by-case basis, only when determined necessary and reasonable through a needs-based analysis, using the tools specified by EC Works, and dependent on fund availability.

Supportive services are not intended to take the place of public assistance or income maintenance payments provided by social service agencies and should only be utilized when it has been determined that other sources or services outside of WIOA funding are not available to the participant, including all local workforce partners, community services providers, and other public and/or private agencies. Providers must ensure the equitable treatment of participants and provide documentation of last resort, coordination with other resources, and non-duplication of funding. Documentation must align with EC Works Program Standards.

While not an exhaustive list, the following includes allowable supportive services as guided by WIOA.

Community Services & Local Resources: services or local resources that can assist participants in overcoming barriers to employment. This includes, but is not limited to, obtaining birth certificates and government identification. For youth, supportive services can pay fees to organizations that provide opportunities to develop leadership skills through service to their respective communities. Providers may use their non-training related support services to assist in obtaining state identification for the purpose of enrollment and participation in



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programs and/or training. State identification is limited to an Oregon identification card only. Support services are not allowable for the purchase of an Oregon driver's license or passport until fully enrolled.

Transportation: assistance may include bus passes, mileage reimbursement, emergency car repairs, tire purchases, car payments, vehicle licenses, driver's licenses, and parking passes. Requests for transportation assistance by check or gas voucher/card can be made for participants in ongoing job search, training and employment activities, or WIOA program services.

Childcare: services can only be paid for dependent children, under the age of 13, who receive services from state registered childcare facilities or providers. Tutoring centers, summer school, and summer camps/recreational programs are not allowable childcare services. The number of childcare hours and the rates negotiated with the childcare provider shall be documented. WIOA program funding will pay childcare costs up to the rates established by the State of Oregon Department of Human Services. Payments for childcare will be made only for actual hours of childcare required to participate in an approved activity. This shall not include more than one hour's travel time to a training site (two hours round trip). The participant is liable for payment of any childcare costs incurred over and above the amount authorized by the WIOA program.

Dependent Care: allowable for costs associated with care of a legal dependent of the participant, who is unable to dress, clean, or feed themselves or who must have constant attention to prevent injury to themselves or others. Dependent care payments are only payable to the participant and are subject to the same hour limitation and documentation requirements as childcare. Application fees for the care of a qualified individual are an allowable expense. Dependent care centers are an allowable expense, however overnight care centers or camps are not.

Housing: support service payments that provide for the safe and equitable shelter of participants while engaged in approved WIOA activities. Housing support payments may include temporary and transitional living accommodations, housing application fees, rental fees, and rent and mortgage payments. Utilities such as electricity, water, and sewage are considered necessary housing expenses and allowable. WIOA programs are required to coordinate with appropriate agencies and/or social service organizations to provide emergency services.

Educational Testing: fees and other costs associated with educational testing are allowable expenses. This includes testing for high school equivalency tests, occupational certifications, and credentials.

Reasonable Accommodations for Individuals with Disabilities: qualified participants with a disability can request reasonable accommodation to effectively participate in education or employment.

Lodging for Training Participants: participants attending an approved training, which has been determined by the service provider, which is unavailable at a closer distance or within a reasonable timeframe to meet the customer need, may be able to obtain support for overnight lodging. The service provider must document that travel to and from training must begin before 6am or after 6pm, and that training is further than 75 miles from the participant's home. The maximum amount allowed for lodging must not exceed the Standard Daily Rate,



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approved by the General Services Administration (www.gsa.gov), for the state in which travel will take place; and must not exceed 10 total days of travel during the duration of active enrollment.

Referrals to Health Care: allowable expenses include medical testing/treatment, prescriptions, mental health testing, or counseling. Health care costs are only allowable for the participant who is engaging in WIOA services, and the health care cost must directly permit the person to participate in training, job search, or employment.

Legal Aid Services: must assist the participant in removing certain barriers to employment, to include providing access to expungement services for individuals with a criminal record.

Uniform or Appropriate Work Attire and Work-Related Tools: when employees are required to purchase uniforms or tools, this cost is allowable. Tools, equipment, or clothing that is normally supplied by the employer are not allowable. Clothing and/or footwear for interviewing or training are allowable. Clothing items must be related to the participant's occupational goal.

Books, Fees, and School Supplies: supplies necessary to complete secondary or post-secondary educational training.

Training Related Applications, Tests, and Certificates: professional license fees, certificates, applications, and test preparation materials that ensure participant is prepared for a job interview, entering employment, and/or obtaining or renewing a licensure for employment opportunities are allowable.

Needs-Related Payments: Needs-Related Payments (NRPs) are financial supports that may be made available to eligible participants who are authorized work in the United States and unable to participate in, or complete, an approved training program without such assistance. This assistance would be contingent upon the availability of funds and the number of requests received and is limited to the amount and duration of the current unemployment compensation benefits set by the State of Oregon and through a needs-based analysis, using the tools specified by EC Works.

East Cascades Works (ECW) may limit or eliminate the availability of NRPs, at its sole discretion, at any time based on funding availability. NRPs should be provided when it is determined that ongoing resources and income from all other sources are not adequate to support the participant while currently enrolled in a WIOA-approved training.

To be eligible to receive an NRP, an adult participant must:

- Be unemployed,
- Not qualify for, or have ceased qualifying for, unemployment compensations, and
- Be enrolled in a training program under WIOA.

To be eligible to receive an NRP, a dislocated worker participant must:

- Be unemployed.
- Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA.



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- Be enrolled in a program of training services under WIOA sec. 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 6 months; or
- Be unemployed and not qualify for unemployment compensation or trade readjustment assistance under TAA; and
- Be enrolled in a training program under WIOA.

Maximum Allowable Cost: The total cost of all reimbursement or direct payments to participants for supportive services and NRP shall be the actual costs incurred up to the maximum amount allowed as determined by the sub-recipient's approved contract budget and determined necessary and reasonable through a needs-based analysis.

Disallowed Support Services Costs:

- Payment toward goods or services incurred or received prior to the participant's enrollment in WIOA.
- Fines and penalties may not be paid with WIOA funds under any circumstances.
- Alcohol or Tobacco.
- The purchase of goods or services that are illegal under federal, state, or local law or statute.
- Union dues, participant memberships, or subscriptions (unless it is a specific requirement of a training program or necessary and reasonable condition of employment).

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
State of Oregon WIOA Policy 134(c) Career and Training Services
Training and Employment Guidance Letter No. 19-16
Training and Employment Guidance Letter No. 10-23









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Final Audit Report

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