

Policy : Supportive Services

Effective Date: 10/27/22

PURPOSE: This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services and needs related to payments to eligible participants enrolled in WIOA Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show that the supportive service is allowable, reasonable and not otherwise available to the participant.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) provides supportive service program guidelines for WIOA eligible adult and dislocated workers in WIOA Section 3(59) and 134(d)(2) and (3) and for WIOA Eligible youth in WIOA Section 129©(2)(G).

This policy aligns with New Jersey Workforce Innovation Notice 10-16(A)- *Supportive Services & Needs Based Payments under WIOA Title I Programs*.

Policy: All WIOA enrolled adults, dislocated workers and youth are eligible for Supportive services as defined in WIOA Section 3(59). Supportive services are provided to eligible WIOA adults, dislocated workers and youth when the supportive service will assist the participant with reaching his/her employment and training goals.

Supportive services are based on financial need and participants are not automatically entitled to supportive services.

Supportive services may be provided to eligible WIOA participants who:

- 1) Are enrolled in WIOA career or training services, or
- 2) Have exited and need post-program supportive services as follow-up services (for up to 12 months after exit); and,
- 3) Are unable to obtain the supportive services through any other resource or program providing such services.

WIOA supportive services are limited and must be coordinated with other community resources. In every instance of providing supportive services, counselors must ensure that no other resource exists or

that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant.

Allowable Supportive Services: The following list provides examples of supportive services and is not intended to be an exhaustive or exclusive list of allowable services.

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing and food
- Needs-related payments (available only to individuals enrolled in training services)
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Legal aid services
- Referrals to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- Assistance with books, fees, school supplies and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training-related applications, tests, certifications **(20 CFR 680.900)**

Needs related payments (NPRs) provide financial assistance to participants (adults, dislocated workers, out-of-school youth (OSY) aged 18-24) for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs related payments, according to section 134(d)(3)(B) or WIOA a participant must be enrolled in a WIOA training program in order to receive needs-related payments. **(TEGL 3-15) (20 CFR 680.930)**

Limits

The supportive services limit for each registered WIOA eligible participant is \$1500 for the duration of the participant's enrollment in the WIOA program, including follow-up. The Program Manager on a case-by-case basis has the authority to increase this limit to \$2,000. If the additional supportive services allocation would significantly benefit the participant's ability to continue and complete the program, or benefit the participant in job retention or wage progression. In addition, the WDB Executive Director may waive the \$2,000. Limit if circumstances warrant it. Authorization to increase the supportive service limit above \$2,000. must be documented in case notes in AOSOS.

Note: Training related expenses for WIOA eligible adults or older youth that may be covered by an Individual Training Account do not count against the supportive services limit for each registered participant. ITS related training expenses may include, but are not limited to: assistance with the purchase of tools required for a specific course, current school admission fees, computer and lab fees, and books and supplies.