

Policy # 3	
SUBJECT:	Supportive Services and Needs-Related Payments
DATE ISSUED:	July 13, 2016
DATE EFFECTIVE:	July 1, 2016
REVISION DATE:	June 19, 2019; February 18, 2020; September 15, 2021; September 09, 2022

REFERENCES: WIOA Sections 3, 129, 134 and 171, Code of Federal Regulations (CFR) 20 CFR §680.900 – 680.970, 681.570, 688.120

BACKGROUND: The Workforce Innovation and Opportunity Act authorizes Workforce Development Boards (WDBs) to provide support services to individuals participating in WIOA funded programs. Support services are designed to assist the eligible program participants with transportation, childcare, dependent care, housing, and other services necessary to enable the individual to participate in activities authorized under WIOA Title I. While WIOA authorizes these services, it does not require that they are paid through WIOA funds.

Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c)(2) and (3).

Supportive services include, but are not limited to, cash assistance or referral to the following:

- a. Linkages to community services;
- b. Assistance with transportation assistance and auto repairs;
- c. Assistance with child care and dependent care;
- d. Referral for housing and utility assistance;
- e. Needs-related payments, as described at §§680.930, 680.940, 680.950, 680.960, and 680.970;
- f. Assistance with educational testing;
- g. Reasonable accommodations for individuals with disabilities;
- h. Legal aid services;
- i. Referrals to health care;
- j. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- k. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- l. Payments and fees for employment and training-related applications, tests, and certifications.

Supportive services cannot be provided for:

- a. Fines and penalties, such as, traffic violations, late charges, interest payments;
- b. Entertainment, including tips;
- c. Contributions or donations;



- d. Vehicle payments;
- e. Refundable deposits;
- f. Alcohol or tobacco products;
- g. Pet products;
- h. Supplies for plants;
- i. Membership fees (fitness clubs, social clubs, annual fees for credit cards);
- j. Out of state job search and relocation expenses that are paid by the prospective employer or by the employer who laid off the individual,

ACTION: The Region III Workforce Development Board of Kanawha County (WDB-KC), in cooperation with One Stop Partners, will determine the need for support services/needs related payments for individuals enrolled in approved WIOA career services or training activities. The individual, in cooperation with the Career Planner/Case Manager, will document need and that support services are not able to be obtained from other sources. If unable to obtain the services from other sources, the WDB-KC will authorize support services, if funding is available. WIOA funds will be obligated in the program year in which the request is approved.

Individuals who are determined Basic Skills Deficient (WDB-KC Policy #1) by a standardized assessment tool by a WIOA Career Planner will be referred to Remedial Training to increase skill levels. Supportive Services will be made available, as funding allows, for individuals referred to and attend Remedial Training.

Remedial Training is defined as training assigned to assist students in order to achieve expected core competencies in core academic skills such as literacy and numeracy. Remedial Training is also known as development education, basic skills education, compensatory education, preparatory education, and academic upgrading.

Total amount of Supportive Services/Needs Related Payments are capped at \$2,000 in one Program Year.

Guidance for approval of supportive services/needs related payments:

Every effort will be undertaken to determine that these services are not available from another funding source. The Title I WIOA eligible individual, with assistance from the Career Planner/Case Manager should document at least three (3) other sources that were contacted to ascertain that the service was not able to be obtained.

Supportive services are necessary to enable the person to enter or continue training, career services and/or work experiences/employment

Please note individuals may need transportation assistance to get to work, uniforms, driver's license, clothing, etc. Once the individual starts receiving wages, the WDB-KC will re-evaluate the need for supportive services/needs related payments; in general, the payment may be allowable until the individual receives the first paycheck/wages.

- a. Transportation: Mileage reimbursement may be provided based upon the number of miles from the individual's home to place of employment (must be at least 10 miles one way). The round-trip mileage reimbursement must be documented by a mileage calculator, such as MapQuest or Google maps, and will be reimbursed at the current GSA rate. Timesheets must be provided to back up the request for mileage on days the individual is working and/or in training. Bus passes may be purchased and/or

reimbursed for those individuals that do not have a car. Lyft and/or Uber may be reimbursed when bus schedules do not accommodate an individual's class schedule (bus arrives over 2 hours before or after class, or bus drop locations are over 1 mile away). Any request for reimbursement must include a receipt identifying the pick-up and drop-off locations. Payment for tips is not allowable.

- b. Vehicle repairs: In order for repairs to be paid, the individual must need the transportation to successfully participate in their training program or to conduct job search after training is completed. The individual must provide the following:
- Proof of car ownership (title and/or registration in participant's name)
 - Proof of current car insurance in participant's name
 - Proof of up-to-date inspection sticker and car license (allowances can be made if the repairs are needed in order for the vehicle to pass inspection)
 - Estimate of needed repairs outlining parts and labor charges
 - If under \$300 one estimate
 - Between \$300 – 1000, two estimates
- Any reimbursement will be made to the vendor who provided the repairs and/or equipment, not the participant. The vehicle must not be over twenty (20) years old. Car repairs are capped at \$500 in the program year.
- c. Child and/or Dependent Care Assistance: Child and/or Dependent Care payments may be provided if an individual needs financial assistance in order to participate in approved career and/or training activities. The family income must follow current income guidelines and WDB-KC Adult or Dislocated Workers Priority of Service level. WDB-KC will pay 50% of the out-of-pocket costs for individuals, with a maximum amount of \$500.00 per year. Payments are only allowable for approved childcare providers. Listing of approved childcare providers can be obtained from WV Connect.
- d. Work-related Expenses: WIOA customers receiving Career and/or Training services under WIOA section 134 may be aided in purchasing uniforms, tools, equipment, protective gear, certifications, licensures, and other needed items in order to successfully participate in the approved activity. Books, fees, school-related expenses can be provided based upon need and documentation that the assistance cannot be provided from another source and was not allocated via the participants' Individual Training Account (ITA). Costs for drug testing required each semester when an individual is having tuition paid by WV Invests is allowable, if the individual is a WIOA participant. Receipts for actual expenses must be provided and documentation of the need included in the individual's file. If an individual is unable to wait for reimbursement, a list of approved vendors may be obtained from WDB-KC.
- e. Needs Related Payments (NRP): To be eligible for NRPs, a participant must document the need for such payments based upon income and family size (federal poverty guidelines). NRPs will be made available to individuals who are deemed in need of funds after assessment by a WIOA Career Planner.

Adults:

- Be unemployed;
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Be enrolled in a program of training services under WIOA, section 134

Dislocated Workers:

- Be unemployed; and
 - Have ceased qualifying for unemployment compensation or trade adjustment allowance under TAA; and
 - Be enrolled in a program of training services under WIOA section 134 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 did not qualify for unemployment compensation or trade readjustment assistance under TAA; and
- Be enrolled in a program or training services under WIOA section 134

Additional policy/qualifications for Needs-Related Payments are:

- Limited to \$100 per week while training classes are being held.
- Individuals will not be paid NRPs while on sick, vacation or holiday leave or during official breaks designated by the training institution
- Must be supported by timesheets verifying attendance, signed by instructor and/or the training facility and participant
- Individuals must be enrolled in training full-time and maintain 2.0 GPA to qualify
- The maximum length of time for needs related payments are 52 weeks in a PY

Required documentation for Needs-Related Payments:

- Copy of UI entitlement decision or confirmation of UI benefits being exhausted
- Copy of training classes for each period of training (quarter, semester, etc.)
- Verification of enrollment/registration, participation, grades and completion of training classes

The Executive Director and/or Program Manager will have the authority to authorize NRPs and respond to questions and/or complaints. If an individual has been denied or had suspended NRPs, they are covered by the WDB-KC complaint/grievance procedure. The complaint must be put in writing.

Payments will be processed twice a month and Reimbursement Form, with required documentation must be submitted, no later than 4:00 pm on the 10th and 25th of each month. Should those dates fall on a weekend or holiday, the forms are due on the next regular scheduled business day. An internal tracking system will be maintained that includes:

- Amount of approved NRP and/or supportive services
- Date of check and date check was mailed

In the event of any overpayment or fraudulent activity the payments will immediately cease, and recovery attempts will be undertaken. All cases of fraud will be forwarded to appropriate legal authorities for prosecution.



Supportive Services Waivers: In some unique circumstances WDB-KC may be unable to obtain receipts for goods or services. Staff shall investigate and document in writing the findings and if corrective action should be undertaken. In rare instances, the individual can attest to the truthfulness of the need for, and receipt of, the supportive services and/or needs related payments and sign an affidavit.

Questions or concerns should be addressed to:

Region III Workforce Development Board of Kanawha County
405 Capitol Street, Suite 907
Charleston, West Virginia 25301

Attachment A: Needs Related Assessment Form for Supportive Services/Needs Related Payments

Right to reduce or eliminate Supportive Services and/or Needs Related Payments:

WDB-KC reserves the right to reduce or eliminate WIOA-funded supportive services in the event funding is reduced or other budgetary constraints exist. Enough notice of at least 2 weeks will be provided to all participants effected by the reduction or elimination of these payments. In no case can the reduction or elimination be retroactive.

The Total of Supportive Services/Needs Related Payments are capped at \$2,000 in one Program Year.