

SUPPORTIVE SERVICES AND NEEDS-RELATED PAYMENTS

POLICY NO.: 03-2001

VERSION NO.: V.9

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INTERNAL EXTERNAL

1. Purpose

This policy communicates the Workforce Development Council of Seattle-King County (WDC) local workforce development board policy and operational guidance regarding the use of Workforce Innovation and Opportunity Act (WIOA) Title I funding for supportive services and needs-related payments to support adults, dislocated workers, and youth participating in WIOA Title I activities.

Services provided in WIOA Title I Youth programs have different requirements for supportive and follow-up services; see Youth Program Elements 7 (Supportive Services) and 9 (Follow-Up Services) in U.S. Department of Labor Employment and Training Administration (DOL/ETA) [Training and Employment Guidance Letter 21-16, 3/02/2017](#), Section 7.

2. Background

This policy serves to establish supplemental local policy determinations and implement the state policy as directed by the Washington State Employment Security Department (ESD) Program Policy 5602, Rev. 1, October 3, 2017, [Supportive Services and Needs-Related Payments](#). This policy is subject to and may be further revised upon guidance from DOL/ETA or ESD.

Supportive services for adults and dislocated workers are defined in WIOA Sections 3(59) and 134(d)(2) and (3). These include services such as transportation, child care, dependent care, housing, and assistance with uniforms and other appropriate work attire and work-related tools, including such items as eye glasses and protective eye wear, to enable individuals to participate in WIOA Title I activities.

Supportive services for youth as defined in WIOA Section 129(c)(2)(G) can additionally include assistance with educational testing, and reasonable accommodations for youth with disabilities and referrals to health care.

3. Definitions

- A. **Eligible Spouse** – As defined in section 2(a) of Jobs for Veterans Act at 38 U.S. C. 4215(a), the spouse of any of the following:
- i. Any veteran who died of a service-connected disability;
 - ii. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) Missing in action; (ii) captured in line of duty by a hostile force; or (iii) forcibly detained or interned in line of duty by a foreign government or power;
 - iii. Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs; and

- iv. Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence.
- B. **Needs-related Payments (NRPs) – The WDC does not allow NRPs to Title I participants. NRPs are** cash assistance to participants for the purpose of enabling them to participate in training.. Local workforce development boards determine whether to allow NRPs. [20 CFR 680.930]
- C. **Public Assistance** – Federal, state, or local government cash payments for which eligibility is determined by a needs or income test. [WIOA Section 3(50)]
- D. **Supportive Services** – Services such as transportation, child care, dependent care, housing, which enable individuals to participate in activities authorized under WIOA Title I. Supportive services are usually provided through a voucher system (e.g., transportation tickets) or payments made directly to vendors (i.e., clothes, rent, or utilities). [WIOA Section 3(59)]

NOTE: DOL has clarified that all food, groceries, and on-site meals are beyond the scope of WIOA and are excluded from allowable supportive services for program participants.

- E. **Unemployed Individual** – An individual who is without a job and who wants and is available for work. The determination of whether an individual is without a job, for purposes of this paragraph, shall be made in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as unemployed. [WIOA Section 3(61)]
- F. **Veteran** – A person who was in active military service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service also includes full-time duty in the National Guard or a Reserve component, other than full time duty for training purposes.

4. Policy

A. Supportive Services

- i. All WIOA-enrolled adults, dislocated workers, and out-of-school and in-school youth are eligible for supportive services based on individual assessment and availability of funds.
- ii. Supportive services can only be provided to adults and dislocated workers during participation (not during follow-up or after exit) to help them participate in Title I career or training services and activities, but may not be provided as a stand-alone Title I service (per TEGl 19-16 and WIN 0078). See also WDC Policy 01-2018, *Follow-Up Services for Adult and Dislocated Worker Exiters* [LINK].
- iii. Supportive services may be provided to youth participants either during participation as a Program Element 7 (Supportive Services) or after exit as a component of Program Element 9 (Follow-Up Services), though the former triggers and extends participation while the latter does not.

- iv. The WDC has placed a limit on supportive services of \$700 per contract year per participant. The WDC will review the limit periodically to ensure adequacy of the amount and the availability of budget. These annual amount limits do not include childcare payments, out-of-state job search, relocation assistance, or cost of testing for disabilities such as learning disabilities.
- v. The WDC has the authority to grant requests for exceptions to the limit on support services on a case-by-case basis if additional supportive services would significantly benefit a participant in job retention, wage progression, or training completion. The WDC will not approve retroactive requests. WIOA Exception Request Forms are available on the WDC website at: www.seakingwdc.org/forms
- vi. Priority will be given to enrolled eligible veterans and their spouses under the Jobs for Veterans Act (see Definitions section). If program and service resources are limited, then the veteran or spouse is given access instead of others. NOTE: This does not mean that the veteran or spouse is given “bumping rights” over others who are already receiving supportive services. Information regarding the availability of supportive services, as well as referral to those services, is one of the core services that must be available to Adults and Dislocated Workers through the workforce delivery system.
- vii. Service providers will establish internal controls that result in equitable treatment of participants in accordance with WDC, state and federal equal opportunity laws.
- viii. Service providers will maintain appropriate eligibility documentation in compliance with the WDC Policy No. 02-2001, Eligibility Policy and Documentation Requirements.
- ix. Service Providers will ensure coordination with, and referral of participants and applicants to other community resources, in consultation with WorkSource partners and other community service providers, as appropriate.
- x. The WDC does not set a limit on the amount or duration of childcare services as long as the support is required and the participant is enrolled in a WDC-funded program or activity. However, it is the intent of the WDC to provide childcare only for participants who have no alternative childcare resources. Alternative resources for childcare must be explored first for all participants (e.g. family friends, Temporary Assistance for Needy Families (TANF), and other additional income). WDC-funded childcare shall be the supportive services funding of absolute last resort. Partners in the WorkSource system should leverage other childcare resources whenever and wherever possible.
- xi. Out-of-state job search assistance is limited to \$500 for reasonable and necessary expenses to transport the individual to an in-person interview, if it has a viable chance of leading to a job offer. Relocation assistance is limited to \$1,000 for reasonable and necessary expenses to transport the individual, and his or her family and household possessions to the relocation area. The relocation assistance limit can be increased up to \$1,500 with an approved exception request demonstrating that the financial need justifies the increase and the combined costs of all job search assistance and relocation assistance do not exceed \$1,500.

xii. Supportive services associated with job search, work, or training may include:

1. Assistance with local transportation costs and limited private auto repairs;
2. Assistance with child care and dependent care costs;
3. Assistance with housing, including assistance with mortgage payments;
4. Assistance with cost of medical and prescription services;
5. Assistance with uniforms or other appropriate work attire, hygiene and haircuts, eyeglasses, and work or training related material costs;
6. Assistance with job-related adult basic education and English as a Second Language training;
7. Assistance with translations;
8. Assistance with work and training related costs and fees, including licenses, permits, certifications, and assessments;
9. Assistance with foreign educational transcripts or credit evaluations;
10. Assistance with disabilities, including learning disabilities;
11. Assistance with out-of-state job search and relocation to a new job;
12. Incentive payments as may be allowable for WIOA Title I funded activities; or
13. Other items not explicitly prohibited as below may be requested through an exception request and approved by WDC staff on a case by case basis.

xiii. Support services may **not** include:

1. Fines and penalties such as traffic violations, late finance charges, and interest payments;
2. Entertainment, including tips;
3. Contributions or donations;
4. Vehicle payments;
5. Refundable deposits;
6. Alcohol or tobacco products;
7. Pet food;
8. Grocery or food purchases;
9. Out-of-state job search and relocation expenses that are paid for by the prospective employer or by the employer who has laid off the individual;
10. Taxes; or
11. Child support payments.

B. Needs-Related Payments

The WDC does not allow needs-related payments.

C. Non-WIOA Grants Addendum

Non-WIOA funded programs may have different support service guidelines than those listed above. For those programs, the grant-specific guidelines should be followed. See Addendum for additional, grant-specific policy guidance which may be effective for specific grant periods.

5. References

AUTHORITY	RULE OR REGULATION TITLE	REFERENCE AND LINK
Workforce Development Council of Seattle-King	Follow-Up Services for Adult and Dislocated Worker Exiters	WDC Policy 01-2018, V.1, 5/24/2018
Workforce Development Council of Seattle-King	Eligibility Policy and Documentation Requirements for WIOA Title I Programs (Adult, Dislocated Worker and Youth)	WDC No. 02-2001, V.6, 1/25/2018
Washington Employment Security Department	Supportive Services and Needs-Related Payments	Program Policy 5602, Rev. 1, 10/03/2017
Washington Employment Security Department	Priority of Service for Veterans and Eligible Spouses	WorkSource System Policy 1009, Rev 2, 12/21/2009
Washington Employment Security Department	Provision of Title I Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers	WorkSource Information Notice 0078, Change 1, 3/31/2017
Washington Employment Security Department	Supplemental State Guidance for the WIOA Title I Youth Program	WorkSource Information Notice 0084, 6/22/2017
Employment Training Administration (DOL)	Guidance on Services provided through WIOA Adult and Dislocated Worker Programs and Wagner-Peyser, as amended by Title III of WIOA, and for Implementation of WIOA Final Rules	Training and Employment Guidance Letter 19-16, 3/01/2017, Section 14
Employment Training Administration (DOL)	Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance	Training and Employment Guidance Letter 21-16, 3/02/2017, Section 7
United States Congress	Workforce Innovation and Opportunity Act (WIOA) of 2014	Sections 3(59), 129(c)(2)(G), and 134(d)(2)
United States Congress	Jobs for Veterans Act (JVA) of 2002	Public Law 107-288
Code of Federal Regulations	Final Rules: Supportive Services for Adult and Dislocated Workers	20 CFR 680.330, 900-920
Code of Federal Regulations	Final Rules: Supportive Services for Youth	20 CFR 681.570

6. History

VER.	DATE	ACTION AND APPROVALS
V.7	1/17/2017	Revision released (R6)
V.8	2/16/2017	Revision released (R7)
V.9	(tbd)	Revised to align with ESD Program Policy 5602, Rev. 1, 10/03/2017; released for public comment by Industry and Employment Committee from 3/06/2018 – 4/5/2018; approved by Executive Committee on 5/24/2018