



**ROGUE WORKFORCE
PARTNERSHIP**

Program Policy

Standard Operating Procedure

Effective Date: _____

New

Revised

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SUPPORTIVE SERVICES AND NEEDS RELATED PAYMENTS POLICY

PURPOSE

The purpose of this policy is to provide guidance for the provision of supportive services and needs-related payments to youth, adults, and dislocated workers in Jackson and Josephine Counties participating in Workforce Innovation & Opportunity Act (WIOA) funded programs in compliance with federal and state laws, regulations, policies and guidance.

REQUIREMENTS

The Workforce Innovation and Opportunity Act (WIOA) provides program guidelines for supportive services for adults and dislocated workers 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. It also includes needs related payments (NRP's) needed 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, reasonable accommodations for youth with disabilities, and referrals to health care.

SCOPE

This policy applies to staff and all contractors, grantees, sub-grantees, and any other authorized provider of WIOA funds.

POLICY

Supportive Services may be provided to enable an individual to participate in WIOA activities. Participants must be enrolled in a WIOA program, (individualized or training level services), in order to receive supportive services. The justification and documentation for all supportive services must be included in electronic and hard copy participant records.

Supportive Services are intended to be provided in situations where a participant would otherwise be unable to successfully participate in 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, and dependent on funds availability.

Supportive Services are not intended to take the place of public assistance and income maintenance payments provided by social service agencies, and should only be utilized when it has been determined that other sources or services outside WIOA are not available to the participant, including all local workforce partners, community services providers, and other public and/or private agencies. Provision of supportive services will be coordinated with these organizations, when appropriate.



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DOCUMENTATION

Documentation for each supportive service payment must be maintained in the participant file, including:

- Type of supportive service;
- Date the supportive service was provided;
- Amount/value of the purchase;
- Proof of purchase that can be tracked back to the provider's general accounting ledger;
- Documentation that the payment was received by the participant (for non-check items such as bus passes and gift cards).

Providers will develop procedures for distribution and provision of supportive services that must include:

- Internal controls that result in equitable treatment of participants;
- Documentation requirements, compliant with Rogue Workforce Partnership policies, standards and guidance; and
- Assurance of coordination with and non-duplication of other community resources.

Limits may be established on all supportive services, including maximum amount of funding, length of time, and exceptions to the limits on supportive services given availability of funds.

ALLOWABLE SUPPORT SERVICES

- Transportation Assistance
- Child care
- Dependent Care
- Housing
- Needs-Related Payments (defined below)
- Other supportive services (such as work-related clothing or tools) as determined by the provider and approved by Rogue Workforce Partnership.

Transportation Assistance: includes gas cards, bus passes, emergency car repair, driver licenses, and vehicle registration, and can be issued to participants in ongoing job search, training, or employment activities.

Child Care: child care services payments will only be made to state registered child care facilities or providers and will be reimbursed for a determined number of hours based upon WIOA activities and at the hourly rate established by Oregon Department of



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Human Services Self Sufficiency Division. This shall not include more than one hour of travel time to a training site per day. The participant is liable for any child care costs incurred over and above the amount authorized by the WIOA program.

Dependent Care: dependent care will be subject to the same hour limitations as child care and all other limitations of these support service guidelines. Dependent care must be provided by licensed or certified providers.

Housing: housing support payments are provided to retain housing stability to participants in order to allow them to participate in WIOA approved activities. WIOA programs are encouraged to coordinate with local agencies and social service organizations whenever possible.

NEEDS-RELATED PAYMENTS

Needs-Related Payments (NRPs) are financial supports that may be made available to eligible Adult or Dislocated Worker participants who are enrolled in a training program, but will be unable to participate in or complete an approved training program without such assistance. NRPs are one of the supportive services authorized by WIOA and are intended to provide cash assistance to participants with necessary, non-training related expenses. This assistance would be contingent upon the availability of funds and the number of requests received. Rogue Workforce Partnership staff must approve all NRPs prior to being provided and 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 in WIOA-approved training.

To qualify, a participant must:

1. Meet the eligibility requirements.
2. Be enrolled in an eligible training program within required timeframes (under WIOA section 134).
3. Be unemployed and have not qualified for or exhausted their unemployment compensation.
4. Not have been disqualified from receiving unemployment insurance benefits because of fraud or overpayments, and must have received unemployment insurance benefits within the last 12 months.

Participants who qualify may be eligible to receive NRPs for up to 52 weeks, at an amount not to exceed the participant's most recent weekly unemployment insurance benefit amount at the



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time the participant exhausted their weekly benefit. For participants who did not qualify for unemployment compensation, the weekly payment level may not exceed an amount above the federal poverty level for an equivalent period.

If NRPs are provided, in addition to the documentation requirements outlined above, WIOA programs will develop internal protocols that establish attendance and academic standards for payments to continue and how this will be verified, as well as the number of hours/credits a participant be registered for in order to remain eligible for NRPs. Verification of eligibility, evidence of participation in training, attestation of a participant's understanding of NRP requirements, and compliance with established attendance/academic standards for payment must be described in developed procedures and included in the participant file.

DISALLOWED SUPPORTIVE SERVICES

Fines, late fees, interest payments and other costs resulting from penalties and/or sanctions are not allowable supportive services. Supportive services cannot be provided for participant expenses that occurred prior to enrollment in WIOA programs. This includes such items as late car insurance payments or bills for household support that were due to be paid prior to the enrollment date or for services provided or items purchased prior to enrollment.

RE-ENROLLMENT

Former participants who re-enroll shall be eligible for all Supportive Services; however, no participant shall be re-enrolled expressly for the purpose of obtaining Supportive Services.

Approved: _____

RWP Board Chair

Date: _____

3-9-16