



Workforce Innovation and Opportunity Act Policy
Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standards for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 5602
To: Washington WorkSource System
Effective Date: July 1, 2015
Subject: Supportive Services and Needs-Related Payments

1. **Purpose:**

This policy addresses the use of WIOA Title I funds for supportive services and needs-related payments (NRPs) to support adults, dislocated workers, and youth participating in WIOA Title I activities.

2. **Background:**

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, and NRPs 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.

3. **Policy:**

Supportive Services

All WIOA-enrolled adults, dislocated workers, and out-of-school and in-school youth are eligible for supportive services as defined in WIOA Section 3(59). The exception is NRPs, which are a form of supportive service available only to adults, dislocated workers, and out-of-school youth (OSY) ages 18-24 who are enrolled in training.

Accordingly, information regarding the availability of supportive services in the Workforce Development Area and referral to those services must be provided to adults, dislocated workers, and youth through the workforce delivery system.

Local Workforce Development Boards (LWDBs), in consultation with WorkSource partners and other community service providers, must establish:

- internal controls that result in equitable treatment;
- documentation requirements; and
- assurance of coordination with other community resources

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

Needs-Related Payments

LWDBs must state through local policy whether or not NRPs will be provided. [Attachment A](#) details the requirements for local policy if LWDBs provide NRPs to adults, dislocated workers, and OSY ages 18-24 enrolled in WIOA-funded training.

Training Support Analysis Forms ([Attachment B](#)) must be completed and kept in participant files when NRPs are provided. NRPs should be provided when it is determined that ongoing resources and income from all other sources are insufficient to support participants in WIOA-funded training. The Personal Resource Worksheet Desk Aid ([Attachment C](#)) may further assist in documenting need. Weekly payment levels must be adjusted to reflect changes in total family income as established through local policies. Limits may be placed on NRPs subject to availability of funds.

NOTE: Dislocated workers enrolled in WIOA-funded training who are unemployed but receive payments as members of a reserve component of the U.S. armed services or the Washington National Guard for periods of duty of 72 consecutive hours or less are considered unemployed for purposes of NRP eligibility.

4. Definitions:

Needs-related Payments (NRPs) - Financial assistance to participants for the purpose of enabling them to participate in training and a supportive service authorized by WIOA Section 134(d)(3) for adults and dislocated workers and 20 CFR 681.570 for youth. Unlike other supportive services, in order to qualify for needs-related payments, a participant must be enrolled in training. Based on payment levels established by LWDBs and intended to provide cash assistance to participants. [20 CFR 680.930]

Public Assistance - Federal, state, or local government cash payments for which eligibility is determined by a needs or income test. [WIOA Section 3(50)]

Supportive Services - Services such as transportation, child care, dependent care, housing, and NRPs necessary to enable individuals to participate in activities authorized under WIOA Title I. Aside from NRPs, supportive services are usually provided through a voucher system (e.g., transportation or food) or payments made directly to vendors (i.e., clothes, rent, or utilities). [WIOA Section 3(59)]

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)]

5. References:

Supportive Services:

- WIOA Section 3(59)
- WIOA Section 134(d)(2) – Adults and Dislocated Workers
- 20 CFR 680.330, 680.900, 680.910, and 680.920 – Adults and Dislocated Workers
- WIOA Section 129(c)(2)(G) – Youth
- 20 CFR 681.570 – Youth

Needs-Related Payments:

- WIOA Section 134(d)(3) – Adults and Dislocated Workers
- 20 CFR 680.300, 680.930, 680.940, 680.950, 680.960, and 680.970 – Adult and DW
- 20 CFR 681.570 – Youth

6. Supersedes:

WIA Title I-B Policy 3695, Revision 2

7. Website:

http://www.wa.gov/esd/1stop/policies/wioa_title1.htm

8. Action:

Local Workforce Development Boards and their contractors, as well as Employment Security Regional Directors, must distribute this policy broadly throughout the system to ensure that WorkSource System staff are familiar with its content and requirements.

9. Attachments:

[Attachment A](#) – Requirements for Issuing Needs-Related Payments

[Attachment B](#) – Training Support Analysis Form

[Attachment C](#) – Personal Resource Worksheet Desk Aid

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Attachment A - Requirements for Issuing Needs-Related Payments

The following defines the policy, eligibility, level of payment, and documentation requirements of needs-related payments (NRPs) for adults, dislocated workers, and out-of-school youth (OSY) ages 18-24 under WIOA Title I.

1. NRPs Policy Requirements:

- a. LWDBs must announce through local policies whether or not NRPs will be provided.
- b. If an LWDB provides NRPs, the local supportive services or NRPs policies must address the following:
 - How the level of NRPs (payment amount) is determined.
 - How payments will be made to participants on sick, vacation, or holiday leave while in training, if at all.
 - Attendance and academic standards and verification process for payments to continue.
 - The number of hours/credits for which participants must be registered to remain eligible for NRPs.
 - How Unemployment Insurance (UI) benefits affect receiving NRPs.
 - If NRPs will be suspended during periods of earned income (and how that income will be calculated) and if participants have to re-qualify to start receiving NRPs again once the income ends.
 - Who has the authority to approve participant requests for NRPs and a description of the approval process.
 - Documentation requirements.
 - Coordination and documentation if participants receive NRPs at the same time as supportive services from another program/partner.
 - A thorough description of the required elements of the payment processing system.
 - Who handles NRPs accounting and payment processing.
 - The maximum limit for NRPs per participant.
 - The requirement that any alleged and suspected fraudulent activity identified while monitoring be reported immediately to the DOL Office of the Inspector General as provided in proposed 20 CFR 683.620.

Note: NRPs are classified as non-taxable income by the I.R.S.

2. Eligibility Requirements

- a. Adults and OSY ages 18-24 must:
 - Be unemployed;
 - Not qualify for (or have ceased to qualify for) UI; and
 - Be enrolled in a program of training services under WIOA Section 134 (c)(3) for adults and WIOA Section 129(c)(2) for OSY ages 18-24.

b. Dislocated Workers must:

- Be unemployed;
- Have ceased to qualify for unemployment insurance or Trade Readjustment Allowances (TRA) under TAA;
- Be enrolled in a program of training services under WIOA Section 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 six months; or
- Be unemployed and not qualified for unemployment insurance compensation or TRA.

If these eligibility requirements are met, individuals may be awarded NRPs prior to the start date of training classes for the purpose of enabling them to participate in programs of employment and training services that begin within 30 calendar days. Local policies may extend the 30-day period to address appropriate circumstances.

3. Level of Payment Determination

- a. The payment level for Adults and OSY ages 18-24 must be established by LWDBs. WIOA does not specify a minimum level of payment.
- b. The level of an NRP made to a Dislocated Worker shall not exceed the greater of:
 - The applicable weekly level of unemployment insurance compensation (for participants who were eligible for unemployment insurance compensation as a result of a qualifying dislocation), or
 - If the worker did not qualify for unemployment insurance, the weekly payment may not exceed the poverty level (100 percent of the Lower Living Income Standard Level) for an equivalent period.
- c. The weekly payment level must be adjusted to reflect changes in total family income as determined by LWDB policies.

4. Documentation Requirements

- a. Each LWDB is required to specify in its local supportive services or NRPs policy how it will document the requirements for and payments from this program.
- b. Required documentation includes:
 - A copy of a UI entitlement decision or confirmation of UI benefits being exhausted, if applicable;
 - Evidence of participation in training, such as a copy of ITA(s) or attendance records for each period of training (quarter, semester, class, etc.);
 - Signature by participants attesting to their understanding of NRPs requirements and instructions; and
 - All eligibility determinations.

Attachment B - Training Support Analysis Form

1. Are you unemployed or have you received notification of layoff?
 Yes No
2. Do you currently qualify for UI benefits?
 Yes No
3. Do you currently qualify for additional state or extended UI benefits (e.g., Training Benefits)?
 Yes No
4. Do you currently qualify for Trade Readjustment Allowances (TRA)?
 Yes No
5. Are you receiving any other federal or state income support? *Examples: TANF, Training Completion Aid?*
 Yes No
6. Have you considered all other resources available that will help you successfully participate in your full-time training program? *Examples of other resources include, but are not limited to, Pell grants, severance pay, other family income (e.g. spouse's income).*
 Yes No
7. Do you need income support beyond these other resources in order to participate in training full-time?
 Yes No

NRPs are not intended to provide the entire amount of income support you need to complete your training. If you are awarded an NRP, it will be based on this support analysis and the weekly NRP level will be determined by the LWDB. These payments are made to help you while making satisfactory progress while attending school. NRPs are subject to your eligibility for the program and total funds available.

All answers and statements are true and complete to the best of my knowledge. I understand that providing untruthful or misleading answers are cause for denial of NRPs. Any overpayments or fraud based on my false or misleading answers could result in my repayment of any NRPs provided.

Signature: _____ Date: _____

Attachment C - Personal Resource Worksheet Desk Aid

Monthly Income		Monthly Expenses	
Personal		Rent/Mortgage	
Spouse/Partner		Electricity	
Other Family Members		Heating	
Child Support		Water/Garbage/Sewage	
Social Security		Telephone	
Maintenance/Alimony		Monthly Auto Payments	
Retirement		Day Care	
Workers Compensation		Medical	
Social Security		Monthly Credit Card Pymt	
Unemployment Insurance		Monthly Loan Payment	
Public Assistance		Food	
Other:		Clothing	
		Fuel	
		Public Transportation	
		Other:	
Total Monthly Income		Total Monthly Expenses	
Participant's Net Income (Income Minus Expenses):			
Participant's Financial Contribution:			

I certify that the above is true and accurate to the best of my knowledge. I further understand that any receipt of support services is contingent upon the availability of funds.

Participant Signature

Date

Case Manager Signature

Date