

# New Mexico Workforce Connection

***A Proud Partner of the American Job Center Network***

Operational guidance for WIOA title I supportive Services. Issue Date July 1, 2021.

**Operational Guidance- Adult/DW Supportive Services Monetary Cap. All supportive services will be awarded to most in need low income participants. Coordinator & Director will determine what supportive services are permitted.**

**(1) Transportation, Commuting Assistance and Temporary Shelter**

**(a) Transportation assistance and commuting assistance**

Transportation and commuting cost calculations will be based on the distance the participant is required to travel round trip from their residence to the training location.

Participants may be reimbursed at a rate of up to \$0.25 per mile based on map miles and payment must be supported by participant's attendance report. **Subcontractor has implemented guidance that this service will not be provided with adult funding. Subcontractor has implemented a \$500.00 limit per semester for DW funding.**

**(b) Temporary Housing Assistance**

**I. Emergency Short Term Housing Assistance**

WIOA allows for supportive services payments in emergency situations related to housing or rental assistance so long as the participant's name is on the lease and not providing assistance would hinder the individual's participation in or completion of the authorized WIOA activities. The file must contain documentation of the need that substantiates how the situation would hinder the participant's ability to complete training and how the situation will be rectified and that resources are not available from another source. Housing assistance requests would be submitted on the EAWDB HOUSING SUPPORTIVE SERVICES REQUEST FORM or its subsequent replacement or similar form. **Subcontractor has implemented guidance that this service will not be provided.**

**II. Training Related Short term housing assistance**

Short term housing assistance may be provided to individuals that are attending training more than 60 miles from their permanent residence. The amount paid to the participant shall not exceed the participant's balance of unmet need. **Subcontractor has implemented guidance that this service will not be provided with adult funding. Subcontractor has implemented a \$1,500.00 limit per semester for DW funding.**

(2) **Child Care**

(a) Child Care reimbursement eligibility: Childcare assistance may be provided to eligible participants who require such assistance to participate in a WIOA activity and whose need has been documented in their ISS. To qualify, participants must have legal responsibility or custody of the child(ren) twelve (12) years of age or younger (documentation of custody must be provided and maintained in the file), and must furnish documentation that other resources are not available (including family members).

(b) Exclusion:

Child care payment shall not be authorized when the Individual:

i. Is receiving 100% of needed child care payments from another Source (e.g. Children, Youth and Families or other local service provider, etc.),  
or

ii. Is absent entirely or in part from his/her regularly scheduled training activity. This includes holidays, except in instances in which partial days of attendance in observance of a holiday or related events are approved or scheduled by the training provider.

(c) Child care reimbursements levels

Child care assistance is available for up to three (3) children. A maximum payment of up to ten dollars (\$10.00) per day per child and up to thirty dollars per day of attendance per household is allowable. The total cost shall not exceed one hundred fifty dollars (150.00) per week. For all child care reimbursement, the participant must submit a paid receipt either bi-weekly or monthly or there must be a written agreement by the child care provider to bill WIOA directly for service. In the presence of partial funding from another source WIOA will only pay the remaining balance.

CC's must verify and track the age and time limitations of the participant's child(ren).

Child care reimbursement shall be calculated based on the following:

i. Home child care

Individuals providing child care (other than family members) shall be eligible for a maximum payment of five dollars (\$5.00) per day per child up to fifteen dollars (\$15.00) per day and seventy-five dollars (\$75.00) per week.

ii. Certified day care providers (certified home day care)

For children placed with a certified day care provider reimbursement will be paid seven dollars (\$7.00) per day per child up to a maximum of twenty-one dollars (\$21.00) per day and one hundred five dollars (\$105.00) per week.

\*\*A copy of the day care's certification must be submitted to the CC and maintained in the participant's file.

iii. Licensed Day Care Providers

For children placed with a certified day care provider the reimbursement amount will be up to ten dollars (\$10.00) per day up to a maximum of thirty dollars (\$30.00) per day and one hundred fifty (\$150.00) per week.

\*\*A copy of the day care's license shall be provided to the CC and maintained in the participant's file.

**Subcontractor has implemented guidance that this service will not be provided.**

- (3) **Medical and Health Care Supportive Services.** Minor medical and health care services that may be provided include but are not limited to:
- Physical examinations;
  - Eye and/or ear examinations;
  - Filling of eyeglass prescriptions;
  - Purchase of hearing aids;
  - Purchase of orthopedic devices; and
  - Other minor medical or health care services not listed herein that are necessary for the individual to participate in the program. Contingent upon available funding, a one-time maximum of three hundred fifty dollars (\$350.00) for minor health or medical-care service may be provided to participants enrolled in a WIOA funded training activity that require such assistance to participate in the program. The participant must provide proof of need (statement from health care or medical practitioner). The participant shall only be eligible for this assistance if he/she cannot obtain such services from other available resources (i.e. One-Stop partners, local community health care programs, etc.). The participant's inability to obtain the service from other sources must be provided and maintained in the participant's file by the CC. The provider must agree to bill and accept payment for services from WIOA once services have been completed. The agreement must be documented in the

participant file. Payment for services shall be made directly to the vendor or provider upon receipt of billing. In order for a participant to receive reimbursement for these services he/she must submit a paid invoice/receipt from the medical provider must be submitted.

Subcontractor has implemented guidance that this service will not be provided.

(4) Group Supportive Services. Group supportive services may supplement supportive services provided to the individual, but such services must not be duplicative of services already provided (either paid through WIOA or other sources). Group supportive services are limited to safety equipment, work/training attire, transportation, meals and lodging for the target groups to be served in a specially designed program or project as approved by the local board, consistent with the local plan and in accordance with applicable RFP/Procurement procedures. The cost for such services must be reasonable and necessary as verified by the Service Provider. The participant file must contain documentation to substantiate the need in the participant file. Subcontractor has implemented guidance that this service will not be provided.

(5) Other Supportive Services per semester: Supportive services not listed above may be paid to allow a participant to participate in training or employment services. Such items include but are not limited to:

- Uniforms, tools or work attire for employment related activities.

\$500 Adult                      \$1,000 DW

- Safety equipment for employment related activities

\$500.00 Adult/DW

- Testing & Licensing Fees

\$1,500.00 Adult/DW

- Reasonable accommodations for individuals with disabilities

Subcontractor has resolved that this service will not have a maximum limit, but will be determined based on need. All amounts are contingent upon Director's approval.

- Legal aid services

Subcontractor has resolved that this service will not have a maximum limit, but will be determined based on need. All amounts are contingent upon Director's approval.

- Training related needs not provided by the training provider including but not limited to: book rentals, tools not available through the training provider, book purchases through sources other than the training provider and prerequisite drug screening for individuals accepted into a training program requiring drug testing.

Subcontractor has implemented a \$500.00 maximum limit per semester for this service.

## Operational Guidance - Youth Supportive Services Monetary Cap

### (1) Transportation, Commuting Assistance and Temporary Shelter

Transportation and commuting cost calculations will be based on the distance the participant is required to travel round trip from their residence to the training location.

Participants may be reimbursed at a rate of up to \$0.25 per mile based on map miles and payment must be supported by participant's attendance report. Subcontractor has implemented a \$200.00 weekly maximum limit for this service.

Bus passes can also be purchased on behalf of and issued to youth participating in training activities. Bus pass purchases must be supported by receipts for the purchase, signature by the youth for receipt of the pass and attendance records supporting usage. Subcontractor has implemented a \$75.00 monthly maximum limit for this service.

### (b) Temporary Housing Assistance

#### III. Emergency Short Term Housing Assistance

WIOA allows for supportive services payments in emergency situations related to housing or rental assistance so long as the participant's name is on the lease and not providing assistance would hinder the individual's participation in or completion of the authorized WIOA activities. The file must contain documentation of the need that substantiates how the situation would hinder the participant's ability to complete training and how the situation will be rectified and that resources are not available from

another source. Housing assistance requests would be submitted on the EAWDB HOUSING SUPPORTIVE SERVICES REQUEST FORM or its subsequent replacement or similar form. **Subcontractor has implemented a \$2500.00 lifetime maximum limit for this service.**

#### IV. Training Related Short term housing assistance

Short term housing assistance may be provided to individuals that are attending training more than 60 miles from their permanent residence. The amount paid to the participant shall not exceed the participant's balance of unmet need. **Subcontractor has resolved that this service will not have a maximum limit, but will be determined based on need. All amounts are contingent upon Director's approval.**

### (2) **Child Care**

- (d) Child Care reimbursement eligibility: Childcare assistance may be provided to eligible participants who require such assistance to participate in a WIOA activity and whose need has been documented in their ISS. To qualify, participants must have legal responsibility or custody of the child(ren) twelve (12) years of age or younger (documentation of custody must be provided and maintained in the file), and must furnish documentation that other resources are not available (including family members).
- (e) Exclusion:  
Child care payment shall not be authorized when the Individual:  
ii. Is receiving 100% of needed child care payments from another Source (e.g. Children, Youth and Families or other local service provider, etc.),  
or  
ii. Is absent entirely or in part from his/her regularly scheduled training activity. This includes holidays, except in instances in which partial days of attendance in observance of a holiday or related events are approved or scheduled by the training provider.
- (f) Child care reimbursements levels  
Child care assistance is available for up to three (3) children. A maximum payment of up to ten dollars (\$10.00) per day per child and up to thirty dollars per day of attendance per household is allowable. The total cost shall not exceed one hundred fifty dollars (150.00) per week. For all child care reimbursement, the participant must submit a paid receipt either bi-weekly or monthly or there must be a written agreement by the child care provider to bill WIOA directly for

service. In the presence of partial funding from another source WIOA will only pay the remaining balance.

CC's must verify and track the age and time limitations of the participant's child(ren).

Child care reimbursement shall be calculated based on the following:

i. Home child care

Individuals providing child care (other than family members) shall be eligible for a maximum payment of five dollars (\$5.00) per day per child up to fifteen dollars (\$15.00) per day and seventy-five dollars (\$75.00) per week.

ii. Certified day care providers (certified home day care)

For children placed with a certified day care provider reimbursement will be paid seven dollars (\$7.00) per day per child up to a maximum of twenty-one dollars (\$21.00) per day and one hundred five dollars (\$105.00) per week.

\*\*A copy of the day care's certification must be submitted to the CC and maintained in the participant's file.

iii. Licensed Day Care Providers

For children placed with a certified day care provider the reimbursement amount will be up to ten dollars (\$10.00) per day up to a maximum of thirty dollars (\$30.00) per day and one hundred fifty (\$150.00) per week.

\*\*A copy of the day care's license shall be provided to the CC and maintained in the participant's file.

**Subcontractor will observe the EAWDB maximums for this service as underlined above.**

(3) **Medical and Health Care Supportive Services.** Minor medical and health care services that may be provided include but are not limited to:

- Physical examinations;
- Eye and/or ear examinations;
- Filling of eyeglass prescriptions;
- Purchase of hearing aids;
- Purchase of orthopedic devices; and
- Other minor medical or health care services not listed herein that are necessary for the individual to participate in the program. Contingent upon available funding, a one-time maximum of three hundred fifty dollars (\$350.00)

for minor health or medical-care service may be provided to participants enrolled in a WIOA funded training activity that require such assistance to participate in the program. The participant must provide proof of need (statement from health care or medical practitioner). The participant shall only be eligible for this assistance if he/she cannot obtain such services from other available resources (i.e. One-Stop partners, local community health care programs, etc.). The participant's inability to obtain the service from other sources must be provided and maintained in the participant's file by the CC. The provider must agree to bill and accept payment for services from WIOA once services have been completed. The agreement must be documented in the participant file. Payment for services shall be made directly to the vendor or provider upon receipt of billing. In order for a participant to receive reimbursement for these services he/she must submit a paid invoice/receipt from the medical provider must be submitted.

**Subcontractor will observe the EAWDB maximums for this service of a one-time maximum of three hundred fifty dollars (\$350.00) for minor health or medical-care service.**

(4) **Needs–Related Payments.** Needs-related payments provide financial assistance for enabling individuals to participate in training and are one of the supportive services authorized by WIOA and are subject to funding availability. Needs Related Payment assistance is subject to funding availability and shall not be provided to adults and dislocated workers when funding is limited and priority of service is in effect. Eligibility requirements for adults and dislocated workers to receive needs-related assistance are as follows [§CFR 680.950-680.990];

(a) Youth **must** be 18-24 years old at participation, out of school and:

(i) Be unemployed and;

- Not qualify for, or have ceased qualifying for, unemployment compensation and
- Be enrolled in a program of training services as specified under WIOA

(b) Determination of the level of needs-related payments §680.970

The level of needs related payments shall be determined as follows:

(i) For youth participants, payments must not exceed the greater of either of the following levels:

- The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or



- The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies. [WIOA sec. 134(e)(3)(C)] [CFR 680.970]. The EAWDB has determined that the adjustment will follow the UI guidelines of an additional \$25.00 per child per week up to two children for a maximum adjustment of \$50.00 per week.

(ii) Calculation – the calculation for the allowable amount of needs related payments to youth will follow the guidelines established for adults and dislocated workers in section [4(B)(5)(c.iii)] above.

- (5) Group Supportive Services. Group supportive services may supplement supportive services provided to the individual, but such services must not be duplicative of services already provided (either paid through WIOA or other sources). Group supportive services are limited to safety equipment, work/training attire, transportation, meals and lodging for the target groups to be served in a specially designed program or project as approved by the local board, consistent with the local plan and in accordance with applicable RFP/Procurement procedures. The cost for such services must be reasonable and necessary as verified by the Service Provider. The participant file must contain documentation to substantiate the need in the participant file. **Subcontractor has implemented a \$5000.00 maximum limit per contract for this service.**
- (6) Stipends: A stipend is a fixed and regular small payment such as an allowance. Reasonable stipends are allowable expenditures for work experience or other training activities for youth when the provision of stipend is included in the participant's individual service strategy. Only WIOA youth funds may be used to fund stipends and are subject to availability of funds. Such stipends are not considered income.

Service providers may pay stipends to participants for their successful participation in and completion of education or training services (except OJT). Stipends may not be less than the Federal or State minimum wage whichever is higher.

(a) Strategies that provide for the use of the stipend: Stipends can be beneficial in allowing youth to participate in work experience activities that gain work readiness skills, occupational skills and basic skills. This affords the youth the means of providing some self-support while gaining necessary skills for the workforce.

- (ii) (b) Only WIOA youth participating in training activities such as tutoring, WE, or classroom instruction are eligible for stipends. For example, youth attending tutoring to assist with the

successful completion of training activities. Youth that possess a high level of basic skills could be trained to provide tutoring to other youth through and enrolled in a leadership development activity and could receive a stipend for provision of tutoring under the guidance of trained instructors.

- (iii) Stipends are paid based on time participating (hours worked/trained) in the activity and must include a time sheet signed by the employer/trainer, youth and CC. Documents must be maintained in the file for documentation of amounts paid to the youth. The use of stipends must be approved by the youth contract manager or designee. The NMWCOS voucher approval will constitute the approval use of stipends.

**Subcontractor has implemented a \$10,400.00 maximum limit per contract for this service. Contracts are not to exceed 1040 hours.**

- (7) Incentives: Incentives are compensation in the form of cash, checks, gift cards, and nonmonetary gifts or vouchers provided to a customer in exchange for meeting specific goals and outcomes defined on the customers ISS. Incentives gives youth providers opportunities to improve employment, training, and education outcomes and must be tied directly to work experience, education or training. Incentives are a way to encourage workforce participants' participation or to reward participants for achieving specific elements defined in an ISS or IEP. Incentives cannot take the form of entertainment. Therefore, WIOA funds cannot be expended on incentives such as movie tickets, sporting event tickets, or gift cards to places whole purpose is for entertainment. The provider may leverage funds for incentives that WIOA cannot fund.

Incentives are not considered income but bonuses for meeting or exceeding employability or training goals that are established in writing in the individual employment plan.

The youth program manager must develop a plan for the use of incentives that provides guidance for staff on the approval process for Incentives and the equal availability for them.

Eligible achievement incentives include but are not limited to:

- Attainment of HSE or its equivalent. - **\$500**
- Career pathway exploration activities when tied directly to a job shadow or work experience. -**\$25**
- Complete basic, work readiness, or occupational skill attainment goals when tied directly to a work experience; **\$25**
- Completion of Post test indicating a skill level gain for MSG; **\$75.**

- Obtainment of unsubsidized employment;
- Attainment of a post-secondary credential (certificate, diploma, degree or occupational license); \$250 and
- Youth mentorship that results in the mentee receiving an achievement incentive. **One-half of the amount the mentee is eligible for up to the incentive limits.**

**Subcontractor has implemented a \$500.00 maximum limit per contract for completion of the HSE diploma. Subcontractor has implemented a \$1000.00 maximum limit per contract for other incentive payments.**

(8) Other Supportive Services: Supportive services not listed above may be paid to allow a participant to participate in training or employment services. Such items include but are not limited to:

- Uniforms, tools or work attire for employment related activities \$1500.00
- Safety equipment for employment related activities \$500.00
- Testing & Licensing Fees \$1500.00
- Reasonable accommodations for individuals with disabilities

**Subcontractor has resolved that this service will not have a maximum limit, but will be determined based on need. All amounts are contingent upon Director's approval.**

- Legal aid services

**Subcontractor has resolved that this service will not have a maximum limit, but will be determined based on need. All amounts are contingent upon Director's approval.**

- Training related needs not provided by the training provider including but not limited to: book rentals, tools not available through the training provider, book purchases through sources other than the training provider and prerequisite drug screening for individuals accepted into a training program requiring drug testing.

**Subcontractor has implemented a \$5000.00 maximum limit per contract for this service.**